

Ms Jane Henney, MD  
Commissioner, FDA  
5600 Fishers Ln.  
Rockville, MD 20857

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3/29/00

Dear Commissioner Henney:

I have purchased 2 hearing aids from Excel, an out of state provider of hearing equipment. I am very pleased with the results. I was not satisfied with local representatives of national companies. Excel's service is fantastic and includes the following areas:

- 1) Simple in the home mold making for a superior fit of in-ear aids. I have an ear obstruction and had to redo one of the molds. There was no extra cost.
- 2) Hearing aids of all sizes, shapes, power and frequency responses.
- 3) Simple inexpensive devices for in-ear or out of ear testing and balancing of two ear installations.
- 4) In home trial of any model with return or change of model without cost.
- 5) Very reasonable prices for all sizes and types of batteries.
- 6) Repair, test and guarantee of items returned for repair.
- 7) Guaranteed satisfaction.
- 8) Quick service.
- 9) Hearing aid prices much more affordable than any other.

The only thing necessary for completeness is a hearing test by your local doctor or audiologist which is necessary no matter how or where you buy hearing aids.

Every citizen has a right to choose this type of service. Other suppliers will certainly try to use the power of the Federal government to suppress their competition. The argument is always "for public safety". This is a fortuitous argument which ignores the fact that no matter where bought a hearing test is necessary. The test supplier then always has the first chance to satisfy the perspective buyer. The mail, telephone or internet provider does not want to risk a dissatisfied customer or lawsuit without a test.

Please allow us to have this choice!

Very truly yours,

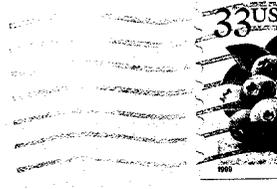


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