

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 disappointment 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 irritating and allows for the someone else to talk while I am fumbling around trying to get the captions back on. thus I am having to ask for the first part of the conversation to be repeated since I missed it due to the new ruling. This is MY phone no one else uses it so the reasoning behind the ruling is absurd.

I am in my 40s and have significant hearing impairment due to the war in Iraq. I wear two hearing aids and mostly read lips. So hearing over the telephone is particularly difficult for me. 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. 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 needless.

The FCC needs to stop playing politics and games with ADA. All this ruling is, is politics by another means to play games for money from congress. Either be there for people or shut down the government.

Sincerely,
Greg Cox
Iraq 2004 Greg Cox