

FILE



Hearing Loss Association of America

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JAN 21 2009

INVESTIGATIVE DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

689 Olde Orchard Ct.
Columbus, Ohio 43213-3409
January 16, 2009

Dear PUCO:

I am a person with a hearing loss. I use the spoken word as my only language along with 31.5 million people in the USA who also have this invisible disability.

I have been a member of the Ohio Relay Consumer Committee for the past 10 years and have always found SPRINT to educate, advocate and provide support with their equipment, knowledge and accommodations for people who do not hear well on the telephone. Their services include the following: 711, CapTel phone, wireless phone devices with special pricing for deaf and hard of hearing people and their involvement in community services. CapTel Phone and Relay Services educational presentations are provided at our HLAA chapter meetings. Their website www.ohiorelay.com provides information and access for those who have difficulty hearing on the telephone.

They were advocates for the CapTel phone (Captioned Telephone) and WebCapTel services as these services save jobs and supports our men and women in the Armed Forces who are returning from Iraq and Afghanistan with a profound hearing loss.

SPRINT also provides excellent services to the Deaf, Late Deafened, Deaf/Blind and people who hear but not able to speak.

I support SPRINT's effort to continue providing 711/CapTel relay services here in Ohio.

Sincerely,

Mrs. Hermine Willey

Hermine Willey
Hearing Loss Association Coordinator of Ohio
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(614) 861-7956

PUCO

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