

Secretary Dortch,

Federal Communication Commission

Marlene H. Dortch

Secretary

445 12th Street SW

Washington, DC 20554

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I have a severe hearing loss and use two cochlear implants to communicate and hear on the phone. The Caption Call phone has come the closest in giving me back the use of the phone in my 40 years of a hearing loss. I am now in my 70's. I do not like the new system of having to push several buttons to get my captions. When I receive a call I want to see the captions immediately as most people identify who they are and who they represent in the very first sentence of a call. I will miss that if I do not have the captions when I answer the call.

I wish the captions were quicker and with less errors and actually equivalent to how most hearing people use the phone. I really want the captions to show as the person speaks, then I could be equal. In dealing with a delay and errors all the time I don't want to also have to push other buttons. When a hearing friend uses the phone, I tell them to turn off the captions and that is easy to do for them because they can hear what is being said while they do that when answering a call.

I do hope you will withdraw this requirement and let us use the phone as naturally as possible. Please, too, be open to new products being offered that give us quicker captions and less errors as they are developed.

Thank you for asking people who use the phone for how we feel about the situation.

Carol Sliney Carol Sliney