

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected
MAY 29 2013
FCC Mail Room

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 be in the "captions off" mode at the beginning of every call. As someone who depends on captioning in order to communicate with others over the telephone, this is extremely inconvenient.

I have significant hearing impairment and hearing over the telephone is particularly difficult for me. Captioned telephone service makes an enormous difference in my life. With captioning, I can stay in touch with my family and friends and easily conduct business over the phone. I know that in an emergency I will be able to get the help I need. There is no one else in my home who uses my captioning telephone without needing it, so forcing me to begin every call with captioning in the "off" setting is unwarranted. I now must take extra steps in order to have a phone conversation similar to anyone without difficulty hearing on the phone.

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

Sincerely,

Nancy Schmidt
Printed Full Name

N 7295 Birch Tree Rd
Street Address

Plymouth, IN
City

IN
State

53073
Zip Code

Nancy Schmidt
Signature

5-22-13
Date

Note: This letter will be filed into an official FCC proceeding. All information submitted including names and address will be publicly available via the web.

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I am writing, again, to express my concern about a recent change to captioned telephone service that requires my phone to remain in the "captions off" mode. As someone who depends on captioning in order to communicate with others over the telephone, this is more than merely inconvenient.

I am 63 and was born severely deaf. My husband is 83, and both of us wear two hearing aids. Hearing over the telephone is one of the most difficult things there is. Captioned telephone service makes a critical difference in our lives. With captioning, we can conduct business over the phone and in an emergency we will be able to get help. We do not, but not, chat with family or friends on the phone; they know to send e-mails or text messages. There is only myself and my husband in the house, so forcing us to keep the captioning in the "off" setting is unwarranted. We now must take extra steps in order to have a phone conversation of any sort.

I hope that the FCC will reconsider this change based on the needs of people like us.

Sincerely,

Carol Meyer

Carol Meyer

Robert Smither

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