Comments re InnoCaptions emergency Petition for Interim Waiver and FCC 20018 IP CTS Reform Order

Every day I use InnoCaptions with speaker for sound and captions . I have a severe to profound hearing loss and cannot understand what is said on any amplified telephone without captions. I was so thrilled when InnoCaptions became available and worked. I also get frustrated when my IPhone downloads an update and the captioning service loses audio or something goes wrong. The InnoCaptions staff is excellent at responding quickly and well to my problems. The company needs a waiver of the decreased reimbursement rate because of the uniqueness of the use of mobile phones and quick changing technology and its use of real qualified people to caption. I could not talk to my friends that have an accent when I used the landline captioning services that use computers. (and the computer never gets places or medicine correct.) I debated going back to using TRS but I liked hearing some voice at the same time as captions. It would save me a lot of money if I could only use InnoCaptions and I hope it can keep improving its technology so it is stable and reliable even when cell phone updates come. I have to pay forty dollars more a month than hearing people in order to have a backup landline telephone that can give me captions in case InnoCaptions does not work because my iPhone got another update or some other interference. I love to hear some of my friends and family voices on my iPhone with InnoCaptions…it keeps me from getting depressed. We who do not hear well know that the sound clarity of an iPhone can be better than a landline phone. The other reason mobile captioning is so important is I can sit on my deck enjoy the weather and get or make a call. This is so much more like normal hearing people whereas without the mobile phone captioning I have to sit by the landline telephone sometimes for hours waiting for the medical or utility call. I even feel more capable of calling a friend or 911 when I travel in my car. When the 911 new emergency text and notifications come, it is important that it not interfere with the use of InnoCaptions on my mobile phone. The company needs the funds to stay operational and current with cell phone and mobile software innovations.