

To Whom It May Concern

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It is my understanding that the FCC is acting upon STS and IP STS.

My name is Eda Wilson. I am retired after working as a speech language pathologist for 33 years in the public schools. Currently, I occasionally work for an STS user. I have observed that when he dials 711 and asks for an STS CA, nearly every time he has to repeat his request many, many times. Sometimes the 711 operator, not understanding his request, hangs up on him. Something needs to change in the training of 711 CAs so they will know how to handle requests for STS CAs.

A second concern came to me via posts on an AAC users' listserve. The issue was a SEVERE breach of confidentiality. The CA involved is no longer working as a CA but I believe no charges were ever brought against the person and probably something 'official' should have been done. This could be a personality issue (I want to be your friend) or it could be a training (or lack of) issue.

I don't know how easily consumers can report concerns regarding Relay/STS, but there needs to be an uncomplicated method for consumers to share their concerns.

Thank you.

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