

I am writing in response to the 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 stating to against to the changes that being considered by the FCC.

Deaf and Hard of Hearing like myself, enjoying the full access to connect both deaf/hard of hearing individuals and the hearing individuals without any of unnecessary lag in between of our conversations. With VRS, I am able to use the phone to communicate with my colleagues, clients, business associates, members within my family and the friends. The high quality VRS service is very crucial for me and the deaf and hard of hearing individuals.

I am writing to state my opposition against to consider of possibly changing the structures within the VRS. I will name several reasons. The quality of the videophone technology that used by the deaf/hard of hearing that has been designed in mind for the specific of the individuals with hearing loss; the change would place the negative impact to the deaf/hard of hearing individuals who do not have financial ability to replace the equipment that support them to connect one another through using the phone system. This proposed of "Structure and practices of the video service (VRS)" program is talking about implement all others VRS companies to one "central" VRS which this would discourage many people who do not have the technology savvy from maintain the right to access to the effective communication that America with Disabilities Act (ADA) requires. Have you realized that there are so many VRS users who do not have the access to software program, thus they are relying on hardware products? Those who are older and elderly; those users who isn't technology savvy; and there are deaf and hard of hearing individuals who live on social security entitlements on fixed income out in there.

The change within the VRS will place the impact to the employee(s) who are deaf or hard of hearing that making the living through installing, making sales or in any different capacities within the VRS would experience significantly loss. In a long history of discrimination and oppression in the society that prevents deaf and hard of hearing people to enjoy the opportunity to be employed in most of area within the United States of America. In the dawn of VRS, I came to thought that the struggling with the employment opportunities would be over. I came to realized that I wasn't right. The change would leave the trainer/consultant/associate in dark who are working with their clients by empowering, educating, and training them will be totally disappeared. This would welcome more problems from the VRS users.

The VRS should be able to employ the deaf/hard of hearing individuals to work with VRS users into being full-time employee of the VRS companies. VRS companies have been using the so called contractors/subcontractors/third-party employees to serve their users. I think this kind of abuse that FCC should take a closer look and help to make this impact to bring betterment within the VRS world.

I beseech you to consider of protecting the VRS users by preventing them from unnecessary confusion of the massive change within the VRS; to protect the VRS users with their freedom of choice to which providers they wish to use; and to protect the employees who are deaf and hard of hearing individuals from the unnecessary financial loss from make a living.

The rate change and the restructure would also directly affect the VRS providers from not able to service the users; the users have been enjoying the customer service that available from the provider, the reliability and quality of VRS, both play the importance in our communication within VRS. The change would place the negatively impact and would place us in the danger of being disadvantaged group.

VRS is a spotlight and bring the light in the deaf/hh community out of darkness; VRS helps us to gain the freedom and the equality within the using VRS. VRS is the greatest example to what the Americans with Disabilities Act designed by the Congress. The change would discourage others VRS from the innovation and the opportunities would be thwarted.

Thank you for your consider,

Jeremiah