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1447 South 2100 East  
Salt Lake City, Utah 84108-2340  
March 7, 2000

Ms. Jane Henney, MD  
Commissioner  
United States Food and Drug Administration  
5600 Fishers Lane  
Rockville, MD 20857

Dear Ms. Henney,

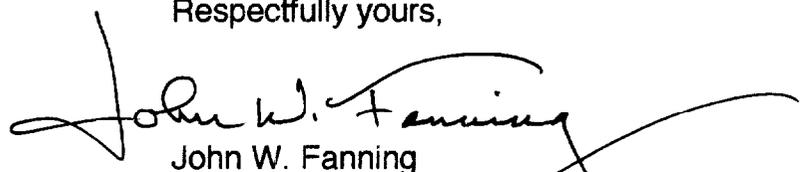
I have been informed that a movement is afoot to require all persons who suppose they may need a hearing aid to have an audiology examination prior to purchasing any hearing aid. I would staunchly oppose any such requirement because during my many years of life [I am now 68] I have undergone such an examination several times, but none of these exams was related to the purchase of a hearing aid. They were related to my interest in determining the status of my general health. I feel that I am capable of determining when I need to have my hearing checked.

Had I not been able to purchase a mail-order hearing aid, I probably would still not have one because the \$2,300 cost I was quoted on the one occasion upon which I looked into purchasing hearing aids locally scared me to death and was nothing like the \$700 which I ended up paying for my first mail-order hearing aids. *Excell Hearing Solutions* of DeKalb, Illinois, advertised that for a \$50 returnable deposit they would send me a hearing aid to try for thirty days. To me this seemed like a can't-lose opportunity, so several years ago I sent the \$50. They were as good as their word and sent me the hearing aid. After about a week, I was certain that I wanted to keep it, so I did and sent for another for my other ear. Those two did wonders for my hearing.

I am now using my second pair of hearing aids from *Excell* which function exactly as I expected them to, which is highly satisfactorily. Since *Excell* continues their research and continues to improve their line of hearing aids, I expect never to have to purchase hearing aids from anyone else. I am totally satisfied that the disclaimers that I signed in order to make these purchases was the right thing for me. Thus far, on only two sets of hearing aids I have saved approximately \$3,100. Of course, had not *Excell* come to my attention, I would not have been able to purchase hearing aids at all and would still be residing totally in the quiet world of the hearing impaired. The world seems more fun with enhanced hearing.

Please allow us to continue to purchase less-expensive hearing aids via mail order as many of us have heretofore done.

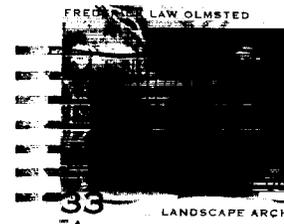
Respectfully yours,

  
John W. Fanning

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