

Comments:

1. After receiving my equipment back during the first year of the pilot program, I was given a One Year Package for me to go to the Apple Store for whenever I would need help with my Apple iMac Retina and / or MacBook laptop. Unfortunately, I was only able to go two times and needed more 1:1 time. I live 100 miles one-way to the nearest Apple Store; AND, there was an extreme limitation of staff knowing how to assist low-vision or blind consumers with new equipment. I really didn't get the proper training that I should have gotten. Besides, the Store is too loud for me to be able to hear clearly and to retain from memory due to constant distractions. This is my first comment.

2. Minnesota no longer handles this program and it is now being handled by the Perkins School for the Blind. Well, it's out of the state and just how would I get the training in a timely manner. Also, to get enough training? I speak for myself and for all others who live so far away from resources. I have heard of at least 4-5 deafblind people not getting the service, still waiting and still not able to utilize new equipment because of limited training. Most of all, access to use the equipment due to not being able to manual setup according to visual needs.

3. Television. Captioning is definitely no longer being accessible to me! Digital has taken out this once wonderful option. Something needs to be addressed and done about it.

4. LCD, LED, Analog colors. Colors are not accessible in new TVs for those who needs color clarity. Analog used to be much better in this arena.

5. Touch Screen. Oh my gosh!!! WHY and HOW is this being allowed? My personal independence is slowly diminishing even farther due to the extinction of products. Especially, domestic ones that are used in the home. ATMs are "touch screen" and I cannot use them. I was told to go into the bank and get my cash. Well, what about when I'm not even near a bank!? Total disrespect for those who cannot use "touch screens."

Thank you!