

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 shock and dismay about a recent change to captioned telephone service that requires to my son's phone to always be in the "captions off" mode. As he depends on captioning in order to communicate with others over the telephone, this is extremely inconvenient. Indeed, as he is only 9 this is an extra hurdle for him to use *his* phone. The rest of us do not use his "terminal" so the ONLY user has to take exceptional action for every call. This is a leap backwards.

Jerry (my son) is 9, and is too seriously hearing impaired to generally use a standard phone. Captioned telephone service makes an enormous difference in his life. With captioning, he can stay in touch with my very distributed family. There is no one else in my home who uses his captioning telephone, so forcing him to keep the captioning in the "off" setting is unwarranted.

I hope that the FCC will reconsider this change based on the needs of hearing impaired people---the entire reason the CC program exists!

Sincerely,

Keith Bierman

on behalf of Jerry Bierman (303-300-0150 location of the CC terminal, his desk) Keith Bierman