

Proceeding numbers 13-24 and 03-123

Dear Sirs,

I urge the FCC to reconsider the following rules in regards to IP CTS: 1) Remove the captioning off rule- it is not functionally equivalent. People without hearing loss do not need to press a button after answering a call. 2) The \$75 fee is also not functionally equivalent as cell phones are often free and even retail phones often cost \$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 Birthd...ay", 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.

1) They have already set the phone so the customer must activate captioning service. This is difficult as we have many customers who are not tech savvy or a hard time remembering  
2) They also want us to charge our customers \$75 to purchase a phone. This is a fee our competitors don't need to charge, let alone the cost to our customers who are often on fixed incomes. We receive free phones when signing up for cell phone service, it should work the same for our customers.

Thank you for your time,

JanElla Marlow