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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

## VRS rate proposal

From: Courtney Errigo (sirben66@hotmail.com)

Sent: Fri 6/04/10 3:56 PM

To: julius.genachowski@fcc.gov; meredithattwell.baker@fcc.gov; mignon.clyburn@fcc.gov;  
michael.copps@fcc.gov; robert.mcdowell@fcc.gov

Dear Chairman Genachowski:

I am writing about the proposed rate cut to providers of Video Relay Service that you will consider in the coming weeks. As you make this financial decision, please keep in mind the personal impact your decision and that of the FCC will have on Deaf consumers across the country.

I started in the business of working with Deaf people as a teacher for 6 years. I watched students struggle to learn a written language--English--that they could not hear. Although education of our Deaf children has made vast gains in the last 20 years, most Deaf people still do not reach the literacy level of their hearing peers.

In American Sign Language, on the other hand, the world is literally in their hands. Deaf people have a rich visual language available to them to express themselves in any way we can--professionally, intimately, through entertainment.

The advent of VRS has changed the world for Deaf people in this country. I saw people in the community talk with love about their 'vp' and I did not understand until I recently became a video interpreter what the video phone has done for their community. A Deaf person picks up their 'phone' and calls anywhere in the country, the world, for any of the same purposes and with the same confidence and personal authority that you or I exhibit in our own native language.

If you accept the drastic rate cut that has been discussed it will be impossible for VRS providers to continue providing service at the level our Deaf community has become accustomed. Research and development on new products and free tech support and installation will likely come to a halt as will continued education and training of our interpreters. If the largest company truly goes bankrupt or even has a drastic cut in the level of service they can provide, who will possibly come up and provide service at that same level for less money?

Please approve a fair and reasonable VRS rate this month. Asking Deaf people to go back to using TTYs, which is in effect what you will do if VRS goes under, is the equivalent of asking Americans to go back to using wall-mounted, rotary phones...and speaking on them in a NON-NATIVE language at that! You would be the first FCC Chairman in history to roll back progress under the ADA if this happens.

Thank you for your time and consideration in this matter.

Sincerely,

Courtney Errigo

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The New Busy is not the too busy. Combine all your e-mail accounts with Hotmail. [Get busy.](#)

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

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski:

Why are you and your staff determined to ruin Video Relay Service? It is the communications service that the deaf rely on. You will be the first FCC Chairman in history to reverse progress for the deaf under the Americans with Disabilities Act. What are you thinking? You must change your mind and provide incentives for VRS providers to invest in VRS.

Name

Sincerely,

Signature David Seidner Date 6/4/10

Name David Seidner

Address 620 Cascade Falls Drive

City WATSON State FL ZIP 33327

Email davseid@gmail.com

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

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

Re: CG Docket Nos. 03-123 and 10-51

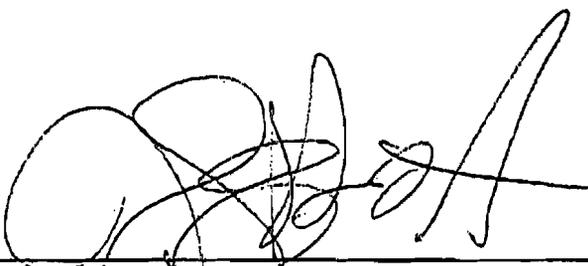
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Name

Sincerely,

Signature



Date 06-04-10

Name

Address

City

Email

JESUS DIEZ  
7874 NW 79TH TERR  
MIAMI State FLA ZIP 33075  
JESUSDIEZ@COMCAST.NET

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To: Honorable Julius Genachowski From: Richard Brooks

Fax: 202-418-2801 Pages: 1

Phone: Date: 6/4/2010

Re: FCC rate proposal for Video Relay Services

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

June 4, 2010

Dear Chairman Julius Genachowski:

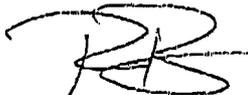
I know that the FCC is currently reviewing the reimbursement for video relay services. I am concerned with the proposed rates. As you know from the over 20,000 comments filed with the FCC, VRS is vital to the deaf community. Adopting the proposed rates would be a reversal to the progress gained under previous Commissioners and the ADA.

Short wait times, quality of interpreting, and innovative technology are threatened by the possibility that the largest provider of VRS services will declare bankruptcy under the proposed rates. If this would happen, thousands of people will be out of jobs and deaf people will suffer.

The only viable option is that you reimburse VRS providers at a rate that allows them to stay in business and to invest in further improvements for deaf and hard of hearing users of the service.

