

This is regarding new rules for Caption Call services

Customers who use this are generally NOT tech savvy and need to have the captions in ON position. I worked with this population and with the Caption Call devices for 10 years and have family that use this service.

My Dad is too proud to turn on the captions himself. he feels he hears just fine, however when speaking with him, he misses much of the conversation. When i ask him to turn on the captions our conversation improves 100%. I am no longer yelling into the receiver and repeating myself 3 times for each comment i make. PLEASE remove the requirement to have the captions remain OFF. Please allow it to be in the ON position.

it is so difficult to communicate already (parent-child issues and aging parent) and then when u add the actual PROCESS of trying to communicate it just causes more frustration and decreases the quality of life for both of us. It also increases my parents isolation because they do not want to talk on the phone due to how difficult it is.

Again, please allow the caption call phone to be set to the "ON" position.

Also, by requiring people to pay an even higher amount for the telephone is outrageous!

The TRS fund is there for US citizens! we pay into this account via our telephone and cellular taxes. NOW FCC wants to increase how much it will cost! this is outrageous ENOUGH! There is no need to charge. there are people who are living on a very limited budget this impacts our weakest portion of the population our elders! instead of isolation and ignoring this population please respect this population. All of us will become a member of this population sooner or later. Please keep the cost at ZERO! we have already paid for it!

thank you