

I'm just about to shed tears of joy and fear. I arrived home after being away for 4 weeks and found that the refrigerator was not working. I called the Sears repair department and arranged for the repairman to come between 12:00 noon and 6:00pm. I was alerted that someone must be home to receive the call to make sure that someone is there to let the repairman in. It is now 5:05 pm and the repairman just called to confirm my being home and to advise of his arrival within the next 20 minutes. No other telecommunications device for the deaf could be as effective. It's a rare business that will use a relay service such as the Video Relay Service or the Telecommunications Relay Service which requires calling one number and then giving the customer's number. This mandating of all states to offer Caption Telephone service is a must for the many people with hearing losses all over the country. I feel that not making this available may be a violation of Equal Protection and Due Process rights in the 5th and 14th amendment of the U.S. Constitution of people like me who do not have easy, functional equivalence, and efficient access to receiving telephone calls. People in my position of not having this kind of access, I feel, are being deprived of life and liberty that millions of people in this country already have.