

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski and Commissioners Copps, McDowell, Clyburn, and Baker,

As I have read the proposal for the proposed rates of VRS for Sorenson Communication decrease it is unsettling to know that this could ultimately affect thousands of deaf individuals in their communications needs. Working in the IP relay department I have seen the importance of video phones to the deaf community. I have relayed the panic of deaf individuals who are having problems with their video phones or internet service thus limiting them in their ability to use their native language. I compare this to the hearing community when their cell phones aren't working. A hearing person panics when this happens as well. I continually see them struggle as they use IP relay to be able to communicate effectively in their second language. IP relay is a great backup to the video phone, but I understand that the video phone is a deaf person's way to be able to speak in their own language, where they can fully express their feelings.

If the proposed rate is to be dropped for Sorenson Communication VRS, this will limit the access and the quality of service to a deaf person. Sorenson VRS is the most honest, reliable service that is offered through VRS. If the rates are changed, there will be long hold times, which would go against functional equivalence since a hearing person can pick up the phone and make a phone call at any time.

If the rate is set lower, it will affect the progress of communication for the deaf community, it will affect the quality of service to deaf people and will result in job loss and financial downfall for an honest company that's only goal is to make communication easier for deaf individuals.