



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

February 2, 2010

The Honorable Jay Inslee
U.S. House of Representatives
403 Cannon House Office Building
Washington, D.C. 20515

Dear Congressman Inslee:

Thank you for your letter regarding a recent news story highlighting fraudulent conduct on the part of some Video Relay Service (VRS) providers, and your concern about the potential harm that such behavior might have on the industry. Like you, I strongly support VRS and appreciate its development into a critical communications tool for many who are deaf or hard of hearing. The Commission remains dedicated to fulfilling the objectives of Congress when it created the VRS program.

As you note, there are problems with the current system and we are working on ways to further combat waste, fraud, and abuse while safeguarding this important service for consumers. The Commission's Inspector General has been working in concert with the Department of Justice on the fraud investigation. The Commission's Chief of Staff also has announced our intention to move forward expeditiously with a comprehensive review of the VRS program to ensure that its underlying structure fosters the efficient, effective, and lawful provision of VRS.

I appreciate your leadership in addressing issues affecting VRS and the broader Telecommunications Relay Service. Please let me know if I can be of any assistance. I look forward to working with you on this important matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Julius Genachowski".

Julius Genachowski