

I am displeased with the "static" that appeared on the Sorenson VP-100 the first time I call a non-Sorenson VRS. Despite being well educated and rather sophisticated, I had to read the message 3 or 4 times before I understood how to respond to Sorenson Media's "alert". Of course, unlike many others who were frightened by the put down of the video and interpreter quality of other VRS providers, I was not intimidated, but rather was very annoyed that Sorenson Media would waste my precious time with this message. As HOVRS pointed out in their filing, Sorenson could have developed a similar message via their very smooth public relations and advertising mediums and their Sorenson VRS newsletter. And, of course, HOVRS and other providers can respond via their own advertising mediums. But I consider such harassment with such a message while making a phone call a violation of my functional equivalency rights to make phone calls without interruptions. This kind of message is like a hearing person hearing static while making a phone call and would be interpreted as poor quality phone service.

Conclusion: My conclusion is that Sorenson Media's "warning" message about not being able to ensure video and interpreter quality is to a deaf person like a hearing person getting static while waiting for a dial tone. My interpretation is that such "static" is indicative of poor quality (or "taste") provided by Sorenson Media's video transmission service.