

January 31st, 2010

RE: Proceeding 03-123

Dear Members of FCC:

My name is Mary Moore and I am a single working mother who uses the Video Relay Service with the Voice Carry Over (VCO) feature. Let me tell you how important the Video Relay System (VRS) to my day to day life.

Since the initiation of the Telecommunication Relay System (TRS) and the Video Relay System (VRS) for the Deaf and Hard of Hearing, my ability to do my job and to take care of my family needs have improved greatly. I do not have to rely on others to help me make a call. As a computer programmer analyst, my co-workers have seen my productivity at work increased three-fold, I have earned the respect of my coworkers because I can do my job well with the use of VRS and have been promoted at my job.

I am happy to report that now I can attend training just like my co-workers using VRS to participate in several webinars over the internet to learn more about the computer software we use at the company I am employed with.

As a Governor's appointed council member of the Florida Coordinating Council for the Deaf and Hard of Hearing, I am able to participate in teleconference calls in case I cannot attend the meeting held throughout the State. I am able to serve on behalf of the Deaf and Hard of Hearing citizens of Florida at these meetings.

As a mother, I had helped my daughter with applying for colleges in Florida by making VRS calls with the VCO feature to communicate with the staff at the college. I am happy to report that my daughter has been accepted to Univ. of North Florida. I know that using the VRS was responsible for me to take care of my daughter.

I am also able to stay in touch with my oldest daughter who is hearing and moved away to Illinois with her husband. Using VRS has helped for our family to stay in close contact.

I have earned respect from my hearing peers and my self-esteem is bursting at the seams since the VRS technology came into my life.

Please keep the VRS system "functionally equivalent" so I can make the same telephone calls just

like YOU and everyone else to anyone to anywhere in US without having someone or some law stating that I am limited to certain types of call. It is like "Big Brother" watching only on certain groups of people!

For example, at my job, I make many calls to customers and vendors, many of my calls will reach a "voice initiated calls or voice recording system" so where I have to follow the instructions so I can enter the right department and sometimes, no one is in the office, then to leave a voice message.

In addition, I get calls from my dentist or doctor's office to remind me of an appointment which is from a voice initiated call. I rely on these calls to remind me of my upcoming appointments.

I truly support the Petition to Initiate a Notice and Comment Rulemaking Proceeding filed by the National Association of the Deaf so that all of us can freely make any type of telephone calls without any reprisals or fear of something being taken away from us.

I am concerned and wonder if this is a form of "communism" in the works being geared toward only to the the Deaf and Hard of Hearing community by the US government.

So I urge you to look into this and resolve the matter at hand to grant the exact same privileges to the Deaf and Hard of Hearing community in the telecommunications industry.

Thank you for listening and for your time!

Respectfully yours,

Mary K. Moore
Lakeland, Florida