

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on the FCC's Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

My deaf family member uses VRS and that is how she stays in touch with her family and friends who are not deaf. I'm sure hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for her, this means everything. VRS has changed her life.

As a hearing person, it is important to me to have the VRS program. It makes it just as easy to call my deaf family member as it is to call a hearing person.

I am alarmed the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken"

I think there are two crucial reasons to keep the current VRS system in place.

First, who wants to be forced to switch companies because the one you work with has gone out of business. Why not be able to keep the company you like"

Second, why should a deaf person have to buy and set up their own VRS equipment. Now they get equipment at no cost from the VRS provider. They install it and continue to maintain it. It would be unfair to now shift this burden to deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how they communicate every day with the hearing world and how the hearing world communicates with them. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not. I hope that you will help prevent these changes from taking place.

Thank you for your time. Susan Leach