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<http://i.deafnews.com/2014/01/31/special-update-news-video-interoperability-concerns/>

Pretend that this complaint is your answering machine. Before reading this message, please mute your device. I've left a message, the link to web page above, on this answering machine. BUT, you don't have the technology (video interpreter) to get this message. How does it feel not to be able to get this web page message?

You are Sorenson. I'm calling from my Convo, Purple, and Z devices and Sorenson's video mail is not accessible to my VP devices. This is a violation of functional equivalency and our civil rights to have the same access that the hearing people have with their telephones (Verizon - ATT - Sprint - etc.).

Now you know how the deaf community feels about Sorenson's VPs, VP200 and ntouch, not incorporating the technology to make their answering machine accessible for the Convo, Purple, Z and other VRS customers. The solution to this example is simple. Reverse the mute to get this message.

It's time to get your act together. Order Sorenson to correct this serious violation of the deaf people's civil rights and their VPs not being functionally equivalent to what hearing people have with their telephones. And, to make Sorenson think twice for continuing such an unethical, anti-social, and anti-competitive practice in the provision of VRS, heavily fine them.