

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 for my husband, David M Neidigh, to express our concern about a recent change to captioned telephone service that requires my husbands phone to always be in the "captions off" mode. As someone who depends on captioning in order to know what others communicate to him over the telephone, this is extremely inconvenient.

He has significant hearing impairment and hearing over the telephone is particularly difficult for him. Captioned telephone service makes a difference in his life. With captioning, he can stay in touch with his family and friends over the phone. I know that in an emergency he will be able to get the help he need. There is no one else in our home who uses his captioning telephone, so forcing him to keep the captioning in the "off" setting is unwarranted. He doesn't always remember to press the button and it is frustrating.

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

Sincerely,

Gatha L Neidigh
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