Thank you in advance for making the right decision.

Sincerely,



Name: Richard Brooks

Address: 5979 Westbend Drive

Galloway, Ohio

43119

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

# FAX

TO:	Chairman Julius Genachowski	FROM:	Della Daugherty
FAX:	(202) 418-1000	FAX:	(205) 444-9009
PHONE:	(202) 418-2801	PHONE:	(205) 413-9177
SUBJECT:	Video Relay service	DATE:	June 4, 2010

COMMENTS:

I am sending you a fax to ask why you are trying to end Video Relay Service as we know it today? VRS is vital to the deaf and required under the Americans with Disabilities Act. Chairman Genachowski would be the first FCC Chairman in history to roll back progress under the ADA. What could you be thinking when you and your staff tell the largest provider that they should go bankrupt? Who will provide the service if you put the biggest provider out of business? You must change your mind and give VRS providers incentives to make more investments in VRS.

Please Reconsider!

Della Daugherty

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

Dear Chairman Julius Genachowski:

I know that the FCC is currently reviewing the reimbursement for video relay services. I am concerned with the proposed rates. As you know from the over 20,000 comments filed with the FCC, VRS is vital to the deaf community. Adopting the proposed rates would be a reversal to the progress gained under previous Commissioners and the ADA.

Short wait times, quality of interpreting, and innovative technology are threatened by the possibility that the largest provider of VRS services will declare bankruptcy under the proposed rates. If this would happen, thousands of people will be out of jobs and deaf people will suffer.

The only viable option is that you reimburse VRS providers at a rate that allows them to stay in business and to invest in further improvements for deaf and hard of hearing users of the service.

Thank you in advance for making the right decision.

Sincerely,

Ashley Cannon

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

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski:

Why are you and your staff determined to ruin Video Relay Service? It is the communications service that the deaf rely on. You will be the first FCC Chairman in history to reverse progress for the deaf under the Americans with Disabilities Act. What are you thinking? You must change your mind and provide incentives for VRS providers to invest in VRS.

Name

Sincerely,

Signature  Date 8/9/10

Name David M. Feldman

Address 12150 NW 77th Manor

City Parkland State FL ZIP 33076

Email DFeld508@aol.com

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

Dear Chairman Genachowski;

I am writing to express my concern that the future of Video Relay Service is in jeopardy.

At no time in its oversight of VRS has the FCC taken action that would hurt the progress of the Deaf Community's struggle for equality under the Americans with Disabilities Act.

I am asking that you allow incentives for VRS providers to make more investments in VRS so that Deaf Americans will be able to experience the advances in telecommunication access other Americans enjoy.

  
Name \_\_\_\_\_

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Linda Diehl-Callaway, CI and CT  
Professional Development Specialist  
Davenport, IA

**Sorenson  
Communications**

# Fax

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OCT 29 2010

Federal Communications Commission  
Office of the Secretary

**To:** Chairman Julius Genachowski      **From:** Linda Diehl-Callaway

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**Fax:** 202-418-2801      **Pages:** 1

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**Phone:** 202-418-1000      **Date:** 6/4/2010

---

**Re:** Video Relay Service      **cc:**

---

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• **Comments:**

**Dear Chairman Genachowski:**

**I implore you to change your mind and provide incentives for VRS providers to invest in VRS.**

**VRS is vital to the deaf and hearing communities. It is unfair to punish efficiency and reward inefficiency. If Sorenson Communications goes bankrupt (and it WILL happen if the FCC adopts an unfair rate), it will put into effect a series of dominos that will affect both the deaf and hearing communities. Sorenson Communications is critical in providing video relay service. Who will provide the service if you put the biggest provider, Sorenson Communications, out of business?**

**Why are you and your staff determined to ruin Video Relay Service? It is the communications service that the deaf rely on. You will be the first FCC Chairman in history to reverse progress for the deaf under the Americans with Disabilities Act. What are you thinking? You must change your mind and provide incentives for VRS providers to invest in VRS.**

*Linda Diehl-Callaway*

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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

FILED/ACCEPTED  
OCT 29 2010  
Federal Communications Commission  
Office of the Secretary

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski and Commissioners Copps, McDowell, Clyburn, and Baker,

I am a certified sign language interpreter, and for the past 23 years, I have had the honor of serving the deaf and hard-of-hearing communities by facilitating communication. The advent of Video Relay Service has revolutionized the lives of the clients it serves, removing barriers, building relationships, and improving the efficiency and accuracy of communication between deaf and hearing individuals. Four years ago, I became an employee of Sorenson Communications, first as an interpreter (or CA), and later as a call center manager. This is the most rewarding, challenging, and exciting job I have ever had. As an employee of a Video Relay Service (VRS) provider, I have seen first-hand that this life-altering broadband service is a vital link that connects deaf people to the hearing community.

