

Tuesday, June 15, 2010

Marlene H. Dortch, Secretary  
Federal Communication Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

RE: Ex-Parte Notice CG Docket Nos. 03-123, 10-51  
And Stop Sorenson Doing Dirty Profits

Dear Mrs. Dortch

Garrett Carter, I am writing this affidavit because I have been reviewing all VRS providers stating on ex parte notice about Sorenson doing the greed-generated profit since Sorenson made a public announcement with a panic attack.

I agreed with William Banks counsel general for ZVRS and founder Joseph Brezowski of myvrs.org both stated on what true color Sorenson showed in public while questions to Sorenson that are not answered. In additional, I have been complained against Sorenson due to unethical operations in the call center.

I would like to request you to consider the fairness with only Sorenson will be paid \$3.89 per minute. Because in my view on Sorenson proposal request is to you to pay \$5.95 helping Sorenson continue profits over approximately 40% and pay off its debt total \$735 millions dollars.

Sorenson 2009 summary report log that indicated all complaints against interpreters due to unethical operations since many interpreters were hired by Sorenson but they are not certified under nor RID neither NAD interpreting certification. Sorenson make 40% profits to use uncertified interpreters per minute. Uncertified interpreters get paid small amounts since Sorenson hires over thousand uncertified interpreters. What things do the uncertified interpreters cause? More information found from <http://stopnoncertifiedvrs.blogspot.com/> Following the list from bottom.

1. lack of etiquette
2. finger-spelling not clear
3. receptive skills inadequate
4. signing not clear
5. lot mistakes during interpreting
6. poor interpreting as not fluency
7. lack of professionalism (interpreter decided not to stay on call or avoid eye contacting during interpreting)
8. refusal to relay the conversation verbalism
9. did not follow caller's request
10. did not keep caller informed
11. signing was hard to follow

12. signing skills inadequate
13. rude to deaf consumers

Sorenson 2009 summary report that totaled 702 complaints against interpreters because they are not certified. many deaf consumers need certified interpreters as consideration as professional requires certification for example, welder, CPR, auto mechanic, and etc because certification requires good qualification in training under properly supervision.

Since Sorenson VRS has been misleading many deaf consumers about rate will be cut down and caused a panic attack as a hoax. I viewed this hoax is illegal because Sorenson VRS is responsible for making a hoax through deaf communities to save Sorenson VRS debt by use of deaf consumers sending you over 10,000 comments those they want you to stop changing the rates. Sorenson VRS mention about function equality to deaf consumers but did not provide all what deaf consumers need.

Function equality is a key for deaf communities. In my beliefs that Sorenson VRS failed to provide the features, following the list from bottom.

1. civil harassment, requested for additional call block because about few thousand deaf consumers suffer the call harassment by deaf callers with prank calls and threat calls is violation of privacy act under 2<sup>nd</sup> and 5<sup>th</sup> amendments
2. refusal to add the recording message when deaf vp user does not answer the call, how can deaf people leave the message through Sorenson vp200?
3. refusal to give out the digital local number to deaf consumers when if Sorenson vp200 is broken, so how can deaf consumer call Sorenson technical support or customer service with another vp equipment (z340 or p3), it is considered not deaf friendly

VRSCA [www.vrsc.org](http://www.vrsc.org) (Video Relay Service Consumer Association) is funded by Sorenson VRS is possible illegal bribery because Sorenson VRS paid this website author to tell all twisted information that misleads many deaf consumers with many lies that is not acceptable in deaf communities.

In my conclusion:

Sorenson needs to stop hiring many uncertified interpreters and doing the greed-generated profits. I would like to request you to take action on Sorenson VRS with your investigation if you find Sorenson VRS behind those unethical operation, please consider your fairness to pay only Sorenson VRS \$3.89 per minute in order to stop abuse and exploit all deaf consumers.

Garrett Carter  
Deaf consumer and activist