August 5, 2019

To FCC

InnoCaption has changed my life. After losing my hearing at age 49 due to bacterial meningitis, I was plunged into a world of total deafness. I received to cochlear implants but due to hearing nerve damage from the illness am unable to hear well even with the implants and I cannot understand phone calls. For a year and half I was unable to have a single phone conversation. I was unable to work in any profession that required you to make a simple phone call.

Then my hearing therapist told me about InnoCaption. I currently work in a job that I have to make 20 to 30 calls a day and with InnoCaption I can easily make those calls. I cannot understand anything that is said on the phone without translation so InnoCaption is a vital aspect to me being able to rejoin the work force.

I’m not sure what will happen if InnoCaption is unable to continue or has to cut back on their translators. I am dependent on their service for my work. I hope the FCC will continue to fund this invaluable service.

Thank you,

Mischelle Raftery