

I want for my family to be able to use Relay anytime with anyone, using any Relay provider, just as two hearing people can call each other regardless of who is their telephone product/service provider. Please require interoperability and compatibility across Relay providers.

Video and IM Relay has become valuable tools for them. The traditional telephone (including TTY) is not practical for them. The use of Relay has made their work much more effective and they have become more productive. However, the value of Relay is limited because not everyone has access to their Relay product/service. Please end exclusion of deaf and hard of hearing people from full access to telecommunications by requiring open interoperability and compatibility across Relay providers.

My family does accept free Relay equipment and software from providers—not necessarily because we like a particular provider the most—but because it is free—and allows us to make calls we couldn't make before. While we appreciate the free equipment and software, we want to be able to make and receive Relay calls from anybody without any restrictions from Relay providers.

Enabling us to use TRS free of restrictions will allow us more contact with the public such as; healthcare providers, schools, social services, etc. This is indicative of allowing the hearing impaired culture to assimilate within our own country with our hearing peers and providers.