

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

CG Docket Nos. 13-24 and 03-123

I work as an employee at CaptionCall and am writing to express my concern about a recent change to captioned telephone service that requires captioned phones to always be in the "captions off" mode. As someone who supports and serves those who depend on captioning in order to communicate with others over the telephone, this is extremely inconvenient.

The people I serve have significant hearing impairments and hearing over the telephone is particularly difficult for them. Captioned telephone service makes an enormous difference in their lives. With captioning, the people I serve can stay in touch with their family and friends and easily conduct business over the phone. They know that in emergencies they will be able to get the help they need. The people I serve now must take extra steps in order to have a phone conversation similar to anyone without difficulty hearing on the phone. Since many of the people I work with also have other challenges – vision impairments or difficulty adapting to technological changes – this is particularly troublesome because it leaves them frustrated and limits my ability to serve them.

I work hard to ensure that the people I work with receive a service that is as natural and seamless as a traditional telephone call as possible. The "captions off" requirement undermines my ability to do this. I hope that the FCC will reconsider this change based on the needs of the people I serve.

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Signature

7-3-2013  
Date