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NOV 29 2012

FCC Mail Room

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 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 MARILYN J. CASTALINE

Title, if appropriate _____

Address 27361 SIERRA HWY #65 CANYON COUNTRY, CA 91351-7557

Telephone Number 1-661-263-4103

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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.

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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.

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Name MARILYN J. CASTALINE

Title, if appropriate

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Sincerely,

Name Alan B Hanson

Title, if appropriate

Address 6227 11th Ave So, Richfield, MN 55423

Telephone Number 612-2933473

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Name BERNARD S. CASTALINE

Title, if appropriate

Address 27361 SIERRA HWY #65
CANYON COUNTRY, CA 91351-2557

Telephone Number 661-263-4103

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Name Alan B Hansen

Title, if appropriate

Address 6227 11th Ave So., Richfield, MN 55423

Telephone Number 612-293-3473

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Sincerely,

Name JeAnn Hanson

Title, if appropriate ~~deaf~~ Medical Coder

Address 6227 11th Ave S Richfield MN 55423

Telephone Number 612861-1013

0+1

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Name [illegible]

Title, if appropriate Medical Coder

Address 6227 11th Ave S Richfield MN 55423

Telephone Number 612 861 1013

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Sincerely,

Name Diane Fahley

Title, if appropriate

Address 4710 10th Ave S., Minneapolis, MN 55407

~~Telephone~~ Number 612-279-8163
Video Phone #

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Title, if appropriate

Address 27361 SIERRA Hwy. #65 CANYON COUNTRY CA 91351-7557

Telephone Number 1-661-263-4103

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Title, if appropriate

Address 4720 19th Ave S Minneapolis, MN 55407

~~Telephone~~ Number 612-279-8163

Video Phone

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Title, if appropriate

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Name Kathy Abercrombie

Title, if appropriate Support Staff

Address 9657 Belmont Lane, EP

Telephone Number 612 424 4716

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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 Kathey Abercrombie

Title, if appropriate Support Staff

Address 9657 Belmont Lane, EP

Telephone Number 612 424 4716

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

Received & Inspected

NOV 29 2012

FCC Mail Room

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 Clark Abercrombie

Title, if appropriate Quality Control Inspector

Address 9657 Belmont Lane, Eden Prairie MN 55347

Telephone Number 612 424 4716

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Name Mark Abercombie

Title, if appropriate Quality Control/Inspector

Address 9657 Belmont Lane, Eden Prairie, MN 55347

Telephone Number 612. 424. 4716

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Sincerely,

Name Kay Schommer

Title, if appropriate Kitchen aide

Address 8437 Clinton Ave So, Bloomington, MN

Telephone Number 952-388-2126

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name JOHN DAVIS

Title, if appropriate

Address 2437 PARKSIDE DR GRANDPRAIRIE TX 75052

Telephone Number (214) 862-5537

This is my son John from HAROLD Davis JR

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NOV 29 2012

FCC Mail Room

CAROLE, E, Shifflet

670 Hillsdale Drive
West Jefferson, Ohio 43162
614-642-0064

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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

CC 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 [illegible] I am opposed to the changes being considered.

VRS [illegible] more even playing field for people like me who are [illegible] [illegible] Americans [illegible] [illegible]

[illegible]

[illegible] would also directly affect my ability to access [illegible] is the reliability and quality of service [illegible] If the FCC slashes the rates paid to VRS providers as suggested in the Public Notice, many companies will simply stop providing this essential service. This will put me and [illegible] of the deaf community at a significant disadvantage.

[illegible] VRS today is a shadow of what Congress intended when it passed the [illegible] years ago. [illegible] I am opposed to any changes to the [illegible] that [illegible] VRS today.

Sincerely,

Name: CAROLE. E. Shifflet

Title: [illegible]

Address: 670 Hillsdale Drive
West Jefferson, Ohio 43162

Telephone number: 614-642-0064

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NOV 29 2012

FCC Mail Room

FRANCIS E. SHIFFLET

670 HILLDALE DR

614-642-0064

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Federal Communications Commission
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Washington, DC 20554

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[illegible] in response to the Federal Communications Commission's (FCC) request for comments on the structure and practices of the video relay service (VRS) program and on proposed VRS compensation [illegible] in light of the changes being considered.

VRS has [illegible] been a game-changer, paving the way for people like me who are [illegible] empowered [illegible] to communicate with anyone [illegible] long-[illegible]. As [illegible] the work I do requires that I [illegible] communicate with clients [illegible] regardless of whether they are hearing or deaf. [illegible] would not be [illegible].

[illegible] would also directly affect my ability to use VRS, [illegible] the reliability [illegible] of the FCC slashes the rates paid to VRS providers [illegible] suggested in the Notice, many companies will simply stop providing this essential service. This will put the vast majority of people [illegible] at a significant disadvantage.

[illegible], VRS today is [illegible] what Congress intended when it passed [illegible] was [illegible] years ago. [illegible] that no changes to the [illegible] hinder the [illegible] innovation needed to keep VRS today.

