To whom this may concern,

I am writing to express my concerns re changes to the NRS. Although I have a mobile and use this regularly to communicate via email and sms, I still require my tty and the NRS to make calls to businesses for appointments etc. For example the Drs surgery when sick, or hospital appointments, or to make an appointment at a chiropractor etc. Without this service Deaf people would go back to the way we were 20 years ago when we had to rely on hearing people to make all of our phone calls and speak on our behalf etc. In today's day and age this is simply NOT ACCEPTABLE! I understand that technology has improved in leaps and bounds over the years and our need for tty use has decreased BUT we still DO need them - especially in emergencies as there is no 000 number for Deaf people to use on their mobile - only the 106 tty number.

I also phone my 70 year old mother every week who lives 600km away. I use VCO so that for her she can hear my voice every week (she is hearing ) - to take this away from her would be criminal. We can't skype as she doesn't use sign language and is too hard to lipread.
Please don't take away valuable services such as VCO and the NRS. They are an essential part of Deaf people's lives and they will lose all independence if you do!!!!

Regards,
Michelle Coleman