

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on the FCC's Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am ally to deaf and/or hard of hearing people and VRS is how I stay in touch with my family and friends who are deaf. I'm sure a lot of hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for my deaf and heard of hearing friends, this means everything. VRS has changed their lives.

I am alarmed the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken"

I think there are two crucial reasons to keep the current VRS system in place.

First, our friends like the company they do business with. They don't want to be forced to switch companies because the one they work with has gone out of business.

Second, they don't want to have to buy and set up their own VRS equipment. They got equipment at no cost from their VRS provider, who installed it and continue to maintain it. It would be unfair to now shift this burden to deaf and heard of hearing people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how they communicate every day with the hearing world and how the hearing world communicates with them. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not. I hope that you will help prevent these changes from taking place. Jeanne Burns