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Dear FCC:

The services provided by InnoCaption has truly been life changing for me. In the years prior to discovering this valuable app, I have had to rely on my young sons to speak to others on the phone for me. Sometimes this involved the exchange of sensitive information and of course they would get impatient with having to do this. If there were messages on voicemail, I would have to wait until someone was available to relay it to me. There were times it meant I missed opportunities of earlier doctor appointments or job interviews.

Having been widowed when my children were very young, there were not many options available for phone usage. As a person with profound hearing loss, it was an inconvenience to have to drive to the pharmacy to order refills, offices to schedule appointments, restaurants to order take out, but worst of all, to not be able to return calls to schedule job interviews.

Once I discovered InnoCaption, it truly gave me independence. My sons felt they were given a gift as well. No longer do I have to drive and request what I need. I can now call the pharmacy and pick up prescriptions at my convenience. I can call doctor's offices, make appointments and better yet, carry on conversations confidently. When my sons are home for a visit, I can call for pizza delivery without hesitation and have it delivered.

The best thing to happen since using InnoCaption was when an employer called because I sent an email inquiring about a job listing. I had no idea who was calling but InnoCaption has proven to be dependent and has the best quality of any captioning service I have ever used. So I answered the call and a few days later I had my first job in years.

Please make it so InnoCaption can increase their capacity to expand their services. They are worth it! The people behind it have integrity, want to serve more people, and their services are needed. The best thing about InnoCaption

is that it goes everywhere I go so I can travel alone independently with confidence. This has proven true when I'm at the airport and need to call for the hotel shuttle or when I'm checking in with my family. Imagine if I'm alone and lost in a strange place, InnoCaption will always come to the rescue. It is because of InnoCaption that I don't have to rely on someone else to be with me for any reason.

It is because of InnoCaption that I am independent and can rely on myself. Thank you for ensuring that this service will continue to grow and meet my needs and also the hundreds of thousands of people who needs this technology. People with hearing loss deserve to live a full life connecting with people. InnoCaption makes this happen.

Sincerely,

Carolyn Mitchell