

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

I am writing in response to the FCC's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered will destroy a program that is vitally important to people who are deaf or hard-of-hearing.

I hope that someone takes the time to read this letter. Both of my parents are deaf and they have both lived through the decade of having and not having access to use a telephone. Growing up we had to knock on a neighbor's door and ask to use their phone. I would embarrassingly use their phone and schedule doctor appointments etc., at an early age that was too much responsibility. While I was at school my parents didn't even have that option to make phone calls as they needed. Deaf callers should be able to pick up the phone and not have to wait and be provided a service the same as a hearing caller. If they did they would have to wait for a neighbor or someone to be home and write notes and ask them to talk on the phone for them. This was a hassle and extremely disheartening for them. My mother is now 71 years old and has the option to use the phone anytime she wants using her native language. If you are deaf you depend on sign language to communicate. Sorenson VRS has provided her with excellent service and accessibility to use the phone for her daily business and personal pleasure. She is able to be more independent and communicate with both her children with ease.

The interpreters that Sorenson VRS provides are experienced, skilled interpreters, excellent technology and 24 hour service with no hold times. Please do not take Sorenson VRS away. The deaf community and all others that have deaf family or friends or work with the deaf and hard of hearing truly value Sorenson VRS and their services. The deaf community has experienced enough oppression and Sorenson is a true blessing. Why change something that is already perfect.

Sincerely,

Christie Laycox Christie Laycox