

Chairman Genachowski,

I have felt secure in knowing that I can access emergency 911 services through Video Relay Service (VRS). However, I am concerned about the Federal Communication Commission's (FCC's) recent proposals to change the VRS system. And I am concerned how these proposals might affect my ability to access important 911 emergency services.

I know that, currently, if I have an emergency and I need to call 911, a VRS interpreter will quickly answer my call and the interpreter will know my location. The interpreter will be able to understand - and relay - my American Sign Language (ASL) communication. The interpreter will communicate my needs to the emergency personnel. Knowing all of this gives me great peace of mind.

I am concerned that if the FCC's proposals go into effect, the quality of my service will be impacted and during an emergency, when response time is crucial, there might be longer hold times, bad equipment, or less-skilled interpreters. Again, this is especially disconcerting considering the time and expertise needed during an emergency situation.

I oppose the FCC's proposed changes to the VRS system. Please consider my comments before making changes to the way we access VRS services, including 911. Amy Fairchild