

We are writing to respond to some of the questions posed by FCC regarding the structure of VRS (Video Relay Services) providers. Regarding to the interoperability and portability of VRS services and equipment, we like the product & service that we are using now. We find that many of our personal friends have the same product and services. It is also easy to use at work to call hearing people for business, etc. If we are forced to buy off the shelf item and download an application, we would not appreciate it. We already bought an expensive tty many years ago, and we are no longer using it. We already spent money on alerting devices for our home. We don't think it is fair for us to spend more money on another item and an app (for VRS) when hearing people don't have to do that (and they don't purchase the alerting devices either). We disagree with the suggestion of a single application. We were not forced to choose only one wireless carrier for our smart phones ? We did my homework and research the right one for us. It is the same for the VRS ? We should make the choice on which VRS we want, not FCC. Having multiple VRS providers to keep an eye on, it would be good to have an organization to check on products and services ? to make sure the quality is still good and meeting the needs of deaf & hard of hearing. This is what the Consumer Groups suggested: Reference Platform to check on interoperability, change services as needed, and to allow innovative ideas. Tier Rates are good to keep the competition between VRS providers alive and motivated. We would not support the idea of decreasing the rates ? that would hurt the quality of services and possibly lose sign language interpreters. We support the Enhanced iTRS Database Operations (maintaining the list of names, products, phone number and physical address for E911); however, it must remain confidential. Thank you!