

Secretary Dortch,

THE TURN ON BUTTON IS WONDERFUL. IT IS MORE RELIABLE THAN THE AUTOMATIC WAY.

I wasn't able to get captioning all the time when it was automatic. Since we are turning it on now, I receive it immediately almost all of the the time. It is so much better for me. This has been happening since I have it:

Sometimes, it will stop captioning during a conversation and the Return to captioning bar helps, but doesn't always return. I think it is because the voice is inaudible. But I still like the new way better for me. The clarity of this phone could be better and it surgies to the caller or the person called, but I understand it is being worked on. I am not complaining because the Caption Phone is wonderful for me. My most difficult hearing is on the phone. Thank you so much for providing this service to the hearing impaired and the deaf.

Sincerely

Elaine Dreggors Elaine Dreggors