

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

As the sister of a totally deaf person,

I am writing in response to the Federal Communication Commission's (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 about these proposals and how they will affect his safety.

VRS is a lifeline. It allows him to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how he accesses his local emergency 911 service. In an emergency I know that when he places a 911 call it will be answered immediately. His location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help he needs. You can't imagine how frightening it is to think that he might not be able to get help for because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce the service quality he currently depends on. How will these companies hire and keep skilled ASL interpreters on staff when the government is proposing dramatic cuts to their compensation" How will 911 calls be answered immediately when there are fewer interpreters and longer hold times" How will he know that his VRS will work when he's using a videophone from WalMart instead of the specially designed videophone from his VRS provider"

I hope the FCC has answers to all of the questions before it considers changing the current system.

Thank you,

Peggy Slater Peggy Slater