

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 seventies and my husband is in his late eighties. Both of us have significant hearing impairment and wear two hearing aids. Hearing over the telephone is very difficult for both of us. Captioned telephone service makes an enormous difference in our lives. With captioning, we can stay in touch with our family and friends and easily conduct business over the phone.

My husband and I are the only ones in our home; and visitors do not use our captioned telephone. So forcing us to keep the captioning in the "off" setting is unwarranted. It means that we must now take extra steps in order to have a phone conversation similar to anyone without difficulty hearing on the phone.

This can be a very serious problem in the case of an emergency.

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

Sincerely,
Gail Issen Gail Issen