

Secretary Dortch,

Hello,

I just wanted to reach out regarding the FCC's new rules in regards to IP CTS; They're considering charging a \$75 fee for caption phones (which used to be free), and continuing the new automatic "captioning off" requirement for the phones, where customer must turn the captions on everytime they need to use them.

These implementations cause the phones to be functionally inequivalent. Having to press a button with every call is tedious, and it proves difficult to many customers as they're mostly elders whom are not tech savvy, and have a hard time remembering to turn on the captions. Also, as far as the fee, cell phones are often free and even retail phones often cost only \$10-20. The hard of hearing community needs to be helped in their communication needs and these rules would stifle their ability to utilize captioning service.

I love my job. My co-workers and I caption phone calls to help those who are hard of hearing communicate with the world. Whether getting a prescription filled, talking about the latest current events, or wishing a grandchild "Happy Birthday", we are there helping our customers understand what is being said. This is a valuable service and every day we make an impact on our customers' lives. The FCC is proposing changes that will have a major impact on the hard of hearing community's ability to utilize the service.

I strongly urge the FCC to reconsider these rules as they impose on our service by no longer providing functional equivalence to the hard of hearing.

Thank you for your time and all you do, Madison Sagendorf