

Dear FCC,

I am writing to urgently request that the Telecommunications Relay Services Fund (TRS Fund), which reimburses providers such as InnoCaption on a per-minute basis for captioned calls, be fully funded, without rate reductions.

I am a PhD student, who has previously worked at large investment banks as well as major technology companies. I am also profoundly hearing-impaired, after I began losing my hearing in my 20s due to a genetic condition. For the first few years of my hearing loss, apps such as InnoCaption did not exist, and without the ability to make regular phone calls, I was unable to perform my full job duties and had to be let go.

InnoCaption and other captioned telephone call services have changed my life, however. The ability to make regular phone calls has allowed me to be return to being a fully functioning member of society. Some things I can now do with a captioned telephone, that I could not do without this service:

- Conduct job interviews and business transactions via telephone. Previously I had to rely on either email or face-to-face interactions while using an interpreter, both of which are limited and can be expensive.
- Set up doctor appointments and have a much more active role in my own healthcare.
- Stay in close touch with my family and friends. Before captioned telephones, I started to lose contact with my entire social circle, causing me to withdraw from many regular activities.

In summary, companies such as InnoCaption have had a profound impact on my quality of life. Without them, people in my situation would be forced to revert to a very limited form of communication, and not be able to fully participate in society. As such, I think it is imperative to continue to fully fund the TRS Fund.

Sincerely,



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