

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

Received & Inspected

NOV 12 2012

FCC Mail Room

**CG Docket Nos. 03-123 and 10-51**

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

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I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times, unreliable service and less training for interpreters. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely, *Phyllis K. Ware*

Name: *Phyllis K. Ware*

Title: *Retired*

Address: *1225 Selman ST. Waco, Tx 76704*

Telephone Number: *254-523-4085*

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Sincerely, *Shawn D. Stewart*  
Name: *Shawn D. Stewart*  
Title: *Retired*  
Address: *908 Lewis St, Waco, TX 76705*  
Telephone Number: *254-227-6696*

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Sincerely,

Name: MARY JO STEVENS - *Mary Jo Stevens*

Title: *MS*

Address: 1014 NORTH CENTER ST, WEIMAR, TX 78962-5288

Telephone Number: 979-942-3004

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Sincerely, *Sheline Moore*  
Name: *Sheline Moore*  
Title: *Labor*  
Address: *708 Lenox St, Waco TX 76704*  
Telephone Number: *(254) 523-4099*

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Sincerely,

Name: *Roberts S. BROOKS*

Title: *RETIRED*

Address: *13352 W. Montana Ave, LAKEWOOD, CO. 80228*

Telephone Number: *720-210-5514*

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

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Sincerely,

Name: *Marlene Brooke*

Title:

Address: *13352 W. Montana Ave., Lakewood, CO 80228*

Telephone Number: *720-210-5514*

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Sincerely, *Randy Bialek*  
Name: *RANDY BIALEK*  
Title: *Retiree*  
Address: *908 Lewis St, WAEO, TX 76705*  
Telephone Number: *254-227-6694*

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