

FCC COMMENTS InnoCaption Funding
PROCEEDINGS: 03-123 & 13-24

I am quite distressed to know that the FCC is proposing to reduce the funding for InnoCaption's mobile phone captioning service!

I am a late deafened cochlear implant "enabled" retired grandmother. I had to retire as a computer hardware and software technical support representative because I was unable to provide telephone support effectively, as my hearing ability progressively deteriorated.

Even with the "miracle" of cochlear implant advances, I essentially can not hear well enough to hold a conversation over the phone, landline or mobile. Before InnoCaption, I needed to rely on my husband to answer all my phone calls. Something inevitably got lost in his paraphrasing information from my doctors, chatting with my grandchildren, making appointments, and much more.

As I am technology savvy, I tried all of the landline captioning services, Sprint, Hamilton Relay, CapTel, CaptionCall. However ALL were embarrassing to me with the awkward captions lag in a phone conversation. Too frequently I or the caller would lose track of what was being discussed. My grandkids preferred to speak with their grandfather! I was isolated from my grandkids, friends, doctors, and businesses' customer services 800 numbers.

And then I discovered InnoCaption whose CART transcribers can type out so close to real time, I am confident that I can make and receive calls any time, anywhere! I am not restricted to phone calling only from home. I truly value that I can rate the accuracy of every phone call that InnoCaption transcribes, thereby improving their quality and feedback to me whenever I feel that a captioned phone call was not of highest quality. I essentially rely on InnoCaption to banish the isolation that was happening to my life due to hearing loss. And as landline rates have increased, I cut my landline service to rely on InnoCaption exclusively.

I expect InnoCaption to provide me with the highest quality captioning service, because they have done so in the past. Being a small company, they would be unable to continue to give me their high quality captioning services if their funding was reduced! Please ensure that InnoCaption can continue to provide quality MOBILE captioning services to so many of us, who are hearing impaired.

Sincerely, Meida Pang