

At about 1:15 am on Saturday, October 8, after failing to reach two other Video Relay Services (VRS) as I use a 15 second rule that if I don't get a response within 15 seconds, I hang up and try a different VRS provider. On this third call, I tried to get Sorenson VRS and after 30 seconds I hung up. About two minutes later, I got a call back from Sorenson VRS which I rejected. I found this very annoying as I was using my Captioned Telephone, which is in the same room where the VRS equipment is set up, to make the call. I thought FCC regulations prohibited the call back feature as hearing people do not have that feature available to them. I would like FCC to discourage the call back and instead improve the average speed of answer or ASA.