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As a professor of English who has also taught ESL I have experience on the edge of speech disabilities. Many of my students, even native speakers, feel trepidation when they attempt to communicate on complex topics in formal English. I can sense and understand how important, then, aiding people with tangible listening disabilities is!

My wife's dad just passed away. Her mom, with Alzheimer's, is the only one with whom my wife can speak. The caretaker that spends the day with her listens in on and interrupts my wife's conversations with her ailing mom. This is just one example of how disturbing a so-called normal human intervention can be to a person who is ill or who is disabled.

I focus then on asking the FCC to hire and retain responsible, humane operators to make the calling process for speech disabled people as good as it can possibly be. What could be more important?