

National Association of the Deaf

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Federal Communications Commission
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>> CLAUDE STOUT: Hello, everyone. Hello! We'll start very soon filming. We need people to sign up to be able to file comments about their frustrations or delays with captioning or any telecommunication issue.

There's one person who wants to say thank you and we are so happy to have VRS and we are so blessed, if you want to give a positive comment, that's fine. It's not limited to positive comments. You may -- negative comments. You may say positive comments as well.

The more feedback we receive, the more people are willing to make comments, the greater impact it will have.

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People come to us, come to these meetings all the time and this reiterates the positive and the negative comments.

So we invite everyone to come up here and make comments today.

>> SHERI FARINHA MUTTI: And on the blue form, do you all have a blue form? Please fill this out and give it to him.

And we'll call you up one by one.

We have two minutes left before we start.

(Pause)

>> SHERI FARINHA MUTTI: Hello. Everybody? We're ready.

Hello. Because of the time, we want to get started now and move through this as quickly as possible. We would like to welcome all of you first, to the first time we're doing a public comment to the FCC in sign language as a means of filing these comments.

We are going to be having a video camera and we will be calling people up on stage, making comments.

It is important that you be able to express any issue that you feel is important. You all have a yellow paper that has questions that might help you come up with comments that are relevant. It might stimulate a couple of memories that you have or issues that are of concern to you. It's very important that the FCC hear from you on an ongoing basis.

Okay. I'm going to now turn the floor over to my partner, Claude Stout from TDI. He is going to talk about our statement of purpose.

>> CLAUDE STOUT: Okay. This is an experiment that we are thrilled to be here on the ground floor and have you with us. This is

something that will do you all some good down the road.

The FCC currently, if you look at their website, they do have a complaint process in place if there's a problem with captioning or the video Relay service or the IP Relay or any of those kinds of things.

Any TRS in general. You can go ahead and file a complaint with the FCC on the web through an e-mail, fax, phone, or whatever.

They also have a call center. One of them is in Gettysburg, Pennsylvania. That works well for hearing people, but for Judy and I, we often go to the FCC and talk about some problems that they are not aware of. I'm looking at it from a consumer advocacy point of view. I'm bringing information that I hear from all to the FCC and they are happy to hear the comments from me, but they would much rather hear it directly from the consumers so we can see and track the number of complaints. That's the FCC's perspective.

And we say to them: Well, you know, I understand completely you would like to hear directly from consumers, but the problem is the way in which the complaint system is arranged requires filling out a form in a particular English order and some customers would rather not do it and they feel less comfortable that way. They say they plan to do it later.

So this is a new format by videotape in which we hope people will feel much more comfortable in using their native language to go ahead and file their complaints or their concerns.

In that way the FCC will see a rise in comments from the deaf community once they get the file cabinet full of videotapes or DVDs, then they'll realize what they need to do and they'll have to have

their staff interpreters watch the videotapes and see what the heck is going on.

Luckily they have good interpreters like the two here from the FCC. They'll go ahead and tell the Commissioners what's going on. This will really make an impact on those who are in charge.

Oh, this is what Claude said? Oh, my goodness. These consumers are agreeing with what Claude has had to say. We have Deaf attorneys who can reiterate our issues. And then that will spark some internal discussion. What's going on outside among consumers and what is going on inside the FCC will mirror each other.

I think this is a great opportunity for you to actually express your life experiences, your frustrations with anything that the FCC mandates or is in charge of and this is a way for you to get the ear of the FCC and have your voice finally heard directly rather than having to go through an advocate.

So this will give the FCC more information that will improve our ability to advocate for consumers nationwide.

We do our best to represent you and we look forward to your assistance in that.

(Applause.)

>> SHERI FARINHA MUTTI: Very nice. Now, before we start, I would like to introduce the FCC representative from the disability rights office, it's with great pleasure that we have here with us today our fellow Deaf attorney, who represents the FCC and we are very proud of Greg Hlibok. Would you please come up?

(Applause.)

>> GREGORY HLIBOK: It's a pleasure to be here. Exactly

what Claude pointed out is very important. Your comments need to be known to the FCC.

That makes my job a lot easier.

