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Dartmouth, Nova Scotia Canada  
B2Y 4E7

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

RE: CG Docket No. 10-51

Dear Commissioners,

I am writing to you in regards to an urgent matter. The FCC is questioning whether or not having call centers outside of the U.S. is something they want to allow. Now more than ever, we need submissions/statements/letters that I can collect from you or anyone you know that has successfully made Canada to Canada VRS calls. Sorenson has followed and respected the FCC while other providers processed calls against FCC regulations.

We need the name of the company that did process Canada to Canada calls. Video taping is available if anyone wishes to make their comments in ASL. Sorenson has not been able to provide VRS services, but have supported the local community and the AEIP in taking practicum students and being flexible with interpreters' schedules so community assignments can be met, and provided professional development opportunities and donations to such events as DAANS – Deaf Gala and Deaf Literacy Nova Scotia.

Closing call centres would result in the loss of hundreds of jobs and opportunities of future potential in Canada. Speaking from personal experience, having Sorenson call centres in Canada has resulted in stable employment for myself and hundreds of my colleagues across Canada. It would be a travesty for these call centres to be shut down. Because of regulatory delay by the CRTC and telephone companies, we do not have VRS in Canada at this time. However, TELUS is about to start a one year trial of the service, working closely with Sorenson Communications. Beyond the trial, it could be 2 or more years before we see VRS offered in Canada.

Sincerely,

Undersigned

Justin DeBaie