

Wanted to share some input on my suggestions for FCC on VP relay issues.

I believe all caller center should be located in US only. NO international service center due to quality issue and lack of ability to monitor quality, fraud issues and most likely those international will not have good trained interpreters whom are trained to interpreter in US.

I don't have issue with 3 tyer payouts plans. I believe those VP call center that summits supporting documents for the rates they need are reasonable.

I believe they need to keep record of all minutes and numbers for minimum 18 months like normal phone services are required to do so. All info should be filed electronically. There is plenty software out there that are being used by phone companies that will help TAS monitor the information with less man power needed as it would take with paper information. All records should be open to public due to the fact that the funds are paid by public via taxes and fees tied into phone service that we obtain. This will help keep fraud at curb if info was open to public.

FCC should provide funds for service provided, not for CEO salary, dividend payments or stock holder funds.

I believe all Call center should submit their financial information every 3 months to monitor for reasonable expenses and help avoid farther fraud. Also to help check to ensure the call center that are located with in US areas. We need to support US and keep jobs here. White label call center should not be allowed. Just as normal business anywhere must be licensed or certified to operate in US. (this will help maintain quality service and curb fraud issues).

WE do appreciate the wonderful services we currently are getting, We do want to continue to have the access to the service in future so what we need to do is ensure that we can curb the fraud to ensure that they can continue to provide the service for our needs.

We recommend that audit to happen at least twice every 12 months. Prefer to see random inspection including random phone check to ensure that they are using reasonable resources not like calling to those paid phone service like those calls to 900 numbers since most of them are not reasonable and excessive.

Recommend private screen to be accepted up to 5 minutes due to some government services has long hold waiting times like Unemployment, Social Security office, other federal provided services for needs and some business has some long waiting time on phone.

Thank you.