

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

As a Deaf American, I am proud of our VRS services and can't believe the FCC is considering taking away my choice and my access to cutting-edge technology designed for Deaf people.

The FCC, through the VRS companies, has invested research and development into technology that best meets the needs of Deaf Americans. My husband runs a business and he uses a custom answering machine technology developed by ZVRS to answer his customer calls. I love Sorenson's NTouch with its clear picture, call waiting feature, visible signaller, and answering machine service. He prefers ZVRS interpreters while I like Sorenson interpreters. It's wonderful that we can have a choice of what best meets our individual needs.

I am vehemently against the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use, at the level we currently have.

I am horrified that the FCC is considering routing my calls through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. It is my right to have a choice.

The rate cuts proposed will erode the quality of services. Longer hold times will happen and less skilled interpreters will work in VRS centers. Professional development for those interpreters will be drastically cut. Keep the rate at the same level it is now.

As a Deaf American, I have a right to choices - in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Christine Multra Kraft Christine Multra Kraft