

**STATEMENT OF
ACTING CHAIRWOMAN MIGNON L. CLYBURN**

Re: *Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket Nos. 10-51 and 03-123.

Today's action will enable millions of Americans with disabilities to access telephone service in ways that are more simple, robust, and affordable. Americans who are deaf, hard of hearing, deaf-blind, or have a speech disability rely on this critical service to communicate with family, friends, and emergency personnel. This program is a necessity in their daily lives.

That's why the Commission has taken several actions in this Order to preserve the program's integrity and long-term viability. For instance, by encouraging the development of interoperability and portability standards for VRS devices and establishing a neutral video communication service provider, the Commission is promoting competition in ways that will benefit consumers. The Commission is also acting vigorously to eliminate waste, fraud, and abuse while also initiating a transition from the existing, inefficient rate structure to rates that will ensure that the program's fiscal house is in order. We also set a goal of moving to a market-based approach for setting rates in the near future. I want to thank my colleagues for joining me in this unanimous decision to better serve millions of Americans with disabilities.