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To: <Access@FCC.gov>
Date: Sat, Nov 11, 2000 1:32 PM
Subject: Hearing aid/PCS compatibility

RM/8658

Federal Communications Commission
Consumer Information Bureau, Disabilities Rights Office
445 12th Street, SW
Washington, DC 20554

RM 8658

I have a profound hearing loss in the right ear and almost nothing in the left ear. I am using a Windex Senso Digital p37 behind the ear hearing aid with telephone coil (1 mixed position and 1 tel only position and 1 normal position) on right ear only.

I have been trying to find a PCS phone that I can hear and understand. All that I have tried (since 1 June 2000) so far have an interference buzz (When in either Tcoil position) that distorts the voice signal. None of the PCS phones I have tried (Motorola, Nokia, Samsung) support the TelCoil capability of my hearing aid and speaker volume is not enough for me to have good hearing and understanding.

The Sprint Touchpoint and Motorola digital Star Tac st7867 are the ones I have been most interested in. We contacted Sprint PCS customer service, and were informed that none of their phones are hearing aid compatible, nor do they support magnetic neckloop for TelCoil.

Are there any plans to require PCS phones to be hearing aid compatible, and if so when will they be available?

Sincerely,

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