

Dear FCC Staff,

My name is Fred Williams and I am writing to encourage your continued support of the InnoCaption cell phone caption service. I have bilateral cochlear implants and cannot understand speech on a regular landline or cell phone.

When InnoCaption began operations a few years ago, I was surprised by the impact it had on my daily life. I was suddenly able to re-connect with many family, friends, and business associates in normal conversation. I had almost entirely quit using the telephone out of frustration and futility. I tried several other caption services, but found InnoCaption to be quicker and more reliable. And InnoCaption allowed me to follow conversations much better.

When I began using InnoCaption, everything changed. I was surprised at how much better I could keep up with my responsibilities in communicating with others. In addition, InnoCaption has always quickly responded to my requests for explanations and technical help, and has made very helpful improvements to their services. For example, the ability to save conversations and move them to my other applications has saved me much time and effort.

I now rely heavily on captioned phone calls in my volunteer work in the hearing loss community. So I need continued InnoCaption support to keep up with coordinating our meetings and continuing our support for the many people who need help with their hearing. Email helps, but many older people find computers intimidating and are more reachable by phone and old-fashioned voice communication.

From my cell phone caption user's point of view, I hope you can keep supporting a responsive and accurate caption service such as InnoCaption. Without InnoCaption, I would have to change or cut back how I provide my community volunteer support.

Thank you for your consideration.

Fred Williams