



Jennifer M. Granholm
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH
PUBLIC SERVICE COMMISSION
Monica Martinez Orjia Kor N. Isiogu Steven A. Transeth
COMMISSIONER CHAIRMAN COMMISSIONER

STANLEY "SKIP" PRUSS
DIRECTOR

April 22, 2009

The Honorable Michael J. Copps, Acting Chairman
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, D.C. 20554

**RE: Telecommunications Relay for the Deaf and Hard of Hearing and Speech
Disabled Persons, WC Docket 03-123**

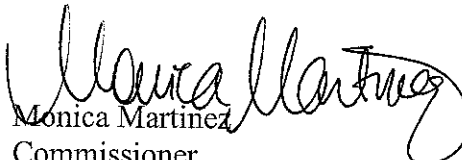
Dear Acting Chairman Copps,

As a state commissioner, it has come to my attention that the TRS fund reimbursement rates are failing to keep pace with the need for educational outreach for potential Speech-to-Speech (STS) users. In 2007, the MPSC issued a report to the Michigan Legislature including recommendations to improve access to technology stating, "two main issues that face D/HOH/SI (Deaf/Hard of Hearing/Speech Impaired) customers: **equipment costs and a lack of information about available telecommunications service and equipment.**" Although Internet-based technologies are now available, their wider deployment is constrained, because the current provider reimbursement program does not provide for the necessary customer education.

Although the program potential is immense, without outreach and training, many Speech Disabled citizens with a need for STS telecommunications are not accessing the technology on a regular basis. Unfortunately, without adequate reimbursement, companies are not able to offer multiple training sessions to STS users, lessening the probability that affected persons will use the technology.

I am requesting that the FCC investigate the use of STS telecommunications, and the rate of reimbursement for interstate service to ensure proper reimbursement to providers.

Sincerely,


Monica Martinez
Commissioner

DELEG is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.