

**myvrs**  
RELAY CENTRAL



The Future VRS



Welcome to myVRS Relay Central!

We see goals, we see planning, we see ideas, we see feedback, we see disagreements, but ...

Where is the future VRS lies ahead?



## The Future VRS Goal:

- One Tiered Rate System
- Eliminate White Label Providers
- Reduce Fraudulent Calls
- Re-Certificated VRS Interpreters
- Improvement FCC Rules and Policy
- Mobile VRS



Current FCC Tiered Rate:

Tier I .....	\$6.24
Tier II .....	\$6.23
Tier III .....	\$5.07





## Certificated VRS Providers:

- American VRS
- AT&T VRS
- LifeLinks VRS
- SnapVRS
- Sorenson VRS
- Sprint VRS
- ZVRS





Proposed FCC Tiered Rate:

One flat payment of **\$5.95** will be paid per minute by NECA to the certificated VRS providers only.

This plan will ensure smooth and less waste and better focus on VRS market.



## Reduce Fraudulent calls

The new proposed will allow NECA to process the payment up to 60 days from 45 days to give more time to complete the minutes report to prevent more fraud minutes.



## Re-Certificated VRS Interpreters

All certificated VRS providers shall re-evaluate all interpreters to ensure they meet RID requirements and being certificated to continue the VRS interpreting.

The interpreters shall know customers are in the control during the call 24x7x365.



## New Improved FCC Policy

- 10 Digit Porting
- Customer Rights
- VP Equipment
- VRS Providers Reports





## 10 Digit Porting Requirements

Stated from FCC's website that all VRS Providers **MUST** complete the porting within 1-4 business days. Unfortunately, most providers are taking more than 30-60 days to complete the porting request.

VRS Shall know customers owns the 10 digit phone number not the VRS providers.



## Customer Rights

VRS Providers shall know that customers has the legal right to make any request such as request new local number, replace equipment, preference of person to contact and many other things. Customers has the right since they're taxpayers to pay for the VRS service. No VRS provider has right to deny any such a request.



## VP Equipment

Customers shall own the equipment no matter if it was given for no charge or purchase the equipment. The customer will have the full control and has the privileges to use it at any time with no limit.

VRS providers shall not have control ownership of the equipment at any time.



## VRS Providers Reports

Customers shall have the right to request any public record from one of such providers. The reports can be for any reason such as budget, board meeting minutes or anything.

The reports shall be made to public.



## Mobile VRS

Customers shall have the ability and have the control to download, install and use the mobile VRS applications at anytime without any hassles. VRS Providers shall provide that to the public via Apple iTunes and Google Andriod Marketplace.



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