Before the Federal Communications Commission Washington, DC 20554

In the Matter of)	
Amendment of the Commission's Rules Governing Standards for Hearing Aid-Compatible Handsets)))	WT Docket No. 20-3
Amendment of the Commission's Rules Governing Hearing Aid- Compatible Mobile Handsets)))	WT Docket No. 07-250 (terminated)
Comment Sought on 2010 Review of Hearing Aid Compatibility Regulations)))	WT Docket No. 10-254 (terminated)

ADDITIONAL COMMENTS BY JANICE SCHACTER LINTZ

Sept 16, 2020

INTRODUCTION:

I am Janice Schacter Lintz, CEO of Hearing Access & Innovations (HAI) (f/k/a Hearing Access Program) and the mother of a 26-year-old daughter who is hard of hearing. I am a former member of the Federal Communications Commission (FCC) 's Consumer Advisory Committee, appointed for two terms under Chairman Martin. I am also the author of "How to Buy a Cellphone when you have a Hearing Loss," published in Volta Voices,¹

¹https://janiceslintz.files.wordpress.com/2009/02/vv-cellphone-109.pdf

which was the most frequently downloaded article by Better Hearing Institute. It was the first article that explained to consumers with a hearing loss how to select a suitable cell phone.

I frequently write on topics related to hearing loss and consumer education. See my articles in the Huffington Post.²

DISCUSSION:

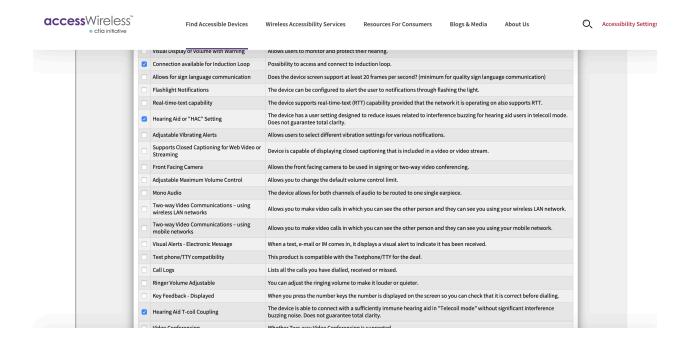
I wish to augment my previous comments. It is vital that the FCC require the term "t-coil" instead of "hearing aid compatible" (HAC). As I stated in my earlier comments, it's unclear what HAC means, even to CTIA, the cell phone and mobile device membership organization. CTIA recommended using the Global Accessibility Reporting Initiative (GARI) as a search tool to determine which cell phones are t-coil compatible.

As we discussed on our call last week, CTIA's <u>AccessWireless.org</u> hosts the Global Accessibility Reporting Initiative (GARI), a <u>searchable database</u> of accessible wireless devices tailored to specific needs. Here's a <u>direct link</u> to its Advanced Search for phones where you can select the "Hearing/Speech" features related to a telecoil that you seek and see which devices are appropriate for your daughter's use.

GARI seems fantastic in concept, except that there are three categories for people with hearing loss:

- 1-Connection available for Induction Loop
- 2-Hearing Aid or "HAC" Setting
- 3-Hearing Aid T-coil Coupling

² https://www.huffpost.com/author/janice-s-lintz



CTIA was unable to clarify the differences between the categories. I was unsure whether the first option meant that there was an output jack, and I had no idea what the difference was between the second and third option. CTIA referred me to GARI, which hasn't responded to requests for clarification. (Ex A)

If CTIA has no idea which of their member phones are T-coil compatible and GARI has no idea what their terms mean, how is a consumer supposed to demystify this complex language?

