

I'm concerned about the direction FCC is moving in regard to VRS as it threatens to limit choice of providers and shows a lack of understanding of the costs of running VRS compared to telephone communications. Telephone companies are technology intensive while VRS are labor intensive. Has FCC looked into the proportion of heavy users in relation to the total number of consumers. Those providers that have a high percentage of heavy users may not be as profitable as those providers that have a low percentage of heavy users. I wonder if the account managers and/or the FCC staff have collected data on the proportion of high/low users among their customers to evaluate the impact of such an approach on the various providers, especially the smaller providers. Since such data is considered "proprietary" info, none of the respondents, including me, can provide an intelligent response to whether such a single user fee is appropriate. Perhaps such data should be made public to get reasonable responses from the public and the VRS users.