

Honorable Julius Genachowski, Chairman
Commissioner Michael J. Copps
Commissioner Robert M. McDowell
Commissioner Mignon Clyburn
Commissioner Meredith Attwell Baker

Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

16-June-2010

In regards to CG Docket 10-51, and the filing by the FCC of 11-Jun-10, number FCC 10-88:

I am writing this letter in response to the filing that no VRS call centers outside of the United States should process American calls due to fraudulent call activity. I am currently an employee of Sorenson Communications and I live in Canada. I have been processing VRS calls since Sorenson Communications opened up a call center here in Edmonton Alberta 3 years ago. From the very day I was hired Sorenson made it clear I was not to process any calls that didn't involve at least one of the speakers being in the United States. All of our software, our training and every aspect of doing VRS calls strictly prohibit this. Not to mention right now over 90% of all VRS centers, Sorenson and other providers combined are on US soil and fraudulent activity has already happened. This activity has NOT been found in any of the Canadian call centers. This decision in other words will fail to resolve any issue. Fortunately, the FCC can continue to rely on Sorenson to provide the best VRS service and the most honest one possible.

Sorenson has paved the path towards functional equivalence for Deaf users in the United States. They came to Canada to lessen the strain on American interpreters that were working hard to meet requirements set out by the FCC and ADA and also to hopefully start a Canadian VRS. I have watched how happy and grateful the American Deaf community has been when they are able to use our service. It really disheartens me to think that I have faithfully and honestly served the American Deaf community for over 3 years and now simply because I live in Canada the FCC has decided I don't deserve to work in VRS unless I uproot myself and move to the United States. As if this decision wasn't bad enough, the timing of it makes it even worse. As I mentioned above, Sorenson was also hoping to be the pioneer VRS outlet for Canadians. One of our own service providers, TELUS, has finally partnered with Sorenson Canada and wants to make history here on July 1st 2010. The Canadian Deaf community will finally be able to enjoy VRS as their American counterparts have been doing for the past several years and now this new decision severely threatens that opportunity. July 1st 2010 marks the beginning of a trial run only. It could well be another 2 years afterwards before we are able to continue to offer this service and Sorenson Canada's presence needs to be maintained so we can be ready for this. I urge you to reconsider this decision based on the points I have mentioned above. This is such a crucial time for all of us in the VRS industry and the FCC needs to not only preserve history-making here in Canada but also respect the hundreds of Canadian interpreters who over the

past 3 years have been working tirelessly to meet the demands of the FCC and ADA and most importantly, the American Deaf community – and we have done all this - without any fraudulent activity.

Respectfully Submitted,

Angie Turnbull