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 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,

James E. McKeown
*Printed Full Name*

106 West Walk
*Street Address*

West Haven — CT — 06516
*City* — *State* — *Zip Code*

James E McKeown — 5/20/13
*Signature* — *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.