



VIA ELECTRONIC FILING EFCS

Friday, November 18, 2011

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

Re: FCC Certification for VRS Providers

Dear Mrs. Dortch,

I would like to get some clarifications on few issues that captured my attention and want to share with you. I need your assistance and try to figure out what is happening.

This is important to everyone as there is confusion on what is happening with the VRS business and white labels. I have a feeling there is some funny business going on with VRS providers (white labels or not) and it is come back at us. Please read below:

As you know, recently, FCC send out citations to more than 17 VRS Providers and this is no surprise and I knew this would happen in time. I felt these various VRS providers was too much and do not understand why we need 50+ VRS providers that are giving the same service but under a different company name. It seems that some of them are making a quick scheme to make fast money by taking advantage of FCC TRS Interstate fund that pays up to \$6.24 a minute. If you had a customer place a call with a VRS company and they decide to run a phone call for 90 minutes, the one phone call is worth \$560. That is equal to one month of a SSDI check.

That is just for making ONE phone call. If you had many customers doing that and repeating the same situation mentioned , that VRS provider is making so much money for easy phone calls. Of course, interpreters have to be paid. In a sense, the VRS providers are still making a huge profit out of this.

Now, if you are not already aware of the FCC citations that were given out, you can check the website that has all VRS providers who was been got a citation with official press release from the FCC can be found at:

http://www.myvrs.org/fcc-center/fcc_citationreports.php

Please take a moment to look at this carefully and read this slowly. This caught my attention. If you are aware, FCC just made an announcement that four (4) VRS providers were granted FCC certification and they are Convo Relay, Communications, Axess Ability Group and ASL Services Holdings LLC.

I have a question, who are these companies: Communications Axess Ability Group and ASL Services Holdings, LLC?

I learned from a reliable source that GraciasVRS did receive a citation from FCC but this company is owned and operated by ASL Services Holdings, LLC. What the world? Other possible fraud to make quick money? Some people said GraciasVRS is sneaky by lying about certain things. I would like more information about this company. If you did not know, GraciasVRS was operated as a white label company under ZVRS until the citation was given, all of a sudden GraciasVRS website is not working, their phone numbers and domain names stopped working. But if they are under ASL Services Holdings, LLC and why the website is not working if they were just given citation? I would like to get some clarification on what is going on to prevent any misunderstandings. Where is the actual proof they can operate as a VRS provider?

Their website was: www.graciasvrs.com

Their other company: ASL Holdings LLC: www.aslservices.com

It seems FCC doesn't know that GraciasVRS was operated by under ASL Services Holdings LLC. FCC needs to wake up and be more careful who to approve or denied. Like HELL, GraciasVRS doesn't have call centers and all that. I though FCC made it clear must have owned call centers and all that. ASL Services Holdings LLC has a call center separate from ASL Services?

ASL Services Holdings LLC Application for Wavier:

<http://fjallfoss.fcc.gov/ecfs/document/view?id=7021711637>

Now, secondly, I want to know who operates this company: Communications Axess Ability Group? Who are they and who operates this? The name of the company doesn't make sense to me. What VRS company runs under that name? FCC needs to be aware and check to make sure that this information is right. Please provide me with some answers to this confusion.

I just googled this company and this is what I came up with:

<http://www.caag4.com/home.htm>

What is this? The company is NOT a VRS provider, it's an interpreting agency and why have they been awarded FCC certification?

Until then, I finally found that this company is a backup VRS for ZVRS to help the overflow of VRS calls. I found this FCC reports and you can see here:

November 4 NPR: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021649907>

Application for VRS: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021710477>

They were subcontractors with ZVRS and now they are being awarded FCC certification, which means they are now operating on their own. BUT ZVRS has their own certification, call centers and all that, why they need CAAG ??????? What the point?? I don't understand. I am confused to what is happening and do not like what is going on.

I cannot afford to see more possible fraudulent waste and stealing our taxpayers money since it is not fair to all of us and many of us have had enough due to Viable. We have suffered too much and it's time to clean up and hopefully FCC will make VRS business more stricter and stop abusing the system and take advantage of us.

Any questions or concerns, please contact me at (phone number) or email me at (email)

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
President/CEO , myVRS Relay Central LLC
PO Box 52743
Sarasota, Florida 34232
e: vrs@myvrs.org
w: www.myvrs.org
fb: www.facebook.com/myVRSRelayCentral
tw: www.twitter.com/myVRS
p: 1.941.893.4052
f: 1.866.422.0663

CC: Gregory Hlibok, FCC DRO Chief (Gregory.Hlibok@fcc.gov)
Cheryl King, FCC DRO Deputy Chief (Cheryl.King@fcc.gov)