

It is my feeling that the per-customer reimbursement system will only drive VRS companies to ignore their customers and instead, focus on quantity rather than quality. Having as many customers as possible will become the driving force behind business success. This will hurt the deaf community and will reduce VRS to be successful as the biggest company. Smaller companies will not be able to gain a footing in the game.

Keeping the system the way it is will only allow VRS companies to focus on quality, which drives customers to pick the best VRS companies and this is achieved by customers picking their preferred providers and giving them revenue through the use of minutes.

Fraud is a concern for both VRS companies and customers. It is accepted that fraud is something that will exist in all business models and processes, so if we stay the course, then we can only further improve the current model, We have seen how fraud works in this current model and whistleblower and protections are now given to customers and employees now. We can only hope to improve on reducing fraud and being self-viligant for the sake of VRS customers.

So in a nutshell, I prefer to keep the current reimbursement model intact.