

Secretary Dortch,

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Sears Miracle Ear

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TO WHOM IT MAY CONCERN:

We at Miracle Ear have been thrilled to offer the CaptionCall phone to those who come in and have a hearing loss. So far our location has only had about three phones installed to prospective patients. One main reason we've only given out 3 phones is that most of our patients are 75 and older and already think that there is "some catch" with how the phone can be free and they are afraid they will get hit with some huge bill...so convincing them that this phone IS FREE, AND WILL HELP THEM is very difficult. Now, with having to tell them they will have to PUSH A BUTTON TO USE THE CAPTION FEATURE....I can PROMISE you, NO ONE WILL WANT THE PHONE. I know that the only people who want this phone are those that need it. Personally, I find it distracting when showing folks how to use it because I find myself trying to read it instead of listen. If anything changes, there should be a way to TURN IT OFF IF YOU WAN TO, but NOT HAVE TO TURN IT ON WHEN YOU NEED IT.

I'm on the front lines with folks needing these phones, please listen to them and don't make this change or simply make it so those who don't want to use it can turn it off, but don't make it harder for those who DO NEED TO USE IT.

Maya Haines

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