7 August 2019

To whom It May Concern:

I am a member of the Hearing Loss Association of America and former President and Assistive Technology Chairman of the Long Beach/Lakewood Chapter. I am also active in my local Chapter. Because of my 30 years of experience in the Aerospace industry where I was responsible for Communications Systems Design, I felt that I was perfectly suited to explain to people with severe hearing loss, like myself, how they can use technology to improve their quality of life and their safety.

Smart phones are extremely helpful for people with hearing loss and in the case of emergency can be their lifeline. At one of our technology workshops, we were introduced to the InnoCaption app. Once I downloaded the app and tried it, I was shocked to find out how accurate and timely their captions were. I became a convert immediately and to this day I highly recommend it as the best app for captions on phones. They use live court certified stenographers to produce their captions.

When I am traveling whether to the doctor’s office, the grocery store or on a vacation, I depend on InnoCaption. There have been numerous times when it has been a life saver. Several times my car broke down and I had to call AAA for help. Before InnoCaption, I had a very difficult time navigating through the numbered options. Even if I had a live person to talk to, they frequently spoke too fast for me to understand what they were saying.

I hope the FCC will keep this in mind in these difficult times of budget cuts and give as much help financially to InnoCaption as you can

Regards,

Dr. Wilbur J. Busch

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