It justifies the arguments that I often make with the FCC.

I'm an attorney, but I'm also a Deaf person. I'm a consumer. So I have several roles and hats at the FCC.

I often have to recognize my role as the FCC as an attorney. That's why I'm here today, to take back your feedback and your suggestions.

I've worked at the FCC for five years. And it has been mind-blowing. It has been mind-blowing to see how much concern and compassion the community has especially in the areas of telecommunications Relay and television captioning. It all makes sense because it's all about communication. Anything, any time, anything is taken away from a Deaf person generally it deals with communication and they go to the FCC.

Just to let you know, I'll be happy to clarify what the FCC can and cannot do. Not because they won't do it, but because of the system. The FCC is a regulatory agency and as such, there are restrictions. We work for Congress. Congress instructs us on what we can and cannot do.

Often there are issues that come up that are best resolved by approaching a provider directly before going to the FCC.

So on some issues we encourage consumers to deal directly with their provider before they come to us. If that doesn't work, they do come to the FCC.

I can recall in law school 16 -- I don't know, 16 years ago?

My first day, the professor was speaking to all of us in the

auditorium talking about a certain situation where there was an obvious violation of the law. A specific case was brought you up as an example. They asked all of us: What is the first step you would take? What is the first step that must be taken on this situation?

Almost everyone said oh, lawsuit!

No, unfortunately that's the mentality that the general population has. However, 98 percent of legal issues are settled out of court. There's no trial. Everything is settled out of court, at least 98 percent.

Back to what I said before. A lot of issues can be resolved on the front line rather than going all the way up to the FCC. The FCC does not resolve every individual situation that comes to its attention. We work on policy issues that hopefully have a positive impact on consumers.

So I can explain to you the issues we are now looking into and the reason why we're looking into those issues.

We are looking into the issue of captioned telephone service currently. The FCC recognized captioned telephone as a form of Relay and has approved it to be paid for from the fund.

Any captioned telephone service user can be compensated. When it was recognized in August 2003 to now, only one provider has offered this service. They do contract with other providers. At the time we recognized captioned telephone, we were hoping that states would opt in to offer captioned telephone services to its residents. However, not all states have done so. In 2003, the decision was not to mandate captioned telephone service. Specifically because we did not want to mandate a service that only one provider was offering. It would basically be giving a license to

a company to become a monopoly, monopolize the service. In 2003 we were hoping to see competitors. However, none have come up on the scene.

On the consumer side, naturally consumers who happen to live in the State where their state has not opted in to provide captioned telephone, for example New York, a large state. They do not have captioned telephone service. We understand the consumers' concerns and we do want captioned telephone to be provided to all consumers. That is a goal under title 4 of the ADA. The FCC is to ensure that everyone has access to the telephone system, including access to captioned telephone services. New York for example is one state that does not offer captioned telephone and we are looking into that and whether we should force all states to offer it regardless of the fact that there's only one provider right now.

Another issue the FCC is currently looking into is access to emergency services through Relay.

We have a requirement for traditional Relay services, TTY Relay, where regardless of consumer's decision to call through Relay rather than dialing 9-1-1 directly through their TTY which is what the FCC strongly encourages consumers to do. We encourage consumers to dial directly because the Department of Justice requires PSAPs to make their centers accessible to TTY incoming calls. However, some consumers provide -- we require providers to accept that call and transmit the call to the appropriate 9-1-1 center appropriate to that consumer's location.

However, that does not work with Internet based services, VRS and IP Relay. How can the situation be resolved? There are

technological issues that impede that ability for the provider to identify the geographic location of where the call is coming from. So we have sought comment on your ideas on how to resolve that situation.

One possible solution is the registration process. I understand that there are some individuals that have different views on this situation, but basically there are two main views to the registration process. If it were to be required, providers would have the identifying location of where the person is calling from and be able to route that call to the appropriate 9-1-1 center. Other individuals, however, feel that the consumers' privacy then would be lost. They would feel like someone was looking into their privacy, basically. That issue is pending and the FCC has not yet made a decision on it. We are still studying it.

