

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 19 years old and wear a cochlear implant because I was born deaf. Hearing over the phone is a challenge for me and having to wait to turn the caption on means if I pick up the phone so the person on the other end doesn't hang up, I will miss the first part of the conversation until I can switch the service on. This renders this service useless. Please realize these changes impact lives. There are also times when I don't want to answer the phone, but I can read the message being left as long as I am able to have captions running. This is like a hearing person listening to someone leave a message on their answering machine. The service was great before. Please change it back to the way it was. I know that in an emergency I will be able to get the help I need. There is no one else in my home who uses my captioning 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.

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

Sincerely,

Sonjay Sivarajah Sonjay Sivarajah