I was deeply disturbed to see the Commission's recent Public Notice on VRS rates. These proposals, if adopted by the Commission, would have devastating and far-reaching effects on the VRS industry, the employees who work within it, and the customers it serves. I am astounded that the Commission would even consider a proposal to slash reimbursement rates by almost 40% for a company that has repeatedly demonstrated sound management practices governed by honest and ethical principles. My employer has already informed me that if these proposed rates are adopted, our company would be forced into bankruptcy. I am further puzzled by a proposal that would lead to the financial ruin of a company that has been overwhelmingly chosen by deaf consumers, thereby limiting the freedom of choice of a population that the Commission is duty-bound to protect under the Americans with Disabilities Act. In the event that another VRS provider could immediately support Sorenson's current client base, it is doubtful that it would be willing to do so at the rate proposed by the current tiered structure. This would be disastrous for deaf VRS users and would put an end to VRS as we know it.

Ensuring that deaf individuals have access to VRS and encouraging improvements in VRS should be a high priority for you as Chairman and Commissioners of the Federal Communications Commission (FCC). The Americans with Disabilities Act (ADA) requires the FCC to make available to all deaf individuals nationwide "functionally-equivalent" communications. You will soon determine the future of VRS. When you set the VRS rate, you will determine whether America makes progress toward the statutory goals of functional equivalence, nationwide access and inclusion, or whether deaf users will be forced to revert to TTY communications, and the laborious and challenging process of communicating in a

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Office of the Secretary

June 4, 2010

Dear Chairman Julius Genachowski:

I know that the FCC is currently reviewing the reimbursement for video relay services. I am concerned with the proposed rates. As you know from the over 20,000 comments filed with the FCC, VRS is vital to the deaf community. Adopting the proposed rates would be a reversal to the progress gained under previous Commissioners and the ADA.

Short wait times, quality of interpreting, and innovative technology are threatened by the possibility that the largest provider of VRS services will declare bankruptcy under the proposed rates. If this would happen, thousands of people will be out of jobs and deaf people will suffer.

The only viable option is that you reimburse VRS providers at a rate that allows them to stay in business and to invest in further improvements for deaf and hard of hearing users of the service.

Thank you in advance for making the right decision.

Sincerely,

*Sheri Bloomingburg*

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

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Name

Sincerely,

Signature



Date

6/4/10

Name

Debra Marich-Fas

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1143 67th Ave. N.

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Seminole

State

FL

ZIP

337712

Email

dmarich71@yahoo.com

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Office of the Secretary

Dear Chairman Genachowski:

I am writing to express my concern that the future of Video Relay Service is in jeopardy.

At no time in its oversight of VRS has the FCC taken action that would hurt the progress of the Deaf Community's struggle for equality under the Americans with Disabilities Act.

I am asking that you allow incentives for VRS providers to make more investments in VRS so that Deaf Americans will be able to experience the advances in telecommunication access other Americans enjoy.

Shirley Scribner 6/4/10  
Name

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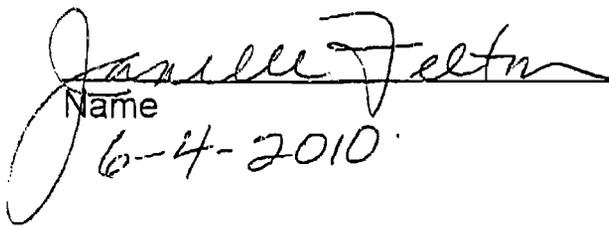
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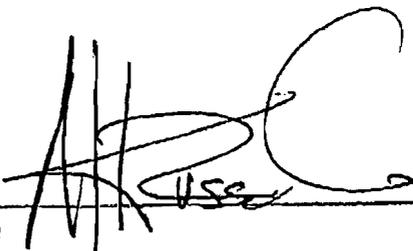
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Thank you in advance for making the right decision.

Sincerely,

*Krista Roper*

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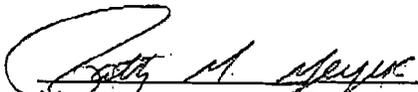
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 Name \_\_\_\_\_  
 Patty M. Meyer

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