

Krystallo Tziallila  
Rockville, Maryland  
[ktziall@gmail.com](mailto:ktziall@gmail.com)

**PS Docket No. 11-153**, In the Matter of Facilitating the deployment of Text-to-911 and other NG911 applications.

**PS Docket No. 10-255**, In the Matter of Framework for Next Generation 911 Deployment.

December 14, 2011

My name is Krystallo Tziallila. I am deaf myself. I use ASL to communicate with deaf people and written English to communicate with hearing people. I am a mother of hearing twin toddlers.

I would like to share what happened to me on Sunday, two days ago. I was driving with my twins in Washington DC. I was stopped at a red light and rear-ended unexpectedly the moment the light turned green. My first thought was about the twins in the back seat. I stepped out of my car and saw the driver from the car behind me berating me, trying to make me feel guilty.

I felt upset and dazed. I pulled out my smartphone and started the Video Relay Service app, however I could not even remember that the digits were 9-1-1. I knew that I should know the number, and could not believe that I could have forgotten it. I needed to call right now! Were they 9-9-1? No matter, I felt I had to dial something.

When I placed the call, I had to wait for a long time for an interpreter to connect. I hung up and redialed, making again the same mistake with the number. Finally I got connected to an interpreter. I signed to the interpreter that there was a car accident and that I needed to connect to police. The interpreter asked me where I was. I looked at a nearby building number and told my location.

Then I saw the interpreter searching for something. I waited for a long time. I asked: "What are you doing? Why have you not yet made the call? What is taking so long?" The interpreter responded: "I am looking for the closest police department in your area. There are five possibilities." I was confused. Why five? I waited and waited and waited. It felt like forever.

The other driver told me he had called the police. The police finally arrived, while the interpreter still was searching for information to connect the call! I tried to wave to the interpreter to stop searching, because the police were there, but I could not get the interpreter's attention. I was getting frustrated! Finally I got the interpreter's attention and was able to say that police were here. Then I hung up.

I had thought that calling 9-1-1 through relay would be like a direct call. I was shocked to find out that this is not true. How is it acceptable that the relay service has to search and takes forever to connect me?

I was lucky and neither me nor the twins were seriously hurt. But what if this had been a serious accident?

I have a question for the industry who support IP Relay as an interim solution for mobile access to 9-1-1.

If you had an emergency, how can you possibly think that calling through a relay and waiting forever for the relay to connect to 9-1-1 is acceptable? Are you willing to risk the lives of your family and children for this, just like I have to? If you do not, why can deaf people like me not get direct access now?

What if you have a deaf child? Will you tell your child: "Sorry, you have to use the relay service and wait like every other deaf or hard of hearing person?"

Thank you for your consideration.

Respectfully submitted  
Krystallo Tziallila