

I definitely think captioned telephone service should be available to any person in any state. I have a severe hearing loss; but since I live in Florida, I have a CapTel captioned telephone. While the CapTel is not perfect and there is always room for improvement, my captioned telephone and the ATT Internet Relay Service are the only means I have to make business calls that require understanding of numbers, dates, etc. As you know, an increase in volume often seriously distorts clarity and understanding. Captions take care of that issue. Also, the CapTel handset that I have has an outlet in which I can plug in my assisted listening device (Phonak SmartLink). Being able to use the CapTel with my SmartLink greatly improves clarity.

I urge you to make telephone captioning available to all the hard of hearing. Thank you. Shirley Nauman