

Devcon Alarm Company in Florida and Sorenson VRS does not meet speed response time frame because of video interpreter's time available over 60 seconds. Devcon requires me to respond the call between 15 and 45 seconds before they dispatch police and fire on way to my home. There is false alarm fine by city code. Sorenson video interpreters did leave emergency video mail for making no sense to alert false alarm on my video phone. I ask Sorenson VRS to improve and work with Devcon better for me and other customers. Sorenson VRS can add Devcon monitoring phone number to their system to connect video interpreter fast like emergency 911. Interpreter can keep call up to 5 times to get my attention without leave a video mail.

Also I ask Sorenson VRS to train video interpreter follow my instruction with name and phone number available on my video phone instead providing my name and phone number in fingerspelling may not enough for speed response time frame less than 15 - 45 seconds.

Also video mail need interoperability between different VRS providers' video phone work properly. ie. Sorenson ntouch VP does not interoperability any other providers' video phone such as Purple Smart VP and Z-20 VP well, only work between two Sorenson ntouch VP.