

Secretary Dortch,

I am hard of hearing and always use captions on my captioncall phone. My husband does not need captions.

Since the button to turn captions on and off is not always visible, it's easy to forget where to find it and how to turn captions on and off.

Having a captions on/off button that is always visible would greatly facilitate customizing the caption feature to the individual caller.

However, there are people with multiple handicaps, who would find a default setting of "off" to be quite a stumbling block to their communications. People who have physical handicaps or dementia may find it difficult or impossible to complete a call.

I highly recommend having an on/off button for captions that is always visible on screen, but can remain in the default position of "on". This would encourage people to customize it to their own needs, while accommodating those who cannot easily change the setting. Vicki Martin