



The Nation's Voice for People with Hearing Loss

November 8, 2017

Via electronic filing

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W., Rm TW-A325
Washington, D.C. 20554

Re: Notice of *Ex Parte*
Revisions to Reporting Requirements Governing Hearing Aid-Compatible Mobile
Handsets WT Docket No. 17-228

Dear Ms. Dortch:

On November 6, 2017 Lise Hamlin and David Gayle of Hearing Loss Association of America (HLAA), Linda Kozma-Spytek of the DHH Tech RERC at Gallaudet University met Erin McGrath of Commissioner O'Rielly's office.

Consumer organization representatives are convinced the best way to get information to consumers about HAC handsets available by providers and to understand whether hearing aid compatibility (HAC) requirements are being met by Service Providers, including Non-Tier I Service Providers, is through the current system that requires all Service Providers to file annual HAC reports directly with the Commission.

Consumer representatives expressed our concern that other than these annual reports filed with the Commission, there are few ways to get accurate and complete information from Non-Tier I Service Providers about HAC offerings. When we reviewed the websites of several Non-Tier I Service Providers, consumer representatives found these websites were often not easy to navigate and sometimes contained misleading information about their HAC inventory in contrast to the reports filed with the Commission. We noted that in-store testing by consumers has historically been hit or miss and that depending on consumer complaints to determine compliance would not yield a full or accurate picture of compliance.

However, Consumer Groups understand that some non-Tier I Service Providers have expressed concerns about the burden of filing these reports. Consumer Groups suggested that we sit down with both Tier 1 and non-Tier I Service Providers and the Commission to find ways to streamline these reports. Our goal is to ensure consumers have access to essential information, while at the same time easing any unnecessary reporting burden that Service Providers experience in fulfilling this requirement.



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Respectfully submitted,

/s/

Lise Hamlin

Director of Public Policy