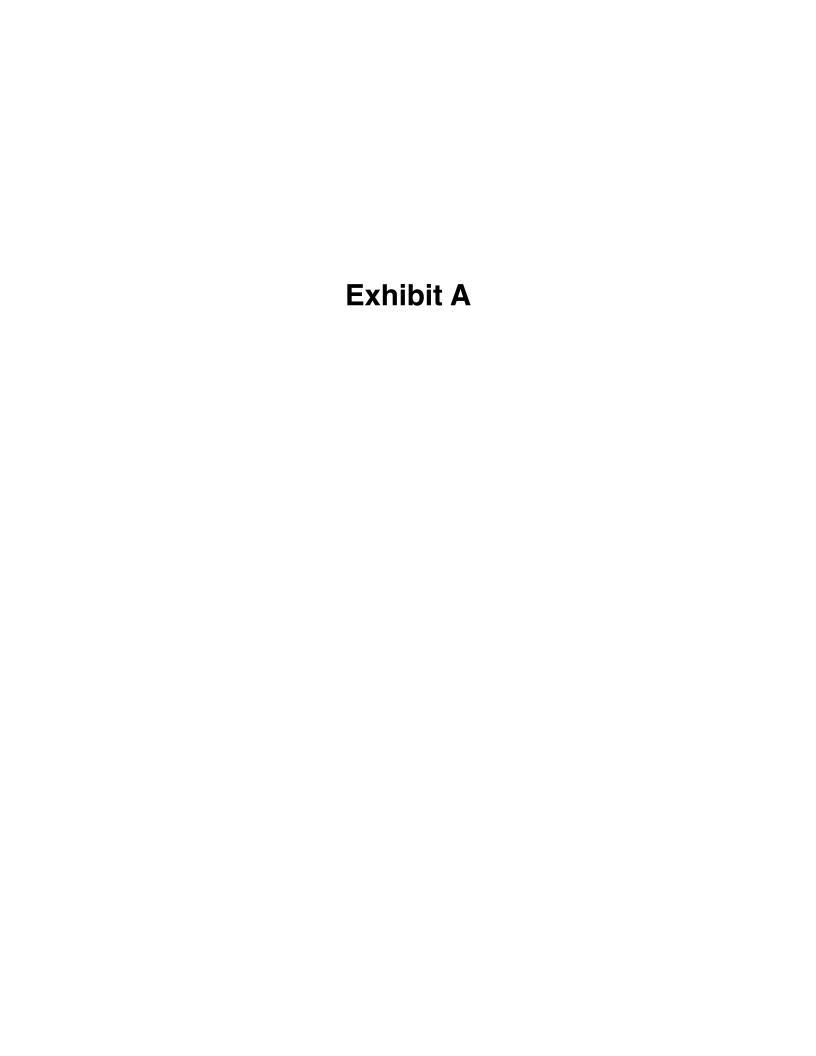
Consumers need certainty when they seek to purchase a cell phone that works with their hearing aid. T-coil compatibility is the only solution that makes every phone compatible with a hearing aid/cochlear implant, doesn't burn through pricey batteries, and always connects.

CONCLUSION

I reiterate my urging to the FCC to require a t-coil compatible standard for cell phones and not an unclear "HAC" one.

Respectfully submitted,

Janice S. Lintz, CEO Hearing Access & Innovations, Inc, Brooklyn, NY





Begin forwarded message:

From: Janice S Lintz <email omitted>

Subject: Re: T-coil Compatibility *9th Request*
Date: September 15, 2020 at 10:32:33 AM EDT

To: accessibility@mwfai.org

Cc: "Janice S. Lintz" <emailOmitted>

On Sep 14, 2020, at 10:05 AM, Janice S Lintz wrote:

On Sep 12, 2020, at 9:21 AM, Janice S Lintz > wrote:

On Sep 9, 2020, at 12:03 PM, Janice S Lintz < wrote:

On Sep 7, 2020, at 11:09 AM, Janice S Lintz <> wrote:

On Sep 5, 2020, at 2:47 PM, Janice S Lintz > wrote:

On Sep 4, 2020, at 11:08 AM, Janice S Lintz <> wrote:

On Aug 28, 2020, at 9:39 AM, Janice S Lintz <> wrote:

Hi Michael-

Any updates?

Best,

Janice

On Aug 26, 2020, at 4:50 PM, Janice S Lintz <> wrote:

Hi Michael-

The GARI site is fantastic! Why are there three different t-coil options in the advanced search for people with hearing loss?

Thanking you in advance,

Janice

Janice S. Lintz 2020 WBENC WeTHRIVE Program in Partnership with IBM