

Secretary Dortch,

I have been using a caption phone for a little over a year and being able to see the printed words helps me tremendously because I don't always understand words. I am deaf in my right ear and losing my hearing in my left. This phone has made it a little easier for me to start adjusting to my new life style of not hearing. I find it very difficult to have to remember to put the caption on when the conversation has already started and I have missed the beginning of a conversation that has to be repeated. I have a caption style phone at my government job and it is noising in my work environment so having the words in front of me is crucial to be able to answer my phone just like the other employees do. I don't have time or do I remember to turn on my caption. This defeats the reason for having a caption phone if I have to constantly remember to turn it on. Please know that I can't imagine why anybody else would need a caption phone except for us who are almost deaf, are deaf and who have to use hearing aids. Please make it easier for us to communicate to the world like a normal person.

FCC: CG Docket Nos. 03-23

and 13-24 need to allow caption type phones to automatically go to caption. Please reconsider this action you are requiring us to turn on the caption.

B. Susie Napier Brenda Napier