

November 11, 2014  
Re: Purple IP-relay appeal

Dear FCC,

As a hearing impaired person who relies on the IP-relay as a main form of communication. I was so happy to find such a service where I can confidently make phone calls without having to put the call on speaker, getting frustrated in having words repeated or have someone else speak on my behalf. Reading that Purple relay ceased their service is not a good thing. I however, can not afford to go to Sprint as I am on a family plan with my boyfriend. We both love our service provider that he has been with them longer than I. I have been hearing impaired since birth and always had trouble with the phones. I was never trained for the TTY/TTD as I was trained to lip read back then. I have dreaded for years in using the phone so when the cell phone came out, I relied on email and text. Once I have found this service, I was happy to see such a service.

I disagree with taking away a service that so many of us hearing impaired/hard of hearing/deaf citizens uses to live our life to the fullest. TTY/TTD slowly becoming obsolete as the IP-relay replaces that service even if the link below says TTY and came into our lives. By making the person switch to sprint may not be feasible for that individual. As the saying goes, if it aint broken, dont fix it. Some of us like myself as I said above are on family plans where we can switch our numbers over. Some of us are on fixed income and have a plan that is suitable for us to use. Some of us may not be able to afford to switch to sprint. As a former customer of Sprint I switched out of sprint as they are expensive. They do not have the best coverage in some areas.

By taking away a service that by the American Disabilities Act (<http://www.ada.gov/effective-comm.htm>) we have the right to use such methods. After reading your Title IV of the ADA in section (b) availability of telecommunications relay service (1) in general, it is stated:

“In order to carry out the purposes established under section 151 of this title, to make available to all individuals in the United States a rapid, efficient nationwide communication service, and to increase the utility of the telephone system of the Nation, the Commission shall ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to hearing-impaired and speech-impaired individuals in the United States.”

Now when I read that and correct me if I am wrong, to me, it sounds like that we have the right to use the service are available. And as quoted above, “to make available to all individuals in the united states a rapid, efficient nationwide communication service.” But by making it through Sprint, you are not really making the relay service available to all. It doesnt really say that it is ensured that it will be available. Again, available only through sprint. So for us who uses the service outside of our home, seems we can only use it from home on the computer. Another point, what if someone doesnt have a computer but have a cell phone service again under their family, or a plan they can afford with a company that allows it to be affordable to them.

Overall, do not take away the service for other cell phone carriers that we have that isnt sprint. We are people that have a life we are all trying to live, trying to have a peace of mind being able to save money, knowing to have a plan that we all like. Without this service, I wouldnt have been able to make the calls without having someone else make the call for me, to have them fill out a form for permission

to speak to whoever I need to make a call to have them allowed to be able to speak. This tool allows me not to want to try to hear a voicemail a million times or have to wait until I get home to have it on speaker phone again to try to make sense out of it. I no longer have to dread to make a phone call to have to ask the other caller to repeat themselves a bunch of times. With using this tool outside in the real world under the plan I have under my boyfriend's I dont have to hold off on the call or just want to wait until I hear the beep. Without this service, I wont get anything accomplished that I need to accomplish. This service is what I need to be able to function in the world we live in today. Without this service, I'll have to go back to having someone who is available talk to whoever I need to speak to and get frustrated because nothing has been accomplished. If you take this away, a lot of us cant function. We, in the deaf/hearing impaired world cant function. If you take this away, it is violating the ADA rights that we have to communicate. If you take it away for other providers, we are unable to communicate. If you switch to sprint, again it is taking away the rights from the ADA that is in place that allows us to use a service such as IP-relay.

I hope you will reconsider this and not block millions of citizens that are like me and not have it switched to be a sprint only provider which as mentioned, may not be feasible for a lot of us.

Sincerely,  
Amy M Coleman  
IP-relay hearing impaired user