

**Proceeding 10-51** "In the Matter of Structure and Practices of the Video Relay Service Program."

#### **1. TRSBPP**

I support this program, but believe that it should be funded by the Universal Service Fund (USF) which offers similar programs for hearing people.

#### **2. Better Technical Standards for VRS**

I support this proposed reform. It will improve interoperability between different video phones (VPs) and hopefully with off-shelf equipment. I continue to face problems trying to make calls from my VPs to a different VP.

#### **3. Change from a Per-Minute to a Per-User Reimbursement System – NO!**

I do not support per user system this flies in the face of reason. VRS calls should be similar to standard calls which are billed per minute not per user. Some users may use the service more than necessary while others underuse the service. This places a burden of VRS providers and could result in the failure of providers and a reduction of choices for the consumer.

#### **4. Improvements to VRS Quality**

I am in agreement with the National Association for the Deaf (NAD), and other consumer groups, in encouraging the FCC to require that all VRS interpreters be nationally certified. VRS interpreters should be subject to regulation just like other professionals.

I also encourage the FCC to allow for better matching between VRS users and their interpreters. I have had experiences where the assigned interpreter was not a good match for my ASL skill and or vocabulary. The current "one-size-fits-all" approach for assigning interpreters is not the best approach.

Respectfully yours;

Karen Brockett