

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

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 video relay service (VRS) call centers that process American calls be situated outside of the United States due to fraudulent call activity.

Currently I am an employee of Sorenson Communications and I live in Canada. I have been processing VRS calls with Sorenson Communications for the past two and a half years. From day one at Sorenson Canada, it has been made clear to all staff that under no circumstance are we to process any call that did not involve at least one of the parties being located in the United States. All of our software, our training and every aspect of VRS call procedure strictly prohibit it. In addition, over 90% of all VRS centers, Sorenson and other providers, are on US soil and fraudulent activity has already occurred in these centers. This activity has not been found in any of the Canadian call centers. In other words, this decision will fail to resolve any issue.

Sorenson is one of the most genuine companies I have ever worked for; they have paved the path towards functional equivalence for Deaf users in the United States. Originally they came to Canada to lessen the strain on American interpreters who were working hard to meet requirements set out by the FCC and ADA. Over the past few years I have been privileged to be able to witness how happy and grateful the American Deaf community has been when they are able to use our service. It disheartens me to think that I have faithfully and honestly served the American Deaf community for over three years and now, simply because I live in Canada, the FCC may decide that our services are not useful.

As if this decision was not bad enough, the timing of it makes it even worse. Sorenson is also working towards providing video relay services for Canadians. One of our own service providers, Telus, has partnered with Sorenson Canada and wants to make expand there business by July 1st, 2010. For the first time ever in Canada, there would be a service providing Canadians, who are Deaf or hard of hearing, the ability to access video relay services that are equal to our American counterparts. The decision that the FCC will be making in the next few weeks will severely threaten the future of VRS here in Canada. July 1st, 2010 marks the beginning of a one year trial run.

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. The FCC needs to preserve its innovative and inclusive services for the Deaf community and the effects that it would have on the future expansion and employment.

Respectfully Submitted,

Patricia Swamy