

Secretary Dortch,

Hon. Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

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I am satisfied with the new rule that the default mode for my captioned phone is "captions off." Sometimes I need captions, sometimes not. It depends on the quality of the phone connection, whether the person at the other end is speaking on a cell phone versus wire line, whether they have an accent or not, etc. When the default was "captions on," I sometimes forgot to turn off captioning when I didn't need it. With the new rule, an interpreter's time is not wasted when I don't need captions. My hearing loss is serious but not profound. Individuals with worse hearing loss might need "captions on" as their default. Perhaps you could allow a user of a captioned phone to change the default to "captions on" with medical certification that the person needs captions on every call.

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