That situation parallels the VOIP decision that was made by the FCC last year. We require Voice Over Internet Protocol, VOIP, a new type of telephone service. We require VOIP providers which offers telephone service IP based rather than through the public switch telephone network or PSTN, the old telephone system. We require VOIP providers to register their consumers so that the VOIP providers can provide accurate 9-1-1 service. That requirement was established for the VOIP providers and so the thought was, why not do the same thing for VRS and IP Relay providers? That would parallel an that is something that the FCC is considering.

As of right now VRS providers are required or can -- excuse me can offer ASL Spanish translation Relay, but the order did not absolutely say that it has to be offered 24 hours a day, seven days a week.

Because of that, we have been asked to waive that specific rule. We received a petition asking that the FCC waive the 24/7 rule for ASL to Spanish VRS translation services.

The reason given in the petition was an insufficient number of interpreters available to translate ASL to Spanish.

So that's being looked into as well.

We also have approved a different mechanism for companies to become IP Relay or VRS providers. Used to be they had to contract with the state or with a current telephone company in order to offer these services. However, now you can apply for certification directly with the FCC.

Hopefully this will open up more competition. Since it was established, we had three new companies already come into the game and they have been certified, two as VRS providers one as IP Relay -- now we have VRS providers in the playing field.

We also have VRS interoperability. All VRS providers must ensure that their product and their service can communicate with other providers of products and services without blocking.

The reason behind that is that consumers have a right to choose.

I want to go back just a moment. How the States approach Relay is different than the FCC's. The states do go through an RFP process or request for proposal and choose one Relay provider for the state and in that approach generally more regulations are imposed on the providers.

Very specific standards must be followed per that State's request.

But with VRS and IP Relay, it's a very different situation.

There's open competition. We don't just have one provider providing that service. Consumers have a choice.

And with this approach, generally speaking there's less regulation because if you're not pleased with one company, you can just go to another company. That on its own helps improve the quality of service. It's a different approach.

(Applause.)

>> GREGORY HLIBOK: With that in mind, the FCC has required interoperability and we also now have a certification process to hopefully have more competitors in the playing field.

We are also seeking comment or have sought comment on the abuse of VRS and IP Relay. These services and this issue has been around for awhile. The FCC has struggled with this issue.

A key principle of Title IV of the ADA is to protect consumers' privacy regardless of the type of call that they are making through Relay.

The Communication Assistant, the CA's role is to be transparent and Relay whatever is said between the parties. They are not allowed to keep records of the conversation. It's a very key principle.

However, because of more than half of Relay calls overall, I could pretty confidently say about three quarters of all Relay calls are now made through Internet based forms of Relay and because of that, the caller is basically anonymous.

Because of the anonymity, some individuals have taken advantage of that and have abused the system. They've made fraudulent calls with stolen credit cards to buy merchandise in bulk. Some folks have been caught, some have not. Some people make

prank calls. Some folks just want to harass the CA, et cetera.

It's much more common with IP Relay. Just to let you know, the FCC really has no idea how serious or prevalent the situation is. We are honestly not sure exactly what is going on out there. The CAs generally know, but they cannot reveal such information because of their role. If they -- when they leave the center and go home, they are not supposed to share that information with anyone. We are honestly not sure how serious the abuse is with VRS and IP. Many people are using VRS for free interpreting service rather than access to the phone system. We are not sure how common it is. We sought comment on how we can reduce this situation and minimize the abuse. Is there an answer?

Another question we sought comment on is: Should the CAs be given discretion or authority to terminate calls if they suspect that a call is fraudulent or abusive? Should CAs be given that authority?

In a nut shell that's correct's it. But please feel free to come. I'll be sitting in the front row listening intently. My eyes are open to your concerns and input. Hopefully it will be kept broad enough so it will apply to all consumers rather than the one situation you experienced yourself. Thank you.

(Applause.)

>> SHERI FARINHA MUTTI: All right, then. Before we start with asking consumers to come up here in order to file comments in sign language, I want to go back to a couple of house keeping issues. The papers, the blue papers that look like this, if you don't have one, they are back there. Please fill them out if you want to make a comment. Then you can give it to me up here at the front.

You'll have up to three minutes. Depending how many comments we have. I don't know what time it is now. Please keep it brief, more like two minutes, depending on how many people want to file their comments.

