

This filing is in response to NBP Public Notice #27. My friends with speech disabilities have gained substantially from the availability of STS during the last decade. STS makes them independent on the telephone so that they can communicate with friends and family and obtain education and employment. I encourage the FCC to adopt the pending recommendations to improve STS by doing such things as improving STS access through 711 and extending the time that individual operators stay with each call. I also encourage testing of a possible Video-Assisted STS on the Internet to bring telephone access to people who must be seen to be understood. We need to expand consumer training because right now less than 5% of potential users are using STS.

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