

Additional concerns in reference to my "off the shelf " devices to my previous comment is that many live paycheck to paycheck or live on fixed income.

Those who fall in those income group typically could not afford nice "off the shelf" devices that will offer good video quality nor will be able to afford to buy new videophone devices if broken or encounter technical difficulty. Most electronic devices are covered with one year warranty.

If the warranty is expired, will they be able to afford to pay technician to troubleshoot the device.

Also, if they have difficulty connecting to internet due to bad router, modem, or whatever. They will have difficulty to make a call to technical support. VRS consumers normally contact their preferred VRS provider for technical support and send a technician/installer to troubleshoot and replace the device(s), if necessary, at no cost.

I look forward to FCC taking action to mandate VRS providers to ensure all their products are interoperable with all videophone equipments.