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P.O. Box 365
Solon, NY 14551
May 16, 2007

Chairman Kevin Martin and
Commissioners Adelstein, Copps, McDowell, and Tate

Dear Honorable Commissioners,

This is in regard to CG-03123.

I have used the relay services for ½ of my life dating back to the beginning in 1982. I have seen the evolution of the service from TTY's to video relay. The video relay incorporates many visible features which improves the fluency of relay services by at least 300-400%. All my friends swear by the video relay. I use it 4-5 times daily and it is such a pleasure to make calls which are "alive" rather than the TTY relay.

(PTO)

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The adequate maintenance of the VP relay is absolutely critical for me and my deaf friends. It is important that the interpreters are renumerated for their services at a rate that will encourage the same level of services and to keep turnover at a low rate consistent with business practices.

On another topic, the answer rate of the video relay is longer than the TTY relay. I strongly suggest that the rate be brought down to the same level as the TTY relay - after all it is the ADA's mandate that the answer rate is as commensurate with normal practice as much as possible.

Sincerely yours,

Paul Taylor

PAUL TAYLOR