

Whom It may Concern:

I would like to give you a comment on how much valuable for me to use Video Relay Service. It is equal to the phone that hearing people takes for grant on daily basis from everything like calling computer technical support to making an appointment at doctors clinic. I use a lot of calls as following:

- Calls that connect to automated call response or interactive voice response (IVR) systems
- Calls that are connected to recorded communication, such as that provided by government agencies
- Multiple calls from a single videophone/VRS number
- Multiple calls to a single telephone number
- Calls to technical support services (i.e., Blackberry and Dell Computer)

- Calls connected to telephone conference call service numbers

My fear is that the Video Relay Service providers will cease to accept some calls above for me to make the calls. Why we feel being punished for behalf of one VRS provider who violated FCC's rule?

Please do NOT remove these types of calls from us the deaf VRS callers.

I support the Petition to Initiate a Notice and Comment Rulemaking Proceeding filed by the National Association of the Deaf.

Thank you,
E-Signed by Diane Leonard