

Being a former TRS operator for AT&T, I see where something has to be done. The companies are going along with this as long as they're making money. It's coming to the point where the people with a speech or hearing loss can't even make a relay call either through internet or state relay. As soon as a person hears relay they hang up on them, they think they're being scammed. So what's become of a good service has turned bad and the telephone companies don't care they are just think of making money. It's not their money that the Nigerians are taking it's somebody else's. But think what's gonna happen later in the future when they have all the American money. Yes this service does need to be regulated and by having to have a doctor's paper to get the software would be a good idea. But being in this service for 8 years is this really gonna happen? It's beginning to seem that nobody wants to do anything about it because the companies are making money. I ended my job with AT&T in March of 2006 because of these types of calls, I could not keep doing these calls letting people get scammed of their hard earned money and watching businesses go bankrupt over this. But then again as the company says they shouldn't be so stupid!!