

Secretary Dortch,

I appreciate having caption call that is available to me to use to clarify all messages, especially those relating to medical needs. Caption call messaging takes the guesswork out of what has been said by the party on the other end of the line.

Sometimes, the words that are spelled on the screen are not what the caller had said, probably due to the caller's poor enunciation of the words, making it even more difficult for hearing impaired people, like me, to be able to understand what is being said. Sloppy, high-speed talking over the phone is a real problem and caption call helps me understand and view what has been said. Please make caption call an automatic function so we don't miss the messages from an important phone calls. Thank you

Fred i Fred Schmelzer