I just want to make sure that we stick to the rules here as you're making your comments.

Don't go on and on and on.

Keep it brief. I'll be keeping strict track of time.

And each person as they come up here will be videotaped. While you are standing here making your comment, please do not ask questions of the FCC representative. That is not allowed.

We will call your name, ask for you to come up here and then after you finish, we'll call the next person's name. Then the next person will come up.

The comment is for strictly consumers to make -- the comments are strictly about FCC issues and as I said before, please don't go on and on. If you do, we will ask you to wrap it up or even cut you off.

Do you have any questions? Thank you, then.

Somebody mentioned there, too, for me to remind you that X marks the spot. Stand here because of where the video camera is situated. You can't really dance around here. You've got to stay on the X marks the spot area. Okay? Clear? Any other questions?

Okay that's correct's a good question. In the future, how do we contact the FCC, is the question.

The FCC booth has some information in the Exhibit hall and they have information where you can contact them in the future.

The FCC is like an -- this is like an official public hearing right

now. As of this moment, as consumers come up, we will start the official comment period. Question and answers are not permitted at this time.

As Claude explained earlier, people have had the opportunity to file comments through written English. Many consumers, particularly Deaf individuals, are not comfortable because English is not their first language. This is the first time we have had an open meeting to have people make comments in their native language.

Okay, this is not restricted to -- okay, you can file comments on any topic that you want, about HDTV and so forth. If you have them, you can give them to me.

Was there more question from the back? Captioning in airplanes, so forth? Yes, any issue related to communication.

I don't think we are going to have enough time for this, talking up here up front.

The first person we are going to call is ... Richard Roland. Not here? Second person. Carol Tuft, could you please -- could the next person -- stand here, up near the front so we are ready to go?

We will have somebody on deck.

>> AUDIENCE MEMBER: Hello. I'm Richard Leon from Washington, D.C.

I would like to address the frustrations I have had with HDTV and captioning.

My son did buy an HDTV set which is very nice, very expensive. I was looking forward to watching it. The picture was lovely. The captions seemed to work. Then there was trouble and we called the Cox cable guy to come out and said the way that we hooked it up to receive the signal, we had -- we were not able to get

the -- they hired the guy through Cox cable because of the type of cable we used. It was could action coaxial. The picture is beautiful but there's no captions. The fellow said it won't work out.

We tried another way to do it. We tried some other method, the third method. Nothing worked.

The Cox cable thing seemed to work. Since then my son and I have watched our favorite, the Sopranos, our favorite show, with the coaxial cable. We went to the store that specializing in selling HD TV. There are 40 or 50 different TV sets, all HD TV sets. We spoke to the salesman and I said we would like to see the one with captions. And I pretended like I wanted to buy it because I wanted to really pick his brain about what would actually work with my set. And after an hour and a half we looked everywhere. There was still no captions.

So he went off and did this and he found some other way through dish network. They have their own built in captioning. I said look, you know, does this other TV that I have one built? It seems like they do. But they don't. I met with a lot of frustrations. Finally I got through to the dish network and we are captioned there, but that was when I was watching the NBA tournament, the playoffs and the captions were in the middle of the screen! Or a little bit above! I could not see the action. I could not really watch the game. I just watched the captions. I would like the captions to be in the regular place where they are supposed to be.

There's been a myriad of frustrations with HD TV and capping captioning. I have heard rumors that perhaps in 2009 this will be repaired. Why should we have to wait for that. Hearing people can watch HD TV any time they want. Why do Deaf people have to

wait? Is it a technical problem? It's ridiculous. I would like the FCC to examine this issue and work closely on that issue. Thank you.

(Applause.)

>> AUDIENCE MEMBER: I'm David Wilcox from -- I have two different issues. One issue is that I have two -- I have a DVD player and a -- I have a D link and Sorenson, both.

When I want to call friends with the D link I use the D link. When I want to talk to friends with Sorenson, I call through the Sorenson machine.

And some require the IP number and Sorenson -- I can use a phone number. Would I like to be able to use a phone number for everything. It's much easier for everybody, for Deaf people to call a phone number rather than having to remember 16.3.231 and people have to go through the rigmarole to check on that. That's the first issue.

