This is a revision of a complaint I filed last Fri., Oct. 8 regarding Call Back by Sorenson. Below is the original complaint:

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.

I have since learned from some respected leaders in the deaf community that this call back is clearly a violation of FCC regulations as my attention was directed to the FCC Public Notice DA 05-141, released Jan. 26, 2005. It is at the bottom of page 4 with the paragraph ending with footnote 16 and it covers this issue. The call back I experienced as shared above should be prohibited as opposed to discouraged. I have been very successful in getting a VRS provider within 30 seconds almost 100 percent of the time via the VRS provider choice made possible with my D-Link i2eye and with my 15 second wait, then hang up rule. Rarely do I need to go to a third provider which means that I get a VRS provider within 45 seconds 99.9 percent of the time, which is vastly superior to the current FCC ASA standards of 80 percent of calls answered within 3 minutes. This personal experience supports the need for FCC to enforce their regulation that "this type of 'call back' arrangement is impermissible". It also lends further support for the need to require that both the Sorenson VP-100 and the D-Link i2eye as well as all other Videophones currently on the market as well as future Videophones that come on the market be interoperable so that Videophone users are able to reach more than one VRS provider.