

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

Received & Inspected

DEC 06 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 Loretta Henry

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

Address 734 Corbel Dr. Marysville, Ohio 43040

Telephone Number 937-303-4843

\_\_\_\_\_  
DEC 6 2012

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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 Loretta Henry

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

Address 734 Corbel Dr. Mansfield, Ohio 43040

Telephone Number 937-303-4843

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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 Krista Henry

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

Address 734 Corbel Dr. Marysville, Ohio 43040

Telephone Number 937-303-4843

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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 Kevin Rees / Kevin Rees

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

Address 200 GALLERY DR.

Telephone Number 937-644-9988

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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 Sonya Smit

Title, if appropriate Community Manager

Address 200 Liberty Drive, Marietta, OH

Telephone Number 937-644-9988

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Sincerely,

Name Jennifer Cowan

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

Address 5209 Jeffersonton Rd. Jeffersonton, Va

Telephone Number 540-937-8247

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Sincerely,

Name Kathleen J. Harrah

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

Address 2657 Temple One

Telephone Number 614-476-1671

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Sincerely,

Name Loretta L. Sheets

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

Address 734 Corbel Drive

Telephone Number 937-707-8555

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Sincerely,

Name RUTH LEFFLER

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

Address 5529 NIKE DR HILLIARD, OH

Telephone Number 614-876-7798

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Sincerely,

Name Sonya M<sup>c</sup>Clary

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

Address 9413 Walnut St. Bucyrus, Ohio 44820

Telephone Number 419-562-0835

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Sincerely,

Name Janet Rife

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

Address 10071 Lincoln Hwy. Van Wert, Ohio 45891

Telephone Number 419-238-3114

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I am deaf or hard-of-hearing and use VRS to stay in touch with family and friends

DEC 06 2012

As a deaf constituent living in your district, I am writing to make you aware of the FCC's Public Notice (CG Docket Nos. 03-123 and 10-51) 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 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 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. I hope that you will help prevent these changes from taking place.

Sincerely,

name:vanessa pagan address: Villa del Carmen 935 samaria ponce pr 00716. (Tele vp 7875237253) (vane-718@hotmail.com). // name : luis velez address: pmb 1947 box 3504 juana diaz pr 00795.Mail ;(luismiriam@hotmail.com)(tele vp 787952-9076.) // name: madeline torres mail:elylaboy@hotmail.com(tele vp 787-952-9081)name:Rafael torres villa del Carmen 935 samaria ponce pr 00716.mail:vane3025@yahoo.com (Tele vp 7875237253)

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November 19, 2012

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Federal Communications Commission  
Office of the Secretary  
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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.

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Sincerely,

Name Dorothy Watts

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

Address 4255 Eisenhower Lane #16 Ames IA 50010

Telephone Number \_\_\_\_\_

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

Sincerely,

Name Kittie Sheets

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

Address 2657 Temple Ave. Columbus, Ohio 43211

Telephone Number 614-454-6371

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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.

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 Katie Sheets

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

Address 2657 Temple Ave, Columbus, Ohio 43211

Telephone Number 614-454-6371

\_\_\_\_\_  
Date 12/06

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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DEC 06 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 Kittie Sheets

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

Address 2657 Temple Ave. Columbus, Ohio 43211

Telephone Number 614-454-6371

FCC  
LCS/SCDE

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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DEC 06 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 Randy Hoff

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

Address 204 GALLERY DR, MARYSVILLE, OH 43040

Telephone Number 937-303-4841

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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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DEC 06 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



Title, if appropriate

Address

204 GALLERY DR, MARYSVILLE, OH 43040

Telephone Number

937-303-4841

2012 DEC 06 10:21  
FCC CODE

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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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.

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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 

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

Address 204 GALLERY DR, MARYSVILLE, OH 43040

Telephone Number 937-303-4841

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Marlene H. Dortch, Secretary  
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445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

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DEC 03 2012

FCC, Main Room

**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 Bradley T. Randall

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

Address 186 Putnam Rd. Heath, OH. 43056

Telephone Number 740-755-3163

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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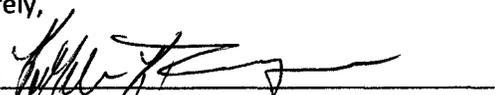
Sincerely,

Name

Title, if appropriate

Address

Telephone Number



Office Manager

245 Stockdale Dr Marysville OH 43040

937-642-9936

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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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Sincerely,

Name Megan Smith

Title, if appropriate Pharm D

Address 969 W. 5th St Mansville, OH

Telephone Number 937-644-3615

10/11/12  
L117ASCODE

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

CG Docket Nos. 03-123 and 10-51

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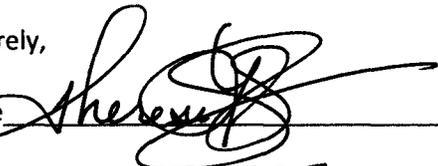
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Sincerely,

  
Name \_\_\_\_\_

Title, if appropriate DDS

Address 123 N. COURT ST, MARYSVILLE, OH

Telephone Number (937) 642-8500

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Sincerely,

Name Robert A. Glauner

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

Address 2227 Dunkeld Dr Grove City, OH

Telephone Number 614-539-5026

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CG Docket Nos. 03-123 and 10-51

FCC Mail Room

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Sincerely,

Name Anita L Henry

Title, if appropriate MAIL PROCESSING CLERK

Address 3662 Roxmore Ct, Columbus, OH 43232

Telephone Number (614) 707-2217

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Sincerely,

Name Ronald Bowling

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

Address 1563 Riverbend Rd

Telephone Number (614) 276-4615

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DEC 06 2012

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Sincerely,

Name Tonya Borders

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

Address 4737 Heycross Dr. G.C.Off.

Telephone Number (614) 419-8555<sup>43123</sup>

\_\_\_\_\_  
FCC  
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Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
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Sincerely,

Name Matthew Huffman

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

Address 205 Buggy Whip Dr. Plain City, OH 43164

Telephone Number 614-361-2740

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