

Secretary Dortch,

I have enjoyed my caption telephone so much. I have two hearing aids and I am 76 years old. My husband is 80. I have severe hearing loss and have a dreadful time hearing on the telephone. It has been wonderful to be able to read what is being said. I noticed that I now have to turn on a caption button before I can read what the other party is saying. Why is this necessary. I got the telephone with caption to be able to read it. I do appreciate my caption telephone. I can not use the phone without the caption. Thank you for your time and for the use of caption telephone service.

Mrs. Carolyn Hepworth Carolyn Hepworth