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Access to Independence and Mobility

JUN 09 1998

FCC MAIL ROOM

June 5, 1998

Office of the Secretary
Federal Communications Commission (C Docket No. 98-67)
1919 M Street N.W.
Washington, D.C. 20554

Dear sirs:

Thank you for the opportunity to comment on Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities. By way of introduction, I am a person with a speech disability and find the relay very helpful in my work. It's interesting to note that some of the worst reactions come from Congress. I've actually had operators hang up on me or say "Oh No! Not a relay call."

Introduction - at paragraph 2 - This is a good idea and should be so required. However, we wonder how someone is trained to "understand someone with speech disabilities."

III Discussion

- 14. We strongly support your conclusion at this paragraph.
15. We support your conclusion at this paragraph.
16. We also agree with your conclusion here. The Advisory Commission should consider the valid costs of maintaining and improving these services.
18. We agree with this change.
23. We agree with your conclusion here.
24. We there should be a national STS requirement.
25. Your conclusions here appeal to be valid.
26. Some exceptions may be needed here.
32. Perhaps if VRI is not mandated at this time, it could be some years down the road.
33. This issue should be reviewed in 2 years.
34. We agree with your position here.
37. We agree with your conclusions here.
39. We feel that the TRS fund should cover "relay" conversations between English, Spanish and American Sign Language. We feel that American Sign Language when typed on a TTY can be translated effectively.
41. (1) Yes TRS Centers should be required to pass a caller's ANI to an emergency service operator. (2) An "emergency call" is one where one or more persons is faced with death or injury or there is a risk of serious properly damage. We will leave it to others to propose specific language.

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List A B C D E

A United Way Agency

44. I've often had this problem on long distance calls, usually the operator ends up leaving a message and then calling back-which **requires** a person to pay for two long distance calls.
45. We **disagree** with your tentative **conclusion**. As **telecommunications** technology **advances-ADA regulations must keep up. Perhaps these new regulations can address this.**
46. We agree with your conclusions here.
51. We support **these** proposed rule **amendments**.
52. We support this requirement.
53. Your requirements for service should prevent **this from** happen&
58. We would have **to** agree with your **conclusion** here.
60. We agree with your **conclusion** here.
62. The ten minute **requirement** is reasonable.
65. **It makes sense that reasonable costs and good quality of service are enhanced with** competition.
66. Your **conclusion** here appears to be reasonable.
70. This **information** belongs to the state.
72. If this **information** is not "customer **identifiable**" and is needed to **provide** efficient service-the firms losing a contact should be **required** to offer it **to** the new company.
75. We strongly support your **conclusions** here.
76. The FCC should adopt these guidelines.
83. We support creating a speech-to-speech relay within two years.
88. We agree with your conclusion here.

Again, thank you for the **opportunity** to comment.

Sincerely,



David Eichenauer
Governmental **Affairs** specialist

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We feel that the Relay Service is an essential service in helping persons with speech and hearing disabilities communicate. This service must continue to be updated **to include new** technology and such **things** as speech to speech **relay**. High professional standards must be maintained.

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