

I am not happy about this service provided. Please increase the reimbursement rate back to where it is satisfactory so that the VRS providers can provide a better service for our needs as stated below.

"Due to the drastic decrease in the FCC reimbursement rates to compensate VRS providers, Sorenson VRS must now cut its operating hours back during the week and call hold times may increase. "

Sincerely,

James R. Goff