



Tuesday, July 19, 2011

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street W.  
Washington, DC 20054

Re: Convo Communications Filing #7021693748

Dear Mrs. Dortch,

myVRS Relay Central LLC recently read the filing was made by Convo Communications LLC in regarding the "reimbursement" system that Convo had VP conference with the Federal Communications Commission (FCC) and suggest to make some changes as proposed to improve to stop fraud and less waste. There is some understanding that Convo Relay recommended that the payout to be per customer instead the tired per minute system.

myVRS Relay Central LLC understand every VRS providers to make its own opinions and how to improve the VRS for all deaf, hard of hearing and hearing customers to benefit the VRS services. I believe that the new suggestion that Convo Communications LLC had made will not improve the new payout feature because it would be more confusing and the VRS providers would make more profit rather than the per minute rate since I do not see this would benefit for other VRS providers.

Convo Communications LLC doesn't explain it very clearly how this new per-customer reimbursement feature that would improve and stop the VRS fraud and less waste/abuse. There is no demonstration or graphic showing how this would benefit for all VRS providers or it would only benefit Convo Relay itself.

myVRS Relay Central LLC believes that all customers should be aware and educated better how to improve and keep VRS industry being available for all us to use without any fraud or waste. The deaf community had suffered enough and we weren't to be blame for the mess that happened in past several years. As if you are aware, I wrote a letter to FCC and it has been filed and it's available for viewing at:

<http://fjallfoss.fcc.gov/ecfs/comment/view?id=6016826050>

I would request every VRS provider to provide more detailed information about the VRS tired payout system and how it is being done and how it would benefit for us and how it would also reducing fraud, abuse and waste. If the customer is not allowed to know about this, please confirm on this. I believe the customer shall to be aware of this.

Very Truly yours,

A handwritten signature in black ink, appearing to read 'Joe Brzezowski', with a long horizontal line extending to the right.

Joseph Brzezowski  
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