

I would urge the FCC to include in this rule a mandate that direct access be provided to all 911 call centers with each of voice, text, and video. This will be of great benefit to individuals with disabilities, particularly the deaf and hard of hearing, but also to persons who may be unable to use voice communications because of safety concerns (an intruder in a home, for example) or difficulties with land-line phones (I live in an earthquake-prone area).

Thank you for the opportunity to file this comment.