

Secretary Dortch,

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 always be in the "captions off" mode. 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. 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, so forcing me to keep the 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.

it would be fine if I only had to choose captions on or off when I make a call, but it is imperative that captions automatically be on when I receive a call. The time period it takes for captions to start during an incoming is not fast enough to hear the incoming caller for the first few seconds while i am waiting for captions to start.

I also have another problem, the people typing the captions make many errors and by the time i have to think what the incorrectly typed caption was I have missed more of the conversation & I can not keep up. I have a list of miss typed captions from many of my calls if you are interested in that. I understand there will be mistakes made on behalf of the typist during my captions but it greatly inhibits my productivity while I am trying to conduct business on the phone. Because of this I can no longer attempt to conduct business on the phone.

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

Sincerely,

Lauren Possien Lauren Possien