Sincerely,

Name: FRANCIS E. SHIFFLET

Date: [illegible]

Address: 670 HILLSDALE DR.

Telephone Number: 614-642-0061

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
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Sincerely,

Name Richard B. [illegible]

Title, if appropriate MOLDING OPERATOR

Address 3745 KILMUIR DR.

Telephone Number (614) 503-0336

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
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Name Richard B. Hall

Title, if appropriate MOLDING OPERATOR

Address 3745 KILMUIR DR.

Telephone Number (614) 503-0336

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Federal Communications Commission
Office of the Secretary
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FCC Mail Room

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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 Rachel B. [illegible]

Title, if appropriate MOLDING OPERATOR

Address 3745 KILMUIR DR.

Telephone Number (614) 503-0336

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Sincerely,

Name Janet S. Hart

Title, if appropriate Position

Address 3745 Kilmuir Dr. Cols Ohio 43221

Telephone Number 614-503-0336

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Federal Communications Commission
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Name Janet S. Hunt

Title, if appropriate Postion

Address 3745 Kilmur Dr Cols Ohio 43221

Telephone Number 614-503-0336

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Telephone Number 614-503-0336

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Sincerely,

Name Nic Herrold

Title, if appropriate Grandson

Address 605 Snow Goose Lane, Annapolis MD 21409

Telephone Number 443-924-9567

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Marlene H. Dortch, Secretary
Federal Communications Commission
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Washington, DC 20554

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FCC Mail Room

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Sincerely,

Deaf Name Rodney Bernard – wife Marcella Bernard

Title, if appropriate

Address 941 Gregg St. Washington Courthouse, Ohio 43160

Telephone Number 1-937-402-2690

friend-Jamie Darling (740)-606-6693
Niece

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Leonard Lawson
Title:
Address: Racinstar2@yahoo.com
Telephone Number: 602 748 3310

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Sincerely,

Name Susan Caldwell

Title, if appropriate POA

Address 922 Buttonwood Dr. Crownsville, MD 21032

Telephone Number 410.923.5234

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Sincerely,

Name Andrew D Brunner

Title, if appropriate Cousin

Address 140 Bal Harbor, Punta Gorda, FL 33950

Telephone Number 941-639-3320

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Sincerely,

Name Erona M. Whitt
Title, if appropriate ERONA WHITT
Address 833 E. SOUTHERN AVE
SPRINGFIELD, OH, 45505
Telephone Number 937-688-1466

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I signed my name here for my doctor family
DR Timothy HICKER

Marlene H. Dortch, Secretary
Federal Communications Commission
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Washington, DC 20554

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FCC Mail Room

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 Frona M. Whitt

Title, if appropriate FRONA WHITT

Address 833 E. SOUTHERN AVE
SPRINGFIELD, OH 45505

Telephone Number 937-688-1466

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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 Fiona M. Whitt
Title, if appropriate FRONA M. WHITT
Address 833 E. SOUTHERN AVE
SPRINGFIELD, OH 45505
Telephone Number 937-688-1466

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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 Erona M. Whitt

Title, if appropriate ERONA M. WHITT

Address 833 E. SOUTHERN AVE
SPRINGFIELD, OH, 45505

Telephone Number 937-688-1466

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Sincerely,

Name Sandra Kruegrock

Title, if appropriate

Address 5310 Fenrick Janesville 53548

Telephone Number 608-754-7815

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Sincerely,

Name Renee A Roger

Title, if appropriate Friend

Address 830 Bal Harbor Blvd Punta Gorda Fl 33950

Telephone Number 941 639 4074

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Sincerely,

Name James A. Rodgers

Title, if appropriate Friend

Address 830 Bal Harbor Blvd., Punta Gorda, Fl. 33950

Telephone Number 941-661-6734

0

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Terri Bake
Title:
Address: Tucson AZ
Telephone Number:

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

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Sincerely,
Name: Noemi Rubio Noemi Rubio
Title:
Address: 7931 W vermont ave glendale, AZ 85303
Telephone Number: 623 2521104

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Erica Price Erica Price
Title:
Address: 7560 E. Apple tree Dr. Tucson, AZ 85730
Telephone Number: 520/282-4491

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

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

Received & Inspected
NOV 29 2012
FCC Mail Room

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 Betty Amundsen
Title, if appropriate Deaf person
Address 35479 Mustang Ct. Fremont, CA 94536
Telephone Number VP 510-648-2027

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

Received & Inspected

NOV 29 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission'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 that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely, Elizabeth A Coburn

Name Elizabeth Coburn

Title, if appropriate (child of deaf adults)

Address 12973 Harriet Ave S, Burnsville, MN 55337

Telephone Number 651-295-6066

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

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Sincerely,

Name Brandon Coburn

Title, if appropriate (in-laws are deaf)

Address 12973 Harriet Ave S, Burnsville, MN 55337

Telephone Number 952-913-7962

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Sincerely,

Name Pat Handy

Title, if appropriate Child Development Instructor

Address 1408 Sargent Ave. St. Paul, Mn 55105

Telephone Number

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Sincerely,

Name Kevin Johnson

Title, if appropriate

Address 10285 Oakhill Ct. Elko, MN 55020

Telephone Number 952-461-4264

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Sincerely,

Name Dorothy Herrold

Title, if appropriate Deaf citizen

Address 1165 Colony Rd. apt 218 Westerville, OH 43081

Telephone Number 614-423-6555

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Sincerely,

Name Karen Babchak

Title, if appropriate Retirement

Address 219 Lowry Ave North, Minneapolis, Minn 55418

Telephone Number 651 964 - 1843

Please keep the "Sorenson" VP.

