

Secretary Dortch,

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

CG Docket Nos. 13-24 and 03-123

I am writing to express my concern about a recent change to captioned telephone service that requires my phone to always be in the "captions off" mode. As someone who depends on captioning in order to communicate with others over the telephone, this is extremely inconvenient.

I am in my eighties and have significant hearing impairment. I have a cochlear implant and while I can usually hear the person, I normally read lips to understand, so I need the captions on my phone. Captioned telephone service makes an enormous difference in my life. With captioning, I can stay in touch with my family and friends and easily conduct business over the phone. I know that in an emergency I will be able to get the help I need. The only one else in my home uses my non-captioned telephone, so forcing me to keep the captioning in the "off" setting is unwarranted. I now must take extra steps in order to have a phone conversation similar to anyone without difficulty hearing on the phone.

Even worse, calls from others, requires me to explain that the captions are off and until captioning is turned on whatever they said has to be repeated, making captioned calls even longer and more costly to the FCC.

Furthermore, I had to make 9-1-1, and the captions were turned off every time I stopped talking to check on my partner and had to be turned on again.

I hope that the FCC will reconsider this change based on the needs of people like me.

Sincerely,
Clifford Cleary Clifford Cleary