

To Whom It May Concern,

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 Alarm Company requires me to respond to the call within 15 and 45 seconds before they dispatch police and fire on way to my home. This causes a false alarm fine by city code. Sorenson video interpreters did leave emergency video mail, similar to voicemail for making no sense to alert false alarm on my video phone. I ask Sorenson VRS to improve and work with Devcon 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.

In addition, I asked Sorenson VRS to train their staff (video interpreter operators) to 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.

Lastly, video mail need interoperability between different VRS providers' video phone work properly. ie. Sorenson ntouch VP does not offer interoperability with other providers' video phone such as Purple Smart VP and Z-20 VP well, only work between two Sorenson ntouch VP. This causes a lot of challenges for everyone to get through when in need.

Thank you,
Jaime