

June 21, 2011

Commission's Secretary
Office of the Secretary
Federal Communications Commission
WC Docket # 11-98 Comp Pol. File # 994

Dear Sir or Madam:

I am writing to comment on the proposed discontinuation of OJO services related to WC Docket # 11-98 Comp Pol. File # 994. In reading through the filing by OJO Services LLC, there are several inaccuracies. I have been an OJO customer for approximately 5 years. The biggest issue with their filing is that they indicate that VOX Communications will take over the service and OJO customers will have no disruption in service. That is far from the truth. I called VOX Communications and they are only offering service for customers who use the OJO Vision Video Phone. They are not offering service to OJO customers who use other types of OJO Video Phones such as the OJO Personal Video Phone. That was the phone that was first introduced when OJOs first became available and many OJO customers use that phone. VOX Communications will not offer service for that phone. The only way to get service is to purchase the OJO Vision phone through VOX for \$250.00. So, many OJO customers will be without service if this filing is approved by the FCC.

Secondly, OJO services LLC does have my email address because I have received emails from them in the past. However, the last email that I received from them was dated 11/16/2010. At no time in 2011 have they contacted me and they certainly did not send an email indicating that our service would be discontinued. Our service was discontinued as of Sunday, 6/19/2011. That is the only way that we knew of this issue. We are now without service completely and VOX Communications does not offer service for our OJO Video Phone.

Our family owns 4 of the OJO Personal Video Phones and we spent approximately \$1000 on the video phones. We have a family member with disabilities who cannot speak but does know sign language. The OJO is the only way that we can communicate with her when she is at her home. She is unable to use a computer so services such as Skype are not an option. I would recommend that this filing be denied until OJO Services LLC can prove that all customers will have another alternative using their existing equipment. This is the second major disruption in service that we have encountered over the past 2 – 3 years and it is having a significant impact on our family. Thank you for the consideration.

Sincerely,

Richard Stone