

December 19, 2011

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554.

RE: COMPLAINT

Dear Marlene Dortch,

On behalf of NorCal Services for Deaf and Hard of Hearing, a community-based, nonprofit organization serving deaf and hard of hearing individuals and their families, in 24 northeastern counties in California, I hereby file this complaint against the FCC for its failure to provide the 11-184 FNPRM "*Structure and Practices of the Video Relay Service program*" in an accessible format, specifically in American Sign Language. The Commissioners offices are well aware that deaf consumers and consumer organizations such as NorCal are gravely concerned about the FCC's proposal to completely revamp and change the way the VRS service is provided. This proposal by the FCC seriously impacts the consumers who use VRS, therefore it behooves FCC to present the proposal to the consumers who will be affected by the proposal in the language used by VRS consumers.

NorCal is on the record expressing concerns to various FCC Commissioners in October and November that the proposed per user mechanism to replace the rate per minute will end up on the backs of the Consumers. Sure enough, the FNPRM released in written English in over 109 pages is not consumer-friendly! This proposal impacts the consumers who depend on video relay services for telephone communication.

To release this in written English and then state at the end of the FNPRM for individuals to request materials in an accessible format is directly ignoring WHO the changes impact, hence the complaint, and the request to provide the FNPRM in ASL.

In order for the FCC to get a true response from consumers about this new plan, FCC needs to present the FNPRM in ASL in accessible video format, and be able to receive comments via video comments in ASL. In addition, FCC needs to provide contact information for which Consumers can contact in ASL for questions and/or assistance for filing their comments.

We further hereby request an extension on the comment date - for the comment period to begin 30 days after the FNPRM is accessible in ASL. Otherwise this becomes a process whereby exclusive and privileged groups are deciding on behalf of a linguistic minority only because the information wasn't accessible to the VRS consumers.

I certainly hope common sense will prevail and FCC will recognize the merits of this complaint.

Thank you,

Sheri A. Farinha

Chief Executive Officer

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