



# ***COMMONWEALTH of VIRGINIA***

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## **Fraudulent Relay Calls**

While the FCC should be applauded for its efforts to reduce the number of fraudulent relay calls perpetrated by the internet relay industry, little has been done to curb the number of fraudulent calls initiated by individuals using IP relay services. The number one consumer complaint received by the Virginia Department for the Deaf and Hard of Hearing (VDDHH) is this type of relay call, a call that is neither administered by the state, nor is tracked or otherwise addressed in the FCC Annual Consumer Complaint Log.

During the past year, numerous complaints regarding IP relay fraud have been received by VDDHH. Two detailed articles have appeared in local newspapers, and all three local network affiliates have run stories warning local businesses on the potential of fraud associated with relay calls. Restaurants, towing companies, and ground transportation services have been most often targeted businesses in the past 12 months. While VDDHH has followed up with the targeted businesses in each case, the public at large does little to differentiate between relay services provided by a state and those offered through an IP relay provider.

VDDHH recommends that the FCC re-examine the number of fraudulent calls placed through IP relay services and work with the IP relay providers to address a serious situation that is beyond the control of any state relay program.

All questions concerning these comments should be directed to the VDDHH Relay and Technology Programs Manager, Clay Bowen, [clayton.bowen@vddhh.virginia.gov](mailto:clayton.bowen@vddhh.virginia.gov). You may also reach him at 1-800-552-7917 v/t.

