

Chairman Genachowski,

I was and will always be a VRS customer, the proposal that I have read and heard deeply concerns me. The concern that I have is for myself as a customer, along with my experience witness the needs of VRS customers. For myself, I preferred a hardware, stand alone based system. Perfect example is Sorenson VP-100, VP-200 and newly released NtouchVP. These are just perfect for me. Having a mobile VRS and software based VRS is just a nice addition to the VRS family. Why I prefer hardware, stand alone based system" First of all, it is customized to fit my need perfectly even though improvements still needs to be made. These customized feature includes a port where I could add external flasher(s), no software based system have that ability, which impairs my own functional equilent of those hearing people. Other customized feature is that it got everything lay out together, for example built in flasher which not all of off shelves product have to offer, for instance IPAD. I also was former VRS employee and have dealt with thousands of Deaf customers, the idea of having only software based that comes along with off shelves product deeply concerns me. Many of these VRS customers are elder, not technical savvy, those with communication challenges. If these customers having issue with off shelves products and couldn't get them to work, they might try to get technical support though off shelves product companies, many of them don't have a clue about VRS and may not be able to assist them. That experience I have made me realize the importance of having customized equipments for them to choose.

I understand the interoperability issues. Really, the solution I could see is having about 50 to 100 ports registered by FCC and have them dedicated for VRS connection along with few standardized video Codec. Or choose the Codec that is used by majority of VRS customers as standardize just like audio that has been standardized to simplify the connection issues. For instance, Internet port 80 is registered and dedicated for web pages, just like port 443 that is dedicated to connection security, and so on.

About the idea of cost cutting, it can impact all VRS companies considerable. I would avoid the idea of deep cut for them.

Finally, the idea of single database which I have mixed feelings about this idea. I believe it would be good idea to limit single database for all of customers that is qualified for VRS equipment and user as well. This could be used if the Internet port were registered and reserved for audit purpose, which could deter possible future frauds.

Finally, the concern I have about this proposal is not limited to myself and it is applied to all of us, the VRS users as well.

Regards,

Augie

VRS customer since February 2003 Augustine Toth