

I have a profound hearing loss and need to read lips for understanding. The CapTel phone has been a blessing to me and I would not be able to function without it. My husband travels every week and I call him every night Monday through Thursday. If I receive calls that are not captioned, I use my caller ID to get their phone number and call them back so their conversation is captioned. A couple of months ago my CapTel phone was not working properly and I contacted the CapTel Customer Service Dept. and they were able to determine that the problem was due to my outside phone line and arranged for Verizon to come to my house and fix it. They were very patient and helpful and followed up several times.