

To whom it may concern,

I'm very concerned about the drop in rates for internet captioned phone service. My life as a hard-of-hearing person in the workforce has been able to proceed due to InnoCaption. The quality of captions as well as dedicated team able to make the product even better has led me to enjoy the benefits of this top-notch product. I pay for so much in my life: hearing aids, the ability to have conversations in more expensive places so there's less noise, assistive listening devices, and a cell phone accessibility service that allows me to make outgoing and incoming calls using one number has been a game-changer. Without this service, I wouldn't have the confidence to take on life and be myself. I would feel isolated as even with my hearing aids, I need quality assistance from a phone. InnoCaption provides quality service. Real time captioners and not solely automatically generated captions makes for such a difference.

Please freeze the rates and determine a better rate structure. This is one area we can't afford to suffer in. For so many years I have suffered by not being able to talk on the phone as clarity is so important (amplified phones don't raise clarity the way captions do).

I have to make many sacrifices and this is one of the few things that has allowed me to get an MA and help others in my profession. My profession requires phone calls that are clear and that are reliable.

Thank you.

Best,

Patrick Tully