

Secretary Dortch,

I received a letter and required phone sticker from Caption Call per the new FCC regulations. I think that it is absolutely ridiculous that it is illegal for a friend or family member in my home to use or answer the phone that sits on my desk. They do not know how to enable or disable captions & I am appalled that they would be breaking the law. There is already a bright yellow sticker on the phone that says "WARNING: The volume on this phone is set very loudly!" I am running out of room for warning stickers and personally think it is more important to let my visitors know that this phone's volume is set louder than normal. It would be very inconvenient to keep the phone in a locked box, so visitors would not have access to it. Both my husband & I have hearing loss and need the captioned phone in order to understand phone conversations. I have many hearing impaired friends through the local chapter & state association of the Hearing Loss Association of America and sometimes have meetings in my home. Some of these people are registered users on a Caption Call phone in their own homes. I do not know which members are registered users and which are not. Do I have to police their use of my phone" What if my grandchildren are hear and answer the phone for me, inadvertently enabling captions, because they see the call is from their parents"

It is not clear from your letter whether the person who unknowing uses the phone is breaking the law or if it is the registered user of the phone who may or may not even be present at the time of the call. I do not understand how this will be monitored or enforced. Is someone going to rush into my house when they think a normal-hearing person is using my phone" Am I going to receive a citation after the fact when I may not know or remember who made every phone call and for what purpose" The new restrictions are very discriminatory to hearing impaired people, puts an unreasonable burden on people that already have the significant burden of their hearing loss. It will cause such people to be more isolated and to not use the phones that are intended for their use.

I cannot believe that the FCC expects me to put this label on my phone and monitor its use. I do often show the phone to other hearing impaired persons to show them how it works and how useful it is. I do not know the degree of hearing loss of each person to whom I show it. Some people look at it for the possible use of a parent, child or other hearing impaired person. Am I breaking the law by letting them try it and see how it works" You are making me afraid to share your wonderful device with people that I think will benefit from it. These are people that may not yet be "registered users with hearing loss." They are people that should be registered and simply need to see and try the phones, and know that they are available to them.

I understand the intent of this new regulation, but it puts an unrealistic burden on captioned phone users. Please reconsider this unreasonable expectation and discrimination towards Americans with Hearing Disabilities. Lynne Kinsey