

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 in my nineties and have significant hearing impairment. I have no hearing at all in my right ear, and less than 10% in my left ear. Even with a hearing aid, I do not hear the phone ring and can not hear the other person talking.

Hearing over the telephone is extremely 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. I live alone, so there is no one else in my home who uses my captioning telephone. Therefore, 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,
Hortense Horen Hortense Horen