

Secretary Dortch,

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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 [late fiftys] and have significant hearing impairment. I wear two hearing aids and 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, by abling to see & read the words my message center of hearing to my brain does not pich up. 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. By the use of pressing a button on to aid me in hearing the words ; I feel that it's reminding me of my handicap which I hate.

I hope that the FCC will reconsider this change based on the needs of people like me.

Sincerely,
Rosita Nagun Rosita Nagun