



Ultratec, Inc. • 450 Science Drive, Madison, Wisconsin 53711 • (608) 238-5400 (Voice/TTY) • FAX (608) 238-3008

November 16, 2018

**BY EMAIL**

Suzy Rosen Singleton  
Chief  
Disability Rights Office  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission  
445 Twelfth Street, SW  
Washington, DC 20554

Re: *Request for Waiver of Volume Control Reset Pursuant to Streamlined Procedures, 47 C.F.R. § 68.317(g)*

Dear Ms. Singleton:

Pursuant to the procedures outlined in the *Tandy Corporation Order*,<sup>1</sup> I hereby submit this Request for Waiver of Section 68.317(g)<sup>2</sup> with respect to the following Internet Protocol captioned telephone service phones:

- Captel Phone Model 840i
- Captel Phone Model 840Plus
- Captel Phone Model 880i
- Captel Phone model 880iB

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<sup>1</sup> *Tandy Corporation, Walker Equipment Company, Ameriphone, Inc., and Ultratec, Inc., Request for Waiver of Volume Control Reset*, 47 C.F.R. § 68.317(f), NSD-L-00-17, NSD-L-00-22, NSD-L-00-63, NSD-L-00-193, 16 FCC Rcd 5253 (Com. Car. Bur. 2001) (“*Tandy Corporation Order*”). Although the *Tandy Corporation Order* directed subsequent waiver seekers to submit a letter to the Chief, Network Services Division, that division was reorganized into various divisions several years ago. Accordingly, we direct this letter to the Disability Rights Office, which has issued waivers in recent years, with a copy to the Chief, Competition Policy Division, Wireline Competition Bureau. See, e.g., *Tandy Electronics (China) Limited Request For Waiver of Volume Control Reset*, 47 C.F.R. Section 68.317(f), Order, 19 FCC Rcd 19512 (CGB 2004); *Panasonic Corporation of North America, Request for Waiver of Volume Control Reset*, 47 CFR Section 68.317(f), Order, 31 FCC Rcd 1955 (CGB 2016).

<sup>2</sup> 47 C.F.R. § 68.317(g). This rule was recently renumbered from 47 C.F.R. § 68.317(f) without change to its substance. See *Access to Telecommunications Equipment and Services by Persons with Disabilities*, Report and Order, 32 FCC Rcd 9063, App. B. ¶ 15 (2017).

- Captel Phone model 2400i
- Captel Phone Model 2400iBT

As required by the Commission's waiver policy in connection with this rule,<sup>3</sup> I certify that the above phones comply with the following safety conditions:

1. The volume reset override switch shall be labeled as such and located on the telephone in such a way as not to be accessible to accidental engagement;
2. A bright indicator light shall be prominently displayed on the front of the telephone and shall light up when the override is engaged, and the telephone is placed in an off-hook condition;
3. Next to the light shall be a warning that the amplification is at a high level;
4. A caution on the use of the volume reset override switch shall be included in the users' manual; and
5. The telephone shall include a warning printed in Braille that can be securely attached to the back of the handset, or, if the telephone has only a headset, above the dial buttons, to indicate that a high volume setting may be engaged.

A waiver of Section 63.317(g) would allow Ultratec to provide our consumers with specialized telephones that best meet the specific needs of the individual consumers we serve. Specifically, Ultratec wishes to include a volume control override mechanism so that persons with hearing loss can set a default volume and thereby avoid having to increase the volume to their preferred level each time they use the phone. As set forth above, Ultratec has outfitted each of these phones with the safety precautions required by the Commission's policies governing this waiver request.

In the event that there are any questions concerning this matter, please contact the undersigned.

Respectfully submitted,

By: /s/ Kevin Colwell  
Kevin Colwell  
Vice President of Engineering  
Ultratec, Inc.

cc: Daniel Kahn

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<sup>3</sup> *Tandy Corporation Order* ¶ 15 (directing parties seeking a waiver to submit a letter "certifying that the equipment for which waiver is requested complies with the safety conditions listed in the Ordering Clauses of this Order"), ¶ 17 (ordering clause setting forth five safety conditions).