

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

Received & Inspected

NOV 20 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 Lucretia Swanson

Title, if appropriate _____

Address 5844 Natick Ave Sherman Oaks Ca 91411

Telephone Number 818-528-6807

Date: 11-14-2012
Received & Inspected

NOV 20 2012

FCC Mail Room

Dear [Rep. Collin Peterson, ...]

As a deaf constituent living in your district, I am writing to express my serious concern over the recent proposals the FCC has made regarding Video Relay Service (VRS). (See CG Docket Nos. 03-123 and 10-51.) VRS gives deaf Americans the same opportunity as hearing Americans to communicate over the "phone" with anyone, anywhere, at anytime. The changes the FCC are considering would reduce the quality of, and access to a service that is vital for people, like me, who are deaf. In my work, I am required to use the phone to communicate with colleagues, clients and business associates. Without reliable, high-quality VRS I would not be able to perform my duties effectively. The specialized videophone equipment, designed specifically for the needs of the deaf, and provided by the VRS providers, is essential. Yet, one of the more troubling suggestions made by the FCC is that of forcing deaf individuals to use off-the-shelf products and government-mandated software. Using products designed for hearing purposes and trying to make them fit for VRS will create an inferior service, and will be a huge step backwards for deaf people! Additionally, the FCC is once again trying to slash the rates paid the VRS providers. If funding continues to be cut, at best, service quality will suffer, and more than likely, many VRS companies will simply stop providing the service. In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. I hope that you will help prevent these changes from taking place.

Sincerely,
Janet Johnson

Marlene H. Dortch, Secretary
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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 Ronald E. Swanson

Title, if appropriate _____

Address 5844 Natick ave, Sherman oaks, Calif. 91411

Telephone Number 818-528-6807

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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 Ronald E. Swanson

Title, if appropriate _____

Address 5844 Natick ave. Sherman oaks, Calif. 91411

Telephone Number 818-528-6807

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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 Donald E. Swanson

Title, if appropriate _____

Address 5844 Natick ave. Sherman Oaks, Calif. 91411

Telephone Number 818-528-6807



11/9/12

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THE U.S. COMMEMORATIVE GALLERY

NOV 20 2012

FCC Mail Room

Attention FCC

We want to keep all features except DKN, Community and General Video.

We support VRS Services also sign language interpreters in VRS Services.

We are deaf to use VRS to stay in touch with family + friends

Also we rely on VRS for emergency 911 service.

Don't stop us with VRS

Thanks

Steven L Christensen

Bonnie Christensen

Received & Inspected

NOV 20 2012

FCC Mail Room

11-14-2012

FCC
445-12th Street S.W.
Washington, D.C. 20554

20 Sirs & Lads -

I am writing the letter -
I want to tell you very real
truth that I am very supporting
Sorenson VRS very much - I
really want to KEEP VP as
I really need that - Because
I am a DEAF PERSON -

Many Thanks,
Nellie
Sausedo

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NOV 20 2012

FCC Mail Room

Please
Save my VRS

Shirley Cleveland
100 Chenango Pl.
Apt 302
Binghamton NY
13901

VR- 607-238-2699

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FCC Mail Room

Dearest
I want to see
my vrs com
I have ~~many~~
many friends
and ~~that~~ I am
of I want keep
a touch

Ethel

I thank you
much

Kerrin Stewart
Received & Inspected
Rembroke Dr
San Diego, CA 92115
NOV 2020:2

Dear FCC

FCC Mail Room
Sorenson Video Relay Service (VRS)
is a blessing gift to the Deaf
community. I actually want
to keep the quality, features and
equipment's VRS currently offers.
VRS is so greatly beneficial to
the deaf community.

I always rely on VRS for
business, healthcare, 911
emergency service and friends.

I depend on a sign language
interpreter supporting the VRS service.

I am independent from
using a normal hearing person
to enable me for any reasons.

Please continue the
progross! Thank you!
Kerrin Stewart

Received & Inspected

NOV 20 2012

FCC Mail Room



MR LOUIS MARLIN
1218 DONNELLY AVE APT 2
BURLINGAME CA 94010-4144

11-14-12

Dear Sir,

Hello, my name is Louis Marlin Jr. I am a deaf. I would like to write this important letter to you - I heard about the Federal Communication Commission (FCC) wants to stop the progress we have made and are continuing to make with VRS. We, deaf peoples need to depend on VRS for doctors, police, fireman, other business so better keep VRS - Please. Hope you will change mind to keep VRS and VP. The VRS means Video Relay Service. VP means video phone for deaf people use sign languages for communicate easily on VP wow Wonderful.

As you know the Americans with Disabilities Act (ADA) requires that people who are deaf have access to the same quality of telecommunication services as people who are hearing. Protect your rights -

many Thanks for read this important letter -

Your Sincerely,

Louis Marlin Jr

Lmarlinjr@msn.com

▲ VP 650-227-3159

U.S. DEPARTMENT OF JUSTICE
FEDERAL COMMUNICATIONS COMMISSION
445 MONTGOMERY AVENUE, N.W.
WASHINGTON, D.C. 20544