

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

I am a sign language interpreter who works primarily in Video Relay Service. I see first hand every day the difference quality equipment makes in the clarity of visual communication. When a deaf caller uses a standard webcam instead of a video phone, we often struggle with choppy video feed, pixelization, and other problems that make seeing the other person's sign language nearly impossible. This makes my job very difficult and usually results in both callers becoming frustrated. Fortunately, most callers use a video phone developed specifically for use with sign language. Because of continued advancement in technology and software over the years, I have been able to provide a better, more efficient and functionally equivalent service.

The changes the FCC is proposing, especially those related to equipment and software, will negatively impact my ability to do my job. Calls will take longer, miscommunication will happen more often, hold times for interpreters will increase, and functional equivalence will be lost. I understand the government's need to lower costs, but please don't do it this way. The simple ability to make a phone call and enjoy clear communication with others is something hearing Americans take for granted. Why shouldn't Deaf Americans enjoy the same privilege" Jaclyn Heider