

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

CG Docket Nos. 03-123 and 10-51

I am deaf. I use my videophone to communicate with my loved ones, my friends and co-workers. I like that I can call these people any time of day and use American Sign Language (ASL) to communicate. Without the quality VRS service I receive, I would not be able to communicate with these people.

I understand the FCC is considering changes to VRS. I do not agree with the FCC's proposals. They would change the way I communicate and I am afraid the quality of VRS would be bad.

My focus is on *quality* VRS! I do not want to use "off-the-shelf" products and software designed by hearing people. One of the aspects I like about my VRS equipment is that it gives me features that my hearing family and friends have. I like using technology that was created for deaf people.

I do not want the rate changes being considered by the FCC to go into effect and my ability to enjoy VRS as it now is to change. I'm worried that some VRS companies will go out of business or stop providing the good services I use every day. I don't want the quality of service to change and for deaf people to have to take a step backwards. It is critical that the VRS program continues to deliver deaf-oriented products and quality service. Please do not take that away from us!

Sincerely, *Virginia Hinch*
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