

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected
JUN 04 2013
FCC Mail Room

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,

SHIRLEY A. MARCH
Printed Full Name

2302 - R. N. S.E. #17
Street Address

Aburn
City

WA 98002
State Zip Code

Shirley A. March
Signature

5-17-2013
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.

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

Sincerely,

JAMES CHANCELLOR

Printed Full Name

735 River St,

Street Address

Payette

City

Id.

State

83661

Zip Code

James Chancellor

Signature

5-25-2013

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.

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

Sincerely,

Penny A. Ware - Ashby
Printed Full Name

1676 S. Rosemary St.
Street Address

Denver
City

CO
State

80231
Zip Code

Penny A. Ware
Signature

29 May 2013
Date

P.S. It would make much more sense if you could at least provide a valid reason for such a change. Otherwise, I view this as an arbitrary and capricious move on your part.

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