

To whom it may concern,

I'm writing this letter to express concern over the FCC's decision to have all CaptionCall phones set to the default captioning-off setting. I believe this regulation has added burden for those with hearing loss. My Grandma Erickson is one of those who is having difficulty with the new default setting.

Grandma received her CaptionCall telephone in March of 2012. It immediately improved her quality of life! For the first time in years she had the ability to have quality conversations over the telephone. That was until the recent ruling to set all CaptionCall phones to a default setting. This setting requires users to press additional buttons for captioning.

During a conversation with my Grandma in July, I found out she had not been using her CaptionCall phone. She claimed it had stopped working and unplugged her phone. After some investigation, I discovered her phone was working. However, she assumed it was broken due to the default off setting. Despite my attempt to explain to her how to receive captioning, it has been very difficult for her to make the adjustment.

To be honest I'm confused as to why a phone made for captioning requires additional buttons to be pressed. Pressing additional buttons may be easy for some, but my Grandma is at the age where it is difficult to comprehend how things work. A product that was once a great blessing for her has now become an additional burden.

My hope is that the FCC will do the right thing and ease the burden of those with hearing loss. Please bring back the default setting to captioning-on. Thank you for your time.

Sincerely,

A handwritten signature in black ink, appearing to read "David Jacobsen". The signature is fluid and cursive, with the first name "David" being the most prominent part.

David Jacobsen