

Chairman Genachowski,

CG Docket Nos. 03-123 and 10-51

I am not deaf, but know the life-changing effect Video Relay Service (VRS) has had on communication for those who are deaf or hard-of-hearing. VRS is a vital means of communication for them as well as for those of us who are hearing and who communicate with deaf or hard-of-hearing people.

I am submitting comments because I disagree with the Federal Communication Commission's (FCC's) recent proposals to change the current VRS system. I am not in favor of requiring deaf or hard-of-hearing people to use "off-the-shelf" equipment (designed for hearing people) and government-required software. This would take away the choices deaf people currently have and which we hearing people currently enjoy. This is not fair.

I also disagree with the FCC's proposed changes to VRS compensation rates. If this proposal goes into effect, it will dramatically impact VRS providers' ability to provide quality service and quality interpreting. I am concerned the quality VRS deaf and hard-of-hearing people enjoy today will not exist.

As one who is concerned about my deaf family and friend's communication needs, please consider my comments. Doreen Ballou