

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected

APR 01 2013

FCC Mail Room

March 26, 2013

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 hearing impaired phones to always be in the "captions off" mode. The hearing impaired deserves to remain independent. This change is extremely inconvenient because the person is not easily able to use captioning in order to communicate with others over the telephone.

In an emergency, in order to have a phone conversation similar to anyone without difficulty hearing on the phone, the disabled person must first engage captioning before being able to summon help. Clearly, Ms. Dortch you have not dealt with frightened elderly hearing impaired persons or you would surely know that you are causing harm to these hearing impaired; in essence Madam Secretary, you are forcing extra steps in order for them to summon help.

The ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. Why single out those with hearing issues? If he/she who is hearing impaired needs help, they are forced to engage another layer of bureaucracy before engaging a telephone. This is definitely a Supreme Court worthy lawsuit because you are putting the hearing impaired at a disadvantage, in violation of their civil rights under American Disabilities Act.

Eighty plus parent has significant hearing impairment, is wearing two hearing aids and, therefore, hearing over the telephone is particularly difficult. Captioned telephone service makes an enormous difference. With captioning, hearing impaired parent can stay in touch with family and friends as well as easily conduct business over the phone. **They can remain independent.**

I hope that the FCC will reconsider this change based on the needs of people with this very profound disability.

Very truly yours,
Susan Hirsh

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WRITE THE FCC NOW

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If you prefer to use a template letter, click here.

FCC Mail Room

Action Alert

Contacting the Federal Communications Commission

If you are upset or concerned about the changes to captioned telephone services, we encourage you to contact the FCC directly. It is important that they hear from people like you who rely on... **[+] more Thank you for taking action. We appreciate your willingness to get involved.**

Your message has not been sent for one of the following reasons:

- 1. You are not a constituent of the officials targeted in this campaign, and therefore you do not need to take action.

OR

- 2. The legislative seat that has been targeted is vacant at this time. The seat will be filled after the next scheduled election.

Your message has not been sent for the following reason:

None of the officials targeted in this campaign accept the type of communication chosen by your organization.

No further action is needed at this time. Thank you again.

Compose Your MessageThe recipients targeted are not valid for your postal address. Recipients

- FCC 13-24(+)

Guidelines If you or someone you know relies on CaptionCall to conduct business, stay in touch with family and friends, for access to emergency 911 service, or for any other purpose, it is important that you tell the FCC what you think about the recent changes to Internet-based telephone captioning. Write your letter below then follow the instructions to submit it to the FCC through this website.

Please include the following in your letter to the FCC:
CG Docket Nos. 03-123 and 13-24

Maximum letter length is 1700 characters

Message Subject

Changes to Internet-based telephone captioning services

Body

Dear sir: I feel I like it off when I pick up the phone. That way if my friend should be closest to the phone when he should pick it up, he don't need it. or He could alway turn it on if he need it. But I like to have you redo the hand peice. For It when you put it up to you ear you can talk into the mouth peice or when you have it at your mouth you can't have it up to your ear??? It should be like a arc so you can have against youi ear and up to your mouth same time. My head you may say is round and the hand peice is not round???



Length : 561

Enter Your Information [Privacy Policy](#) Your Information

Prefix First Name

Last Name Suffix

Email

Phone Fax

NOTICE: With any submission of comments, you are filing a document into an official FCC proceeding. All information submitted, including names and addresses, will be publicly available via the web. It may take several days for your comments to be posted to the FCC site.

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