The second issue I have is two CAs were my good friends. They are teachers at the School for the Deaf and some students at the school, and some people who are -- have limited literacy skills and, the CAs don't understand what they are saying and often they switch out over and over again to a different operator. That is not the proper way to handle the situation.

So we really need to have some basic guidelines in order to teach the students how to use the CA in the appropriate way.

For example if you call a business, that has a menu that has option one, option two, if you want to order pizza, what does that look like, in order to help the students properly use the telephone service.

I am a big fan of VRS. I love it. The traditional TRS, I'm hardly using at all anymore. I want to thank you for supporting that.

(Applause.)

>> SHERI FARINHA MUTTI: Tiffany Moods, next?

After Tiffany will be Jason and after Jason will be ... after Jason will be Linda Christian.

>> AUDIENCE MEMBER: I just want to comment briefly about the E-9-1-1. I had an experience -- well, actually it wasn't my personal experience. I lost a dear friend of mine to a major heart attack.

His wife is Deaf. She is a TTY user. She called 9-1-1 twice -- three times. The first time she was hung up on. The second time she was hung up on. The third time she got through and the ambulance arrived at the house, but her husband was already dead.

So obviously this is one concern that I have and I'm wondering, if they had responded the first time and had arrived a few minutes earlier, perhaps my friend would still be alive today. So I think that this is an issue that needs to be addressed, one of training for the 9-1-1 operators to teach them in life or death -- that these are all life or death situations. It's not just life or death situations for hearing people. It's life or death experiences for Deaf people as well and we experience the same kind of emergencies as they do. Thank you.

>> SHERI FARINHA MUTTI: Jason? And then after Jason is Linda and after Linda is ...

>> AUDIENCE MEMBER: Can everyone see me all right? My name is Jason. I want to express my concerns about

interoperability. I feel like it's pretty vague still.

There's a lot of competition. The standards are different and among different providers. I feel that the FCC really ought to push to establish some standards that other VRS providers will follow and they all should be pushed to go to that standard in the way they make business decisions.

The reason is that I feel that some companies have developed and invested a lot of money in interoperability while other companies, for example Sorenson has been in business for quite some time. The HR323 goes in through. Other companies have joined in with other standards and they don't match them.

There should be some requirement for them to work together.

We need to define the lines of -- we need to set a standard that all are required to follow. My other concern is that I really wanted to mention that we need to define video quality as well. What is the line there? What is the standard of video quality for VRS? For example, sometimes we call one particular VRS provider, but there's a problem. So what is the line? What is the line in the sand that video quality needs to be? Is it two fix? Whatever it is. We need to do our best to improve that. I absolutely endorse the idea of interoperability, but I need the FCC to set a standard that all can meet. That's my concern.

I want to know what the FCC's plans are regarding the phone numbering system. I realize a lot of people have phone numbers, but honestly nowadays, Sorenson is the only one that has phone numbers for D links and they may have their own rules and the phone numbers seem to be created and they are not following any other system.

I think we need to have some method to -- we can perhaps use e-mail addresses as a way of connecting with people. We can have a variety of other kind of numbering systems.

So my company, I could have Jason at viable technologies. I think that's another way, rather than phone numbers.

We need to look at what the federal government requires and set some kind of standard that they can apply based on a numbering system.

Which with the national numbering. So we need to set requirements. Otherwise it's not fair if we allow e-mail at so-and-so at your company, that's more broad. If we have a numbering system, the FCC needs to take the lead on organizing what that will look like and what the requirements will be.

(Applause.)

>> AUDIENCE MEMBER: Hi. My name is Linda from California. And I got a video camera. The installer came to my house. He was a very nice man. He checked my computer to see whether or not I had the combination, the requirements with my DSL. It all seemed to be in order.

He used a wire, but installed it into the wall in the wrong place and I said maybe you should have brought your own router instead of making a hole in the wall. He said well, the FCC requires that I do this. And he stuck a hole in my wall.

He made a big mess and it didn't work out. I was frustrated with that encounter. Then I hired a private individual to come. He was a Deaf man who came and fixed it, who was very professional. It was expensive, but it was certainly worth it.

