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96-198

**NANCY A. DIETRICH**  
**2621 BROOKFIELD COURT**  
**COLUMBIA, IL 62236-2620**

June 25, 1998

Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554

Dear **Sir/Madam**:

Re Notice of Proposed Rulemaking on  
the Access Provisions of the Tele-  
communications Act of 1996

I have severe hearing loss and wear two hearing aids with telecoil. I would like to express my **concerns** regarding your proposed rules.

- #1. I urge you to adopt the Access Board guidelines for **both** manufacturers and service providers. They must understand clearly their access responsibilities and obligations in their design of new equipment. I **still** have not found a wireless phone (badly needed) that is accessible to me. Such phone should be **fitted** with a telecoil so that I can use it with my hearing aid on telecoil.
- #2. I urge you to use "readily achievable" standard rather than your proposed "cost recovery" **concept**. See paragraph #1 regarding wireless phones. I've already had 6 emergencies which required use of a cellular phone but I don't have an accessible cellular phone. By requiring telecoils on phones, if readily achievable, can enhance the accessibility of our society.
- #3. I support the proposal not to require filing fees for complaints directed against manufacturers or service providers as well as fees for formal complaints against common carriers.
- #4. I don't understand why your proposed rules do not cover "enhanced services" under Section 255. These services are vital to the educational and employment opportunities and **full** participation in our society.

For instance, when my employer installed the voice mail and fast moving automated voice response systems, I could not put my own phone on voice mail because it was useless trying *to make* out the messages. I couldn't deal with the automated voice response systems when I use voice phone because it moved too fast for me to comprehend the words.

Even when I use **relay** service, the relay operator has to call repeatedly in order to complete my critical **calls**.

My employer even set up an automated service for employees to deal with the profit sharing plan. I've been frustrated and afraid to touch a button. For instance, if I want to change my investments, I might touch a button that could cause a withdrawal rather than change the investments and I could be inadvertently penalized by IRS for the withdrawal. The company should be required to make this service visually accessible! I resorted to using a form; yet the form created problems for me! They'd call me to find out why I don't use their so-called "enhanced services". They don't think about blind and deaf people and people with hearing loss.

Thank you for your time.

Sincerely yours,

*Nancy Dietrich*

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