

Hello, I am deaf using Purple3 Telecommunication Video Relay Service. I filled in my profile for international travel, departed America for Canada on July 29, 2013 and do not plan to return to USA till around end of Sept or Oct (first long vacation within 12 years) I am permanent resident of USA. The policy of international travel is 4 weeks. I made only 1 call to my bank in MA for to confirm that I am a card holder and use card for purchasing in specific locals. The bank put the block on my card as they thought I was a scammer to steal money. I attempted to make 2nd call to MA's bank to report there is a scam deducting my money \$30 monthly and my 4 weeks expired and I cannot call. For 2nd time, my bank did not want to hear from my hard of hearing husband and told him to tell me to call the bank myself directly to hear from me directly, not him. Now I cannot use anyone includes my family members to call the bank. My bank recognizes me as deaf person and is very well acknowledge with video relay services. I cannot make any calls till I return to USA.

For me and the others who travel internationally should have unlimited phone calls into USA for important emergencies, medical, and banks. Purple3 and FCC should get together to get ideas to put in new policies and customers give their proof that they are US citizens and permanent residents of America who travel outside USA and when return to USA and give proof of boarding plane tickets, car driving through either Canada or Mexico and should have asked for visa stamp proof and some kinds of proof that we are all residents of USA and should be allowed to call from international into USA for very good reasons like I need to call my Commerce Bank to report and block scammer from deduct money from bank right now but I cannot.