

Janelle Felton

November 14, 2012

RE: Filing #03-123, 10-51

Federal Communications Commission

Chairman Julius Genachowski
Commissioner Robert M. McDowell
Commissioner Mignon Clyburn
Commissioner Jessica Rosenworcel
Commissioner Ajit V. Pai

Honorable Chairman and Commissioners,

Deaf and hard of hearing citizens have the right to full functional equivalency in telecommunication. This includes the right to current technology and the ability to have the best technology provided by video relay service providers, not forcing consumers to purchase off-the-shelf equipment at their own expense. In addition to the out-of-pocket expense, there is no evidence to support that such off-the-shelf equipment will be compatible with the advanced equipment used by video relay service providers. It also includes the right to qualified, certified sign language interpreters. In order to maintain the best interpreters, the rate for FCC payment of service providers must not be cut. Rate cuts will lead to fewer certified, qualified interpreters, and will result in long hold times, delayed processing of 911/emergency calls, and effectively setting back telecommunication access for Deaf and hard of hearing individuals at least a decade in time.

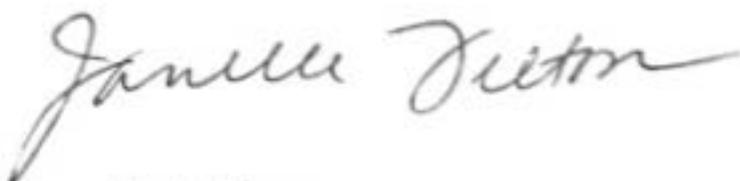
Federal law has established that deaf and hard of hearing individuals have the right to communication access in their native language. By making the proposed changes, FCC officials would be neglecting their duty to uphold this law and the rights of these citizens.

In addition to being an RID Nationally Certified and Arizona State licensed interpreter, I have deaf and hard of hearing family members, friends, and

colleagues. I have witnessed first-hand the freedom and empowerment experienced by these individuals as video relay service technology has advanced over the past decade. Deaf and hard of hearing consumers have enjoyed the benefits of improved access to medical providers, financial institutions, technical support, and government agencies, to name a few ways in which video relay service has enhanced their lives. Consider something as simple as a school nurse being able to contact a deaf parent about his or her child, calling AAA for a tow, making a medical appointment, calling the bank to transfer money between accounts. How about getting an immediate response to an emergency call? I frequently work with deaf individuals who have experienced an increase in employment opportunities and upper management positions due to effective and efficient telecommunication access. All things we non-deaf people take for granted. Video relay service providers have worked tirelessly to develop technology to make these calls as seamless and efficient for deaf and hard of hearing consumers as they are for you and me. Please do not make any changes until you can know for certain that there will be no disruption or reduction in the quality of service and technology currently available.

I respectfully ask that the FCC reject the current proposals regarding changes to video relay service.

Sincerely,

A handwritten signature in cursive script that reads "Janelle Felton". The signature is written in black ink and is positioned above the printed name.

Janelle Felton