

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 disagreement with the change to my captioned telephone service that requires my phone to always be in the "captions off" mode. I am profoundly deaf and depend on captioning in order to communicate with others over the telephone having to turn the phone into the caption on mode is very inconvenient it should be automatic if you want the phone to be used by the person who desperately needs. Captioned telephone service makes an enormous difference in my life and I do appreciate its implementation. With captioning, I can interact with my family and friends and easily conduct business over the phone. In an emergency it will be safer for me to be able to hear the emergency contact.

My husband (the only other person in my house) absolutely does not use my captioning telephone. He actually does not like it so forcing me to keep the captioning in the "off" setting is not necessary. It is being used for the purpose it was intended according to ADA. Please, FCC, change your requirement to require me to turn the captioning ON Pat Sproul