

## FCC Cell Captions

Note to the FCC regarding InnoCaption support: I have been using InnoCaption cell phone service for several years now. Although I am retired, I am active in my neighborhood community and I am also heavily involved in the hearing loss community. I need to communicate while traveling and attending meetings across our area. I am now almost completely unable to understand speech on any telephone, even with amplification. So I need a caption service that works with my iPhone and provides timely and accurate captions. I have found that InnoCaption most reliably provides this support. And it allows me to keep a record of the incoming captions to double-check the dialog or go back for reference. It also helps that the InnoCaption staff provides timely responses to questions and keeps trying to improve their services. For example, I am glad they are trying to find technology, such as speech recognition, to further improve the speed, accuracy and reliability of the captions. I would greatly appreciate FCC support to maintain and improve the service I get from InnoCaption. I am now concerned about how I would function with a reduction or loss of InnoCaption services. I simply cannot routinely stay in touch with people or serve my communities without this support. It has been a blessing. I thank you for your consideration. Fred Williams