

To Whom It May Concern:

I was forwarded an email request from the AFB inquiring as to experience with accessible advanced telecommunication services. I am totally blind and use an iPhone 5S. Generally, it has worked well for me. However, I find locating the Answer button occasionally difficult, causing me to miss calls. I also occasionally have problems trying to place a call with voice control and need to find the phone and keyboard buttons, then input the phone number of the person I want to call on the keypad. This is especially annoying if I need to search for the number. Finally, it is difficult to delete voice messages.

My name is Sandra Spalletta and my address is 20 Hardwicke Place, Rockville, MD 20850. I would prefer that I not be identified in any material the Foundation prepares and submits or makes publicly available.

Thank you for undertaking this activity. It should benefit many.

Sandy Spalletta