



Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

**CGB**

03-123

**MAY 10 2005**

Control No. 0500942-DRO

The Honorable Richard Burr  
United States Senator  
2000 West First Street, Suite 508  
Winston-Salem, NC 27104

**RECEIVED**

**JUN 08 2005**

Federal Communications Commission  
Office of the Secretary

DOCKET FILE COPY ORIGINAL

Dear Senator Burr:

Thank you for your letter of April 18, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Mr. Bryan Godwin, expressing his concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

Mr. Godwin's letter states that he is experiencing wait times of 15 to 45 minutes to reach a VRS operator when using Sorenson's VP-100 videophone. He raises concerns over this wait time during a potential emergency situation, and he expresses displeasure with the D-Link, another videophone product.

Mr. Godwin's concerns relate to two issues currently being considered by the FCC: interoperability of equipment used to access VRS, and the "speed of answer" for VRS. On February 15, 2005, the California Coalition of Agencies Serving the Deaf and Hard of Hearing filed a Petition for Declaratory Ruling on Interoperability, requesting that the FCC prohibit any VRS provider that receives compensation from the Interstate Telecommunications Relay Service (TRS) Fund from purposely restricting its deaf and hard-of-hearing customers to a single VRS provider via the software or hardware of their VRS equipment or through exclusivity agreements with those customers. On March 1, 2005, the FCC released a Public Notice (DA 05-509) seeking public comment on this issue. Comments were due April 15, 2005, and reply comments are due by May 2, 2005. This issue is therefore pending before the Commission.

Because VRS is not a mandatory form of TRS, several standards applicable to other forms of TRS do not currently apply to VRS. For example, there is currently no speed of answer requirement for VRS mandating how quickly a VRS provider must answer an incoming VRS call. However, this issue was raised in the Further Notice of Proposed Rulemaking (FNPRM) that the Commission released on June 30, 2004 (FCC 04-137), seeking comment on various matters concerning the provision, regulation, and compensation of VRS.

No. of Copies rec'd 2  
List ABCDE

The Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (DA 05-339). The speed of answer issue for VRS, as well as the issue of interoperability, will be addressed in a future order.

VRS continues to grow rapidly in popularity. In fact, although VRS has been widely used only for the past three years, in the past six months alone the use of VRS has increased from 943,747 minutes in July 2004, to 1,574,378 minutes in February 2005.

To the extent Mr. Godwin has concerns about the provision of VRS, we encourage him to actively participate in proceedings before the Commission to ensure that his opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience, and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe to and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, Mr. Godwin should send an e-mail to [subscribe@info.fcc.gov](mailto:subscribe@info.fcc.gov) and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

The Commission also invites Mr. Godwin to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

A copy of Mr. Godwin's correspondence has been placed in the public record for these proceedings. The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,



Jay Keithley  
Deputy Bureau Chief  
Consumer & Governmental Affairs Bureau

RICHARD BURR  
NORTH CAROLINA

# United States Senate

WASHINGTON, DC 20510

April 18, 2005

25-428 2005 R010  
020862  
CSB  
Policy -  
Disability  
942

Ms. Martha Johnson  
Director  
Federal Communications Commission  
1919 M Street Northwest  
Washington, D.C. 20554

Dear Ms. Johnson:

Enclosed is a copy of correspondence I have received from my constituent, Mr. Bryan Godwin, concerning the Federal Communications Commission. I believe that you will find this letter to be self-explanatory.

I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent.

Please address your response to my Winston-Salem office located at:

2000 West First Street, Suite 508  
Winston-Salem, NC 27104  
Telephone: (336) 631-5125  
Facsimile: (336) 725-4493

I am grateful for any assistance you may be able to provide in this matter

Sincerely,



Richard Burr  
United States Senator

RB:gr

Enclosure

RECEIVED

APR 13 2005

Richard Burr  
Winston-Salem, NC

Resident of Dunn, NC  
603 Greenfield DR.  
28339 Dunn, NC

Senator Richard Burr  
Winston-Salem Office  
2000 West First Street  
Suite 508  
Winston-Salem, NC 27104

Dear, Senator Burr

I have sent a letter to the Federal Communicative Commission, FCC, regarding the Sorenson VP-100, VP is a videophone. We had some complaints with the videophone, it has its flaws but they are flaws that can be fixed but it seems as the FCC doesn't try to fix them for us. We are customers of the videophones; they should give their time to us.

The VP's flaws are, when I need to call the relay services, it takes about 15 to 45 minutes to just to say hello to an operator. Case scenario, suppose something happened to someone in my house and I got no phone or any device to contact anyone with, I would have to use the VRS (Video Relay Services on VP) but it would take me a long time to contact a hospital or a hearing friend. So if that happens, I probably cannot "save" that person's life.

I also have couple more of complaints, they have another VP called D-Link, and it has faster speed on VRS but lousy image and slow to call another person. It is also required to use the IP address to use the D-Link, I don't like that because some people probably doesn't have a IP address, no offense to the FCC but they are stupid to allow the companies to the D-Link because it is really useless. I would like for you to try your best to follow up on this please, thank you very much.

Sincerely,  
*Bryan Godwin*  
Bryan Godwin  
North Carolina constituent

Bryan Glenn Godwin  
Resident of Dunn, NC

Bryan Glenn Godwin  
603 Greenfield DR.  
Dunn, NC 28339

Federal Communicative Commission  
Attn: Consumer & Governmental Affairs Bureau, Consumer Comparison  
445 12<sup>th</sup> street SW.  
Washington, DC. 20544

Dear, FCC

I am writing this letter in regards of the petition to require VRS interoperability, I support that petition because when I use the VRS on the VP, it takes too much of my time to just contact an operator. I had enough of the VRS services taking up too much of my time; I would like to suggest more operators or faster services, or special area of calls for emergency calls.

Also, the D-Link is the most useless thing I ever seen because you have to use its IP address to just make a call, the IP address always changes too often. I don't like it when I try to call my friends that use D-Link to chat with them or if they are trying to call me and they need to know my IP address, it is too much work to use IP address, all we need is just the phone number and we will be fine.

In my opinion, you don't even need the D-Link, the VP-100 is fine, why make another one for? Let me guess, for money huh? To be honest it is stupid to be manufacturing two kinds of VP's, we are glad with the Sorenson VP-100. Please take this letter into deep consideration.

Thank you for reading this letter.

Sincerely,

*Bryan Godwin*

Bryan Godwin

CC: Senator Elizabeth Dole  
Senator Richard Burr  
Honorable Bob Etheridge