

August 8, 2019

To FCC

RE: InnoCaption

My name is Herlinda Braun, a 77 year old woman, retiree from the Home Health field that copes with a profound hearing loss. I would like to express how much InnoCaption has enhanced my life with the ability to engage with family and friends via the cell phone. No longer do I need to hand the cell phone to another to interrupt the call for me. Nor am I limited only to text messages or emails. Nothing replaces hearing a loved ones voice in conversation.

I also have two land line telephones that caption by two different vendors but neither compare to the accuracy and prompt captioning as InnoCaption.

InnoCaption is my first choice in making a call because I can rely on the captions seamless lapse time provided by CART.

I strongly believe InnoCaption should be reimbursed at a rate higher or at minimum equal to landline providers that do not match InnoCaption's reliable service.

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