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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Washington, DC 20554

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CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Rita A. Spencer
Title: Ms.
Address: 6727 Kernel Ct., Frederick, MD 21703
Telephone Number:
240-575-2116

By signing this document, you are filing an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web.

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FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
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Room TW-A325
Washington, DC 20554

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Sincerely,

Name Janet G. Ekern

Title, if appropriate

Address 1796 Beechwood Ave, St Paul, Mn 55116

Telephone Number 651-699-2602

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Sincerely,

Name Sandy Kidder

Title, if appropriate Cousin

Address 1235 Jusp Rd #428, Jaronto, Oh 43964

Telephone Number 740.537.1141

List rec'd 0

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

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Joy Stemer
Title:
Address: 1215 W VanBuren St Avondale AZ 85323
Telephone Number:
602-509-2081

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
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Sincerely,
Name: Kathy Robinson
Title:
Address: 2440 N. 123rd Ave Avondale, AZ 85392
Telephone Number: 623-399-6262
Kathy Robinson

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Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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Sincerely,
Name: Royce Stenner
Title:
Address: 6009 N. Encanto Blvd Phx, AZ. 85035
Telephone Number: 480-347-0377

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Name: Oscar Robinson
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Address: 2440 N 123rd Ave Avondale AZ 85392
Telephone Number: (623) 866-8988

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

Received & Inspected
NOV 29 2012
FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times, unreliable service and less training for interpreters. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely, Carol Stenner
Name: CAROL Stenner
Title:
Address: Clstenner@yahoo.com
Telephone Number:

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Sincerely,
Name: Margo Stemner
Title:
Address: MJstemner001@yahoo.com
Telephone Number: 623-455-2882

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FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
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Room TW-A325
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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 Dennis Pellissier

Title, if appropriate

Address 2825 Forest Ln, Merced 95340

Telephone Number 209-383-5440

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Sincerely,

Name Tim Pellegrin

Title, if appropriate

Address 2359 N. Arboleda Dr Merced CA

Telephone Number 209 583 5092

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Sincerely,

Name Barbara Pelkissier

Title, if appropriate Retired

Address 1488 FAVIER DR, MERCED, CA 95340

Telephone Number 209-230-9473 (VP)

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November 19, 2012

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NOV 29 2012

FCC Mail Room

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

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I am not deaf, but I know firsthand how VRS works. VRS allows deaf or hard-of-hearing people to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf, especially those who are not comfortable with the written word. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters. It will also likely have a sobering effect on students and employees willing to learn ASL.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by the VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Rosemary McLaughlin

Title, if appropriate

Address 2501- Canterbury Lane East, #414 Seattle, 98112

Telephone Number 206-397-4333

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Federal Communications Commission
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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,
Name: Roland Stenner
Title:
Address: stennerrm@q.com
Telephone Number:

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Sincerely,
Name: [illegible]
Email: Henner11@Hotmail.com
Address: 6243 W Holly St
Telephone Number: 602-291-3421

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Sincerely, Misty Fellez
Name: Misty Fellez
Title:
Address: misty.fellez@gmail.com
Telephone Number: [redacted]

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Sincerely,
Name: Marie A Stenn
Title: Mrs.
Address:
Telephone Number:

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Sincerely,

Name: Elena Stenner
Title:
Address: Stenner17@hotmail.com
Telephone Number: 602-291-1735

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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 Alan Hauck

Title, if appropriate

Address 2464 arborview DR Columbus Ohio 43229

Telephone Number 614-452-5639

LIST ABCDE

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
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CG Docket Nos. 03-123 and 10-51

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Vincent Hauck

Title, if appropriate

Address 3587 Springock Ln, Pickerington, OH 43147

Telephone Number 614-440-2338

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Sincerely,

Name Jonathon S. Noble

Title, if appropriate O.D.J.F.S. Supervisor

Address 4101 Clabber Rd. Cols., OH 43207

Telephone Number (614) 632-3999

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Sincerely,

Name Joshua Daye

Title, if appropriate 16845 N. 29th Ave Suite 1 # 412 Phoenix, Arizona 85054

Address

Telephone Number 602-373-8261

Marlene H. Dortch, Secretary
Federal Communications Commission
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CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission'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 that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

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Title, if appropriate

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Marlene H. Dortch, Secretary
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Received & Inspected

NOV 29 2012

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 Alan Hauck

Title, if appropriate

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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'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,

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