



November 30, 2012

**VIA ELECTRONIC FILING**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, DC 20554

RE: Notice of *Ex Parte* Filing  
**Telecommunications Relay Services and Speech-to-Speech Services for  
Individuals with Hearing and Speech Disabilities  
CG Docket No. 03-123**

Dear Ms. Dortch:

On November 26, 2012, Lise Hamlin of Hearing Loss Association of America, Claude Stout of Telecommunications for the Deaf and Hard of Hearing, and Cheryl Heppner of the Association of Late Deafened Adults met with Lyle Elder, Legal Advisor for Chairman Julius Genachowski. We discussed the need for and value of captioned telephone services. We also discussed the large population of people with hearing loss, including baby boomers who are aging into their hearing loss, for whom this type of relay is the preferred service. Young adults, teenagers and children who can read also love and benefit from captioning on the phone.

Captioned telephone services are invaluable to those who rely on them at home and at work. For people who age into hearing loss and are experienced users of traditional phones, who do use their voice and are not fluent in sign language, as well as those who are deaf and use their voices, captioned telephone relay service is the only functionally equivalent relay service available. We urge the Commission to ensure that a number of qualified vendors are approved so that consumers can benefit from the kind of competition that provides increased quality of products and services.

In short, we urge the Commission to ensure that consumers who need captioned telephones are able to continue to readily access this service.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Lise Hamlin", written in black ink.

Lise Hamlin  
Director of Public Policy



cc: Lyle Elder, Legal Advisor, Chairman Genachowski  
Karen Peltz-Strauss, Consumer and Governmental Affairs Bureau (CGB)  
Greg Hlibok, CGB