

Received & Inspected

April 15, 2012

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To Mrs. Dortch and to whomever it may concern,

FCC Mail Room

CG Docket No. 03-123 & CG Docket No. 10-51

My name is Earl Weston, and I am a deaf employee at Allstate Insurance Company. I have been employed at Allstate for over two years using Purple (Purple) Video Relay Services (VRS) to communicate with my customers over the phone. I do understand that my actions today will cause some hardships on my job.

Recently, it has come to my attention that Sorenson (Sorenson) Communications has requested an ex parte regarding Purple's business practice, and there was one certain thing that got my attention that needs to be corrected. Purple has responded to your office on March 27th stating that they are providing a Video Remote Interpreting (VRI) to Allstate employees. I don't see how they are providing that kind of service, being that we are employed at a call in center.

To my understanding of Video Remote Interpreting, this would actually require a hearing person and a deaf person to be in the same room or building. This would not be possible since this is a Call In Center, which means we would not allow customers to come in and actually do business face to face. All of my and my co-worker's business are all conducted over the phone, either with customers calling us, or we call them. This service also would require a business place to pay for this type of service, and it is to my understanding that Allstate is not paying for any kind of service.

Currently (and for the last two years), my coworker and I have been using Purple VRS and have had a lot of issues with the services provided. Recently, two representatives from Purple came to Allstate to address those issues, and at that point, we were told that we would not be able to select our interpreters based on their skills. The reason behind that is that we are using VRS not VRI; so when I came across this letter that Purple has sent you stating that they are only providing us with Video Remote Interpreting which is incorrect. This is why I had to speak up and inform you that this is not accurate information.

Another part that I noticed in the letter was that Purple stated we could use any other VRS service that we wish to choose. When I asked the Human Resources (HR) and the managers at my work, they told me that we would have to submit a 30-days notice to terminate services with Purple if we go with a different vendor. How is it possible for us to proceed and select another vendor if we would have to submit a notice first?

Lastly but not the least, Purple has also provided us with VRS service that had too many issues with technology and interpreter quality of service. For the last two years, a lot of issues that has occurred has not been addressed, and as a result of that, we have had lost a lot of calls and customers which resulted in our loss of bonuses, advancements, and incentives. I am aware that VRS companies are paid out in how many minutes they have accrued, and the bill is sent to the Telecommunication Relay Service (TRS) for payment of service. If we are not able to handle our calls and technology issues resulting in call-backs to customers, wouldn't this mean more minutes for service that was not being provided in the first place?

Thank you,



Earl Weston

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