

Secretary Dortch,

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

CG Docket Nos. 13-24 and 03-123

The changes on captioning is a very poor choice for saving money.

I am writing to express my concern about a recent change to captioned telephone service that requires my phone to always be in the "captions off" mode. As someone who depends on captioning to communicate with others, this is far worse than an inconvenience.

I have significant hearing impairment and hearing on the telephone is particularly difficult for me. Captioned telephone service makes an enormous difference in my life. With captioning, I know that in an emergency I will be able to get the help I need. There is no one else in my home, so forcing me to keep the captioning in the "off" setting is unwarranted. I now must take extra and well timed 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 misguided change. Ruth Dym Shapiro