

Secretary Dortch,

This message is regarding hearing impaired captioning services.

I think the proposed \$75 fee for a captioning phone is much too expensive. Many are on fixed incomes and this would place an undue hardship on someone who just wishes to be able to communicate.

Also, having their captioning phone in the "OFF" as a default mode is burdensome. Many hearing impaired persons are elderly and don't remember to turn their phone on. Also, many hearing impaired persons live alone and always need the captioning services turned on. The customer should have the option of leaving the phone in the "ON" position.

Thank you for your time and attention in this matter. Julie Schreader