

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

Received & Inspected
JUN 10 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,

Elizabeth H. Sherman

Printed Full Name

1433 Palmetto Tyrone Rd,

Street Address

Sharpsburg

City

GA

State

30277-1625

Zip Code

Elizabeth H. Sherman

Signature

May 16, 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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June 3, 2013

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JUN 10 2013

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

FCC Mail Room

CG Docket Nos. 13-24 and 03-123

Subject: Changes to Internet-based telephone captioning services

Dear Ms. Dortch:

I am writing to express my concern about a recent change made by the FCC to captioned telephone service that requires my phone to always be in the "captions off" mode. As someone who depends on captioning in order to communicate with others over the telephone, this move is considered inappropriate and it defeats the purpose of purchasing the phone.

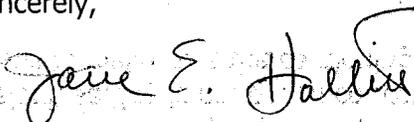
I have significant hearing impairment and hearing over the telephone is particularly difficult for me. Captioned telephone service makes an enormous difference in my life. With captioning, I can stay in touch with my family and friends and easily conduct business over the phone. I know that in an emergency I will be able to get the help I need. There is no one else in my home that uses my captioning telephone, so forcing me to keep the captioning in the "off" default setting is not only inconvenient but it does not make sense. I now must take extra steps to make sure the captioning is turned on when I use the phone.

The purpose of purchasing this kind of phone was to have captioning available 24 hours/7 days. The default option should be in the "on" position rather than "off" position and if someone wants to "opt out" that option should be available.

In addition, after the phone conversation is over I believe a selection should be required whether to save the captioned call in the system. Currently, it is programmed so that the phone user has to save the call within seconds after completing the call and it is very easy to miss it or forget to do it. I recommend adding this feature and I would like the FCC to take a look into this and feel free to share this with all captioned-telephone providers to get their inputs as well.

I hope that the FCC will reconsider the change regarding the "captions off" mode based on my needs as stated above.

Sincerely,



Jane E. Hallitt
5583 Star Flower Drive
Haslett, MI 48840

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MARLENE H. DORTH
SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12th ST. S.W.
WASHINGTON DC 20554

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FCC Mail Room

CG DOCKET NOS. 13-24 AND 03-123

DEAR MS. DORTH

I AM THE PROUD OWNER OF A CAPTION CALL TELEPHONE. IT HAS BEEN VERY HELPFUL TO ME. HOWEVER, WITH THE NEW REGULATIONS NOW THAT I HAVE TO TOUCH THE BUTTON TO TURN THE CAPTIONING ON, IT PUTS ME AT A DISADVANTAGE. THERE IS A HESITATION BEFORE THE CAPTION APPEARS AND I LOSE THE BEGINNING OF THE MESSAGE. I THINK IT WOULD BE MORE ADVANTAGEOUS IF THE CAPTION "ON" WERE LEFT ON AND IF FOR SOME REASON I WANT THE CAPTION OFF THEN I CAN TOUCH THAT BUTTON. PLEASE GIVE THIS REQUEST YOUR UTMOST CONSIDERATION. THANK YOU.

SINCERELY YOURS

Muriel Kirouac
MURIEL KIROUAC
13701 SW 12TH ST. A108
PEMBROKE PINES FL 33027

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