

To Whom It May Concern,

For years, hard-of-hearing individuals have been benefitting from the service CaptionCall. Some of these consumers have had hearing loss most of their lives which can prove a challenge in today's mainly-hearing society. Others have lost hearing later in life, which must be an extreme adjustment and shock in itself. Fortunately, a captioning service has been offered to all of these individuals free of charge. CaptionCall is an amazing service. I feel that hearing people, me included, often take for granted how simple it is for us to make a telephone call and not feel so much fear that we will not be able to hear the other party. It is a great thing that those suffering from hearing loss can go about their daily business, reaching out to doctors and technical support lines and still being able to converse with a loved one via phone.

Many of these consumers are in fact elderly and on a fixed income. It's often easy for one's mind to become less sharp as one ages, and therefore, be forgetful of a need to turn captions on as they make or receive a phone call-especially in an emergency. If a hearing person resides with them, it is reasonable to say that this individual would most likely use a non-captioning phone in the home; this would prevent captioning from being provided to someone without a need for it.

In the case of a fixed income, or a low income in general, it can be a challenge to pay for a regular phone service, internet for a CaptionCall phone and any additional phones in a home. Most hearing people can receive cell phones for free and pay a reasonable price for a landline telephone. A \$75 fee being required of any and all CaptionCall customers with no exception is saddening. It is a great likelihood that many who currently use this service will have to desist and that many that would start using it in the future would be deterred completely or simply choose cheaper alternative captioning service that is inferior in quality.

Existing customers would be inconvenienced if they had to acquire additional certification of a captioning need. Some may have trouble physically getting around on top of having a hearing disability. It is also unfair to them to have to prove their need for something that they have already been using and benefitting from. Perhaps an alternative method would be submitting something proving that they wear hearing aids for example.

I ask you to please take these words into consideration. I am thankful for my hearing and want CaptionCall to continue serving the hard-of-hearing community with the generosity and amazing service that they have been, free of charge and without unnecessary hassles.

Thank you so much for reading.

Sincerely,

Colette Burrue

Tucson, AZ