

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 the phone to always be in the "captions off" mode. As an audiologist who services many elderly patients, I know that this is extremely inconvenient.

Many of our patients have significant hearing impairment and hearing over the telephone is particularly difficult for them. Captioned telephone service makes an enormous difference in their lives. With captioning, they can stay in touch with family and friends and easily conduct business over the phone. In an emergency they will be able to get the help they need. Remembering to switch the captions on may be challenging.

I hope that the FCC will reconsider this change based on the needs of our patients. Gloria Boms