He had the correct equipment that he needed, an adapter in

order to make it work. He did a fabulous job compared to Sorenson's employee who made that hole in the wall.

The other guy just said that I passed the test and then left a mess behind him.

And I had to get the Deaf fellow to come in and repair the damage. It was ridiculous. I had to wait one week for the Sorenson employee to come back and fix it. So that's why I said forget about it, I'll handle it myself. I'll pay out-of-pocket.

So I got this deaf professional to come in. Now I have a clear, beautiful picture.

I heard a lot of complaints out there in the community about people who experienced similar situations about their installers who do shoddy work and they don't seem to be licensed. They are not professional. Okay, that's one comment.

Another comment is, I'm used to using video Relay but one issue in particular, when you unplug the video phone in the morning and you turn it back on the next day, you've got a light that's blinking at you all day long.

And what happened was, I unplugged it. I plugged it back in two days later and the light kept flashing.

I had a number on caller id. of interpreters trying to call in and it seemed like the interpreters were trying to get in and call me, but it was really a malfunction in the system.

(Applause.)

>> SHERI FARINHA MUTTI: Then after this one person will be Rick post.

>> AUDIENCE MEMBER: Hi, there. I'm Claudia Fay. I have two concerns. The first concern is in relation so the video Relay --

in relation to video Relay services.

The modem that is they install look like pay phones, but they are actually not.

I'm not a technical person. So I don't really know much about this at all. But sometimes when I use a VP, a video phone in a public place, I forget to turn off the IP address and my friend tries to -- or business. Sometimes somebody is from a business because I use my phone for business.

They try to contact that particular video phone, that public video phone.

So when there's a video phone in a public place they really look like pay phones. They should be treated like pay phones, including the privacy -- the private information that's encoded in the system.

The other issue that I have is for personal reasons I have a syndrome, I have a visual -- a vision issue. And people, as people get older, a lot of people have experienced this that I have, which is a slight cataracts.

So color has a major impact on how I am able to read the sign language of the person who is communicating with me.

I would like to know whether or not like, for example, deaf-blind people and visually impaired people, that they have interpreters who have contrasting clothes with their skin color. Not bright pink. Not something that is in the same skin tone color as what they have.

It should be darker than their skin tone, or at least contrasting.
Thank you very much.

(Applause.)

>> AUDIENCE MEMBER: I would like you to consider

mandating this color issue.

>> AUDIENCE MEMBER: Good morning. My name is Clifford Reilly. I'm from Arizona. I have two short issues which are ongoing regarding the new wireless systems. Many Deaf people try to disconnect and they have a difficult time disconnecting from the hard wire system. They fear that the 9-1-1 system for wireless devices is not in effect.

So I'm concerned about those people in the Deaf community who feel like their sidekick will suffice and feel like they no longer need a landline. When the emergency occurs, I'm concerned about them.

I think there needs to be some way to train the Deaf community to hold on and wait until the wireless 9-1-1 system is fully in place before they give up their landline.

Seconds is VRS standards. I have an interesting story. Awhile ago I was involved with TDI and we were trying to establish a, like the previous director did. We were trying to establish some standards with the EIA. The EIA is the electrical -- what does it stand for? Electrical industrial association.

And it is an all volunteer group and we were talking about TTYs and incompatibility, which used to be an issue. There was all this back and forth.

One was better than the other and was not compatible with the old one.

Now with VRS it seems they can work together. Would I like to see if there could be some standards, some working standards in place and I'm hoping that the VRS will continue to expand with better and better technology and it will be easier to handle than

what it is now with people requiring so many pieces of equipment.

Thank you very much.

(Applause.)

>> SHERI FARINHA MUTTI: Kristen with a K, Potts? And then John Miller next, please.

>> AUDIENCE MEMBER: Where is the X? Is this the X? Okay.

