

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

June 22, 2010

I am writing you in regards to CG Docket No.10-51, and the filing by the FCC 11-Jun-10, number 10-88.

Over the past three year I have had the privilege of providing high quality video relay service to deaf Americans as an employee of Sorenson Communications. My colleagues and I have proved to be ethical, highly efficient, and have served to ease the growing demand for American interpreters in the USA.

The ethical standard my fellow Canadian colleagues and I bring to this job is exactly the same as the standard practiced by American interpreters. We have proved this over the last 3 years! Moreover, the responsibility of ensuring that all interpreted calls are within the mandate the FCC requires belongs to the VRS Company. Sorenson Communications has numerous safeguards in place to guarantee that all billed minutes fall into line with what the FCC requires and to ensure the highest ethical standard is being practiced.

There is a high demand for qualified VRS interpreters as well as a high demand for the same qualified interpreters in community. Sorenson opened 8 centers in Canada to ensure that there would still be enough interpreters in American communities, so that, deaf Americans have communications access in all venues. With this being the case, any notion that we (as Canadians) are taking American jobs is unfounded and false.

I strongly urge you to reconsider your decision to not allow VRS centers outside of the USA. If this decision were to pass, it would have a devastating impact on service levels provided to deaf Americans. It would cause the closure of 8 highly efficient VRS centers in Canada and the loss of over 300 jobs. Furthermore, it would cause VRS companies to pull even more ASL interpreters out of community work in cities all over America. I do not see any reasons that justify this decision and I again urge you to reconsider!

Respectfully,

Karen Fran