

To Whom It May Concern:

My name is Jaime Mariona and I am Deaf. I use Video Relay Service (VRS) to communicate with hearing people. I recently found out that VRS providers are supposed to follow the order to answer a call in within/or less than a three (3) minute for incoming calls 24/7 at all call centers. Lately, I have issues with the alarm company who installed a security alarm in my home. The monitoring station tend to call me through VRS within or less than 45 seconds. If there is no answer by VRS operator in que, the alarm company will contact the fire or police department to my home which cause for false alarm causing tax payers money. I did speak with the police and fire department point of contact and they did put a note in their system that I am a Deaf resident with an alarm system. To me, this is not helpful. The city order set for fine on false alarm issue still valid. I don't want to take that risk. I tried to work out some kind of solution with the alarm company to text message me instead of calling me through VRS. This way a response can happen quicker with the alarm company. In addition, I am required to inform the alarm company with a verbal passcode for security verification in less than 60 seconds. The problem is that I cannot manage this time frame with a VRS less than 60 seconds through VRS. Is there a way we can work it out to notify all alarm companies to partner with VRS que time availability time for response time 3 minutes or less? This can create a problem with those who has an alarm system in their home across the United States and miscommunications. I hope we can work together to solve this issue for everyone.

Please let me know if I can be of further assistance.

Thank you,
Jaime Mariona