

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 disabled and have total hearing loss. I take care of my elderly mother here in my home. Captioned telephone service makes an enormous difference in my life. If an emergency situation arises the closed caption telephone is absolutely essential. In an emergency when seconds can make a great difference, and even the difference between life and death, the essential closed captioning needs to be available without having to enable it in such a time of stress. 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,
Bob Seabolt Bob Seabolt