Good morning, good afternoon, actually. My name is Kristen Posten and I have a concern about two issues. The use of IP Relay services to contact government agencies such as the Internal Revenue Service. The IRS won't accept a phone call through Relay. They say call on TTY. I don't have a TTY norm. I got rid of it. I have IP Relay and all this other equipment, but I don't have a TTY anymore. Why won't the agency accept my Relay call? The other issue is Sidekicks and pagers, other hand held devices. I know it's up to us, but we can't make an emergency call while hearing people have a G.P.S. system built into their cell phones. There should be exactly the same kind of 9-1-1 system built into the wireless devices regardless of the technology that we're using.

Thank you.

(Applause.)

>> AUDIENCE MEMBER: Is this the right place? Am I standing in the right spot? Excellent. My name is John Miller from Illinois.

I would real lie like to applaud VRS VP technology. It is stupendous. It has opened up huge varieties of employment for deaf people and in their personal lives and family and friends and so forth.

It is fantastic and I would like to see that continue as long as possible. Please do not cut the rate. I want to make sure that this, that we have a commitment to maintaining ongoing growth in this area.

There are several areas I would like to talk about. High-speed Internet availability in rural areas. That is something I would like to see greatly disseminated. Many rural areas do not have that. The second thing is, I would like to see the FCC look at broadband services that cable systems provide. Often these are established and they work perfectly well to download from the other source.

The issue is up load is undependable and there you are able to get it, but it is at an exorbitant cost. I would like to see those two issues addressed.

Also with the opening of communication technology, 9-1-1 is left out forcing us to use old modalities of communication. Let's get the technology in order so that we can get 9-1-1 through the VP or any other way. I know it's challenging, but that's something I would like you to look at.

So enough of that. I would like to talk about IP Relay, the Internet and captioning.

Sometimes there's a video on the website and I open the video and there's a hearing person jabbering away. I hope for action in the shot and there isn't. Please, let's look at captioning Internet videos and mandating that.

Thank you very much, FCC.

(Applause.)

>> SHERI FARINHA MUTTI: Kathy Jo McCune? Wendy Merkel? Emmet Hansen? Could you please come up?

>> AUDIENCE MEMBER: Okay. Hello? My name is Kathy Jo. I'm from California. I have two issues.

The first issue is repeat of the same that has gone before. I have had frustrations with 9-1-1 calls with my pager. When I have a real emergency, I actual -- actually, what happened, I saw a dog die. He bled to death. He was dying and I was absolutely grief stricken because I'm an animal lover myself and I saw him on the side of the road and I decided to take action in order to help him.

But you know, it's the same if you have a human in the same situation. Here I am paging away, trying to get a hold of a 9-1-1 call and I can't because it's an IP Relay system.

So I had to actually run to the old -- to use some old traditional technology in order to save this dog. Luckily that person was able to use their cell phone in order to call 9-1-1 but I wasn't able to do it with my page you are because it's an IP Relay system.

The other issue is regarding video phones which I use. And using video phones has changed my life and changed my partner's life as well. She is from Mexico and she uses the video phone a lot. She is able to chat with her friends and this is the first time ever that she has been able to use the phone in her life.

So she is able to use the video phone to chat with her friends and acquaint answers. But we noticed the problems with the video quality freezing up or pixilating. It's frustrating. When she calls to the video Relay service, the interpreter's image never freezes. Maybe it has something to do with my DSL isn't functioning correctly? I don't know why I have freezes in these other situations, but those two issues are of concern with me. I'm hoping that -- I mean, I don't know. Maybe it has something to do with the DSL

speed slowing down, but I would like the FCC very much to look at these two issues. Thank you.

(Applause.)

>> AUDIENCE MEMBER: Okay. My name is Wendy McHaskell. I'm from Michigan and I use the video Relay service through Sorenson. The only problem is using the IP address and some other video phones linking up with them. But sometimes I can't I don't notice that someone is calling me because I can't see the flashing light. There should be some kind of device that you can hook up to a video phone that would be more clear, where it would notify me when there's a phone call coming in. It's very important to communicate regardless of whether you're deaf, deaf-blind or whatever.

And also captions should, there should be more captions in theater in my home area. There are several places that have captioned movies. I think it's a good start, but there needs to be more widespread captioning of films in public.

A lot of places, people no longer have TTYs. I use the computer instead and I use VRS and VRS stations should be set up in public areas, anywhere there are pay phones like on the highway or hotels or a mall, anywhere where people would typically use a pay phone.

