

Docket No. CC 98-67

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689 Olde Orchard Court
Columbus, Ohio 43213
June 8, 2003

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FCC - MAILROOM

Marlene H. Dortch
Office of the Secretary
Room TW-A325
Federal Communications Commission (TRS)
445 12th Street, SW
Washington, DC 20554

Confirmed

JUN 18 2003

Distribution Center

Dear Margaret H. Dortch:

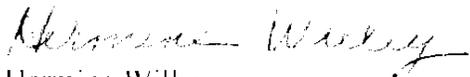
People with hearing loss, late deafened, deaf and our senior citizens need the CapTel phone service. We use our voices and participate in the hearing world of work, social, and recreational activities. Hearing loss is an invisible disability and when you can only hear certain portions of a conversation on the phone you are labeled as incompetent, not paying attention or slow.

The hearing world in the work a day world does not want to wait for a CA (communication assistant) response, they want an instant response immediately. The CapTel phone fills those needs. The CapTel phone will save jobs.

I took the CapTel phone up to the Ohio School for Deaf for a technology fair. The children who use American Sign Language as their first language still use their voices. They were able to call their parents, and their parents (most deaf children have hearing parents) were so elated to be able to talk to their children that some of them wanted to purchase this phone immediately. I had to tell them that the CapTel service is not available in Ohio yet.

When I was working as a microbiologist for the Ohio Dept. of Agriculture and had to answer consumer complaints over the phone concerning food borne illnesses and spoilage of food products I would have given anything to have a CapTel phone at my disposal. We the silent majority are struggling with our hearing loss and at the same time trying to keep our jobs. Let us not also forget our brave soldiers who are now being exposed to excessive noise and when they return to their jobs they too will need the services of a CapTel phone.

Sincerely,



Hermine Willey
Voice Carry Over Representative for ORCC

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