

Secretary Dortch,

I am writing to tell you that the change in the Caption calling is in deed a good thing. I was always having to turn off the Caption and I figured that had to be an expense to the Government that was unecessary. Everyone that answers a caption phone is not hard of hearing and I found myself not wanting to answer on the capation phone because just as you report, it was costing money even though I turned it off as soon as possible.

Or I would run to another phone to avoid the Caption cost.

However, the caption is great for my husband who diffinently has difficulty hearing on the phone, and I appreciate that.

This way there is no charge unless the phone is used by the person with the hearing loss.

Thanks for making that change.

Edna Deffler

Wife of William Deffler. Edna Deffler