

Secretary Dortch,

I work captioning phone calls for those who are hard of hearing. I help these people do simple every day things such as calling their loved ones, calling their physicians, friends etc.; things many of us take for granted. As being the grandchild of a wonderful lady who is 92 years old and hard of hearing, I know how important communicating with the world is. My grandmother is also not tech saavy at all and she has a difficult time even finding the on/off button for the TV. She has no idea how to work a cd player, let alone use a cell phone. The FCC is proposing changes that will have a major impact on the hard of hearing such as having the customers activate the captioning service themselves. The sole purpose of a captioning phone is to have captions! There is absolutely no need for this function to be off by default. Anyone who does not want or need captions can simply use another phone in the house. I have been working in this field for only a few weeks and I have been convincing my grandmother get a captioning phone, however, after learning that the FCC is trying to impose a \$75 charge for the phone, my grandmother has become doubtfull because her sons tell her that these types of phones are usually free. I do not undertand how these new regulations would help the hard of hearing community. The FCC is supposed to make regulations in order to "promote innovation and strengthen the nation's communication infrastructure". These new regulations do none of that. I urge FCC directives to test their ideas before imposing the on the public. My grandmother is not the only person who has difficulty with pressing a button and that is not an exaggeration. As time progresses and technological advancements rise, services such as phone captioning should become more accessible to the public not be imposed with senseless burdens. Gabrielle Yocupicio