

I have worked in a VRS call center playing various rolls in the operations of a VRS center. About 3 months ago our center (which was run extremely ethically and efficiently) was closed due economic and other issues along with other centers across the country. These years and the experience I received while working inside this center gave me the ability to become a strong video interpreter who works from home.

We all know that the FCC rulings will have significant impact on how VRS operates today and how it will continue to evolve and I am extremely grateful you are willing to listen to feedback.

Feedback and thoughts to Paragraph 19 - 21:

As a provider of "from home" VRS services I would like to say that I am able to transfer a call, take a 911 call as well as provide interpreting services in what I believe to be the MOST secure place I know. In a call center there are actually more opportunities for a call to be overheard. My own "at home" station is reinforced with insulation, thick walls and locked doors. This expense and extra security also comes with extra responsibility which I was fully aware of when I took on this position. (My parents have never even seen this room.)

In addition, "at home" call centers make it possible for small and white label companies to become extremely cost effective. By having Video Interpreters close to their call centers where they can jump on on to help with immediate high call or to cover other VIs who must travel to a center.

Most importantly as a member of my professional organization (both national and local) I am destine to live and work with integrity by adhering to standards of confidential communication, possessing the professional skills and knowledge required for the specific interpreting situation, conducting myself in a manner appropriate to the specific interpreting situation, demonstrating respect for consumers, demonstrating respect for colleagues, interns, and students of the profession. I also maintain ethical business practices and I continue to engage in professional development all of this makes me and others suitable for this work.

With this all being said I also support the treatment of at home call centers as "call centers" that adhere to the same FCC reporting requirements as outlined in V.E.3.