



Tuesday, November 8, 2011

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

Re: Customer Rights & Choices

Dear Mrs. Dortch,

I would like to speak on behalf of my company, myVRS Relay Central LLC in regarding 'Customer Rights & Choices'. I want to speak up in regarding ZVRS, LLC a parent company of CSDVRS, LLC based in Clearwater, Florida and I do enjoy and appreciate how much effort they had put in their hands to offer great products and technology to benefit deaf and hard of hearing customers. Video Relay Service allows deaf individuals to communicate by phone in American Sign Language. This life altering broadband service is a vital link that connects deaf people to the hearing community.

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. The Americans with Disabilities Act (ADA) requires the FCC to make available to all deaf individuals nationwide "functionally equivalent" communications.

It came to my attention when ZVRS started offering a new videophone called Z-20 that they had been selling for a while and when Sorenson Communication finally launched a new nTouch VP, a new advanced videophone for the deaf community. If you understand, Sorenson had invest in billion of dollars to develop this custom made Videophone for all of us, free of charge and no funds from FCC has been touched while ZVRS buy hearing ready-made videophones then re-brand them by adding Z software in to be equivalent like VP200 functions.

Until now, ZVRS decided to provide free Z-20 to any deaf customers but they came with a terms which you will have to give up your current VP-200 which is owned by Sorenson Communications and port your local ten phone number to ZVRS to be eligible for free Z-20. I, myself decided to contact Sorenson Communication Legal Counsel, Michael Maddux to ask some question to make some clarifications. After the phone conversation with him several times, it had struck my head that I was shocked when I found out that many deaf customers felt this is not a customer choice and no rights for us. As you know, from legal facts, any ZVRS employee cannot touch other videophone equipment regardless for whichever reason at a customer's location.

Upon this letter, I am asking FCC to open up a investigation into this part because it violates customer rights and customer choices by forcing customers to give up the default videophone by destroying their habit of use communication needs. I want to see VRS company to provide choices not forcing them. If ZVRS wants to expand, why don't they offer customers to port local ten phone number from other than Sorenson's VP Products such as Purple, SnapVRS, Convo Relay, Sprint Relay or AT&T VRS.

This is the one reason we need to push FCC becoming more stricter towards to the VRS provider how they do the business practices and provide the services properly and in a professional honest way. For myself, I have been seeing VRS providers has repeatedly abusing this many times and never bother to fix the issue.

I urge FCC to take this very seriously and protect our rights and choices before it gets worse as we can see there will be more fraud and less choices if any actions has not been taken care of.

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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