

Another commenter stated "In view of the investigation on questionable tactics to gain VRS minutes, are such tactics clearly defined? For example, is a VRS provider guilty of abuse for depriving signing hearing people from obtaining their videophones which, in turn, forced them to waste VRS minutes by having no choice but patronize their services to communicate with deaf family members and friends...even though they could sign for themselves?"

I am of the opinion that it is abuse. Even more so in instances when interoperability is purposefully taken off a videophone, to prevent a hearing person who can sign from being able to make direct calls using a device purchased from a provider.