And if you use a TV with captions, we need to be sure there's the right equipment whether it's broadband or DSL. I use broadband through ComCast and ComCast has high-speed and I also use that for the Internet and I use that for video phone calling and I have a different phone number for my video phone than for the fax machine and the home phone number and the computer. I

don't like that. I think there should be one phone number for one phone line for all those different services.

Thank you.

(Applause.)

>> AUDIENCE MEMBER: Next we are going to have Kim and then the last person -- she is going to be the last person.

>>: This is Emmett from Phoenix, Arizona. I have two issues.

One is for state Commissions for the deaf and hard of hearing. Most deaf people are concerned about the 9-1-1 emergency warning issue. That is the non-accessible through video phone or wireless technology.

And people think that they can get rid of TTYs. In fact that's the not the case. A lot of that is misinformation. That's a concern of mine.

Second is captioning on HD TV and Tivo and all these other emerging television technologies available through cable and subscription.

The FCC is supposed to enforce captioning, but nothing seems to be being enforced. Therefore, a lot of captioning is missing.

I mean, captioning has been around for 20, 25 years. It seems like there's still issues of misspellings. There's sometimes Spanish intrusions in English captions. I mean, this has been going on for 25 years. You think they would get it right by now. What is going on? The captions are moving all over the screen. It's high time for the FCC to fix this.

You know, we pay to have cable television. It's a subscription. It should be automatic by now. There's technology available. I mean, come on now. All right, that's my concern. Thank you for

your time.

(Applause.)

>> AUDIENCE MEMBER: Hi. I'm Kim from Tennessee. And I want to talk about an airplane experience that I had sitting on the flight, watching the movie without captions.

Now, I paid the same airfare that everybody else on that plane did and didn't get the same experience.

The other issue is about TV captions. Sometimes you have an interpreter in the bubble and the captions overlap the interpreter. You can't see the interpreter. So the placement of the captions should be reasonable.

Another issue is going through a fast food restaurant in a drive through. I'm deaf. I can't hear the microphone. I have to actually go in and write on a piece of paper in order to place my order. They should have something that would allow you to have a touch screen ordering system that you can access from the car without actually having to go in. That would be really nice. Thank you.

(Applause.)

>> SHERI FARINHA MUTTI: Wow, well, thank you all so much. We've run out of time as I knew would happen. But we would like to set up a -- let's do this every year regularly. We will have an ongoing event of giving feedback to the FCC through American Sign Language. We'll do this again at the TDI conference.

Every opportunity we have, we are going to try to have an open hearing. Thank you very much. One more. Greg is going to make a couple of closing remarks.

>> GREGORY HLIBOK: I'm impressed. I'm impressed with

your comments. The comments that generally we have received in the last four to five years at the FCC, many of them are one-liners. Please don't stop VRS. Not real helpful, just so you know.

You have given some substantive comments. And I really appreciate your feedback.

There are some issues that you brought up that the FCC can take action on and some that we can not.

One thing I would like you to keep in mind, the FCC is not an organization that is up there and you guys are down there. We are on the same level as you. Some folks say the FCC, we're up there. We are not the general arbitrator of everything in the world. We are here to work together with you and remove that versus mentality. It's not the FCC versus consumers. There's no such thing as the versus issue.

VRS and IP Relay are something that the industry came up with. Consumers worked with them to establish that. Please keep in mind that the FCC, consumers and industry all work together and work together to find solutions and hopefully we can reach a common goal.

We would like to have, you know, a paradise of perfectly smooth communication for every individual out there. Some day I think it will happen if we all work together to find the right solution to reach that lofty goal.

I especially appreciate Claude and Sheri's help in establishing this forum this morning and thank you very much.

(Applause.)

>> SHERI FARINHA MUTTI: Thank you all to the people from Gallaudet, Norman and Claude and Judy and thank you very much

for making this videotape session possible. Thank you.

(Applause.)

>> SHERI FARINHA MUTTI: See you after lunch in the E-9-1-1 forum. It's really important information coming up in that session. I hope to see you back here in this room.

(Session ended.)

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