

Chairman Genachowski,

I need VRS, because I rely on VRS to call doctors, dentist, schools and my hearing children need to call me thru VRS in case if they need anything. It would be unfair if you try to cut all our needs when Hearing people have all the techology features. It is NOT Fair to deaf communitites. Please try to understand our needs included 911 if anyone is in life threatening how can deaf people call 911 " Please leave 911 alone that we need it to save lives. We need all the VRS interpreters because there are thousands of deaf customers all over America who makes phone calls relying on interpreters to communicate with hearing family members, hearing friends, making appointments, etc. Please try to understand that we need VRS. Thank you!!!

Marsha Moulton, Idaho Falls

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 deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure 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 me, this means everything. VRS has changed my life.

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

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf 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 we communicate every day with the hearing world and how the hearing world communicates with us. 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. Marsha Moulton