

Received & Inspected

NOV 28 2012

FCC Mail Room

To: Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554  
From: James E. Scott Jr.  
Subject: VRS service  
Date: 11-19-12

Dear Sir,  
My name is James Edward Scott Jr.  
I live at 1108 Salem Valley Rd. Apt.6 F Winston-  
Salem N.C. 27103.  
I am writng to you because I'm concern about not  
having VRS service.  
Please help the deaf community keep this unique  
service stay as it is now .  
This service help support other service I need to talk  
with Emergencency.  
My Doctor and Family.  
Thanks for your help with this matter.

James E. Scott Jr.



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NOV 26 2012

FCC Mail Room

Dear Federal Communication  
Commission ,

I must have the video phone that I mostly use to call my doctors and etc because I have diabetics that I need it very much . Do not do the way to interpreter which they has been interpret. One thing that they should have professional national certified interpreter to work on video phone . Please keep Sorenson VRS for deaf who need it very much as we do.

Sincerely ,



Nov. 14, 2012

Received & Inspected

NOV 26 2012

FCC Mail Room

Dear Federal Communication  
Commission ,

I must have the video phone that I  
mostly use to call my doctors and etc  
because I have family all deaf as I have  
no depend them no way which they are  
all deafness . My husband Jack is legal  
blindness and deaf . I am deaf , too . Do  
not do the way to interpreter which they  
has been interpret. One thing that they  
should have professional national certified  
interpreter to work on video phone .  
Please keep Sorenson VRS for deaf what  
they are need to call on video phone . I  
must have ones too . thanks . Please do  
not do that . I appreciated .

Sincerely ,

Joanne Wales

Joanne Wales  
Jack Wales Sr.

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NOV 26 2012

FCC Mail Room

Dear, F.C.C

How are you? I am fine. I want save for VRS very important for deaf people many world for need call. I want more for future reach for it. Please save my VRS. People told for future for VRS. Thank you. But My brother three was deafness need for Save My VRS. Important for medical and emergceny for easy it.

Thank you again Paul, Raymond, Tommy Brown  
1302 Sugar Maple dr.  
Greenville, Oh 45331

Please Save My VRS, Please Save My VRS ok ok ok ok Hope  
stay.333

*I AM UNDERSTAND SAVE MY VRS.*

Richard Tingler  
60 Bashore Drive  
Martinsburg WV 25404

Received & Inspected

NOV 26 2012

FCC Mail Room

November 20, 2012

Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

Dear Sir or Madam,

CG Docket Nos. 03-123 and 10-51

I am deaf and I use Video Relay Service (VRS) to be in touch with my hearing family, friends, doctors and other businesses as well as make calls myself any time of the day or night. I value using this communication service because it empowers me to communicate in a similar way hearing people do.

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. Now we have access to "functionally-equivalent" communication equipment and services and it should remain. I can't understand why the Federal Communications Commission (FCC) is proposing some changes that I do not agree with. Hearing people have choices in their communication equipment and service. Deaf people should have the same choices. I want equipment that is designed especially for me. I also want be ensured that I can continue to choose my own VRS service provider.

I am also worried that if the FCC's proposed changes - specifically the off-the-shelf since these equipment are not made or designed for deaf people like myself. Many of us deaf people cannot afford these equipment.

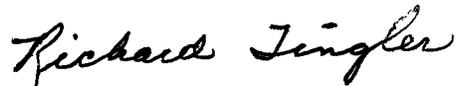
If we do not use 911 on Video, it will be a matter of life or death to any deaf person like us. We are over 70 years old. I do not have a good heart and I have a pacemaker. We rely on VRS for 911 and also to our doctors. It is very important to me and my wife and other deaf people.

Also, if the rate cuts for VRS providers - go into effect, there will be less desire for continuous development and competition among VRS providers, hence, quality of my VRS may be affected.

I want to enjoy the benefits of the ADA. I want functional equivalency in every aspect of my communication!

I beg you to please save the VRS for me and my wife and other deaf people. PLEASE.

Thank you for your consideration.



Richard Tingler

Mary Tingler  
60 Bashore Drive  
Martinsburg WV 25404

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FCC Mail Room

November 20, 2012

Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington DC 20554

Dear Sir or Madam,

CG Docket Nos. 03-123 and 10-51

I am deaf and I use Video Relay Service (VRS) to be in touch with my hearing family, friends, doctors and other businesses as well as make calls myself any time of the day or night. I value using this communication service because it empowers me to communicate in a similar way hearing people do.

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. Now we have access to "functionally-equivalent" communication equipment and services and it should remain. I can't understand why the Federal Communications Commission (FCC) is proposing some changes that I do not agree with. Hearing people have choices in their communication equipment and service. Deaf people should have the same choices. I want equipment that is designed especially for me. I also want be ensured that I can continue to choose my own VRS service provider.

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If we do not use 911 on Video, it will be a matter of life or death to any deaf person like us. We are over 70 years old. My husband does not have a good heart and he has a pacemaker. We rely on VRS for 911 and also to our doctors. It is very important to us.

Also, if the rate cuts for VRS providers - go into effect, there will be less desire for continuous development and competition among VRS providers, hence, quality of my VRS may be affected.

I want to enjoy the benefits of the ADA. I want functional equivalency in every aspect of my communication!

I beg you to please not remove the VRS from us. PLEASE.

Thank you for your consideration.



Mary Tingler

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

Received & Indexed  
NOV 26 2012  
FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC's) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned about these proposals and how they will affect my family's safety.

VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name Hannah Dawenjer

Title, if appropriate \_\_\_\_\_

Address 14025 Bayview St, Berkeley CA 94702

Telephone Number 818-893-8205

No. of Copies rec'd 0  
List ABCDE \_\_\_\_\_

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

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that 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 me, this means everything. VRS has changed my life.

I am alarmed that 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, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other 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 we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name Dwight Holmes

Title, if appropriate \_\_\_\_\_

Address 14625 Royen St Panorama City, Calif 91402

Telephone Number 818-893-6305

No. of Copies rec'd 0  
List ABCDE

NOV 26 2012

FCC Mail Room

TO FEDERAL COMMUNICATIONS  
COMMISSION

445 12th St. S.W.

FROM PAMELA G. MCLEOD

SUBJECT VRS SERVICE

DEAR SIR

MY NAME IS PAMELA G. MCLEOD

I LIVE AT 3454 VALLEY CLIFF

DR. APT 6 WINSTON-SALEM

NC. 27106

I'M WRITING TO YOU BECAUSE

I'M CONCERN ABOUT NOT HAVING

VRS. SERVICE. PLEASE HELP

THE DEAF COMMUNITY KEEP

THIS UNIQUE SERVICE STAY AS

IT IS NOW. THIS SERVICE

Help Support OTHER SERVICE  
I NEED TO TALK WITH  
EMERGENCY.

MY DOCTOR AND FAMILY.  
THANK FOR YOUR HELP  
WITH THIS MATTER.

PAMELA G. McLEOD

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

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am opposed to the changes being considered.

VRS has created a more level playing field for people like me who are deaf or hard-of-hearing, empowering us to communicate via videophone with anyone at any time in our native language, American Sign Language. The nature of the work I do requires that I be able to use the phone to communicate with colleagues, clients and business associates regardless of whether they are hearing or deaf. Without reliable, high-quality VRS service I would not be able to do my job effectively.

The changes the FCC is considering would drastically change the nature of the VRS I depend on. One of the aspects of VRS that makes it such an effective way to communicate is the quality of the videophone technology used and the fact that the products provided by VRS companies have been developed specifically with the needs of the deaf – my needs – in mind. Yet, the FCC is considering changes that would, instead, force us to use off-the-shelf products and government-mandated software. Using products developed by and for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the high quality, specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,

Name Russell Johnson

Title, if appropriate \_\_\_\_\_

Address 1373 - 66th ave

Telephone Number (510) 384-1802

November 19, 2012

Received & Inspected

NOV 26 2012

FCC Mail Room

Esam Hassouneh  
5726 Appoline St  
Dearborn, MI 48126  
(313)768-5764

Dear

Commission's Secretary, Office of the Secretary, Federal Communications Commission,

My name is Esam Hassouneh. I am a deaf person. I noticed that FCC sent me a letter that I am very seriously concerned with VRS services. I want to continue to receive VRS services and I need it to use it for my future and very importantly for my Sorenson communication. I must call 911 emergencies through VRS service with the interpreter when I have my family and emergencies happen. We need to call through VRS relay services with ringing lights. It looks like that when my family hearing people and my deaf friends call my VP ringing light but I can show up to look like VRS interpreter services and since I cannot hear, I need the light to see. That is very important, I am very concerned about it VRS Rates. So well, I am worrying about VRS rates because they are removing my video center, my applications features, and etc... so please do not remove anything anymore. We already needed to contact Sorenson communications and VRS relay Service interpreter. Also, we need to be contacting with deaf friends and people who I connect through the VP. We need to continue through the VRS relay services with ringing lights and video center. I am worried and very sad with the FCC seriously and I am trying to be positive. I am a supporter for Sorenson communication very much and very happy with it, when everything is working correctly. One thing, I already appreciation with Sorenson communications and it helps encourage me.

I hope that the FCC will be agree with me and this very bad situation for the VRS rates.

Please send me my email address is [Esam1223@yahoo.com](mailto:Esam1223@yahoo.com) and please confirm with me when you get the letter because if not, we will have bad communication, and worse situation.

Sincerely,



Esam Hassouneh

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NOV 26 2012

FCC Mail Room



Rosita Rodriguez  
9921 Lake Chrise Ln  
Port Richey, FL 34668-4024

Hi this my name is  
MRS. Rosita Rodriguez - (widow)

I would be keep VRS intapeater  
I need to keep my family and  
my friend important.  
I want to Support VRS Staying on TV  
Thank you

Thank you so much  
Cooperation!!!

Received &amp; Inspected

NOV 26 2012

FCC Mail Room

TONY BULLK  
174 Forsyth ST Apt 5B  
New York, NY 10002

EVETTE NAJDALY  
174 Forsyth ST Apt 2G  
New York, NY 10002

Please save on VRS

It's important for everyone  
and interpreter need on everything

Keep VRS forever

Thank You

Tony Bullk

+ Evette Najdaly

Nov 17, 12

Hi This is Maritza Santiago  
I would be keep VRS interpreter  
I need to keep friend, family  
important. I want to support  
VRS staying on Thank you

Thank you  
for Cooperation!!!

Received & Inspected

NOV 26 2012

FCC Mail Room

Office

We Need Keep

VP VRS

My Phone

561-290-1166

with Family, Friends,  
911 E.

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NOV 26 2012

FCC Mail Room

CLARA BRIDGES

1369 W. 33<sup>rd</sup> St

Riviera Beach, FL

33404