

JP Harris
Worcester, MA

Dear FCC,

I am a 64 year old man who has severe hearing loss. I have a cochlear implant on one side and severe hearing loss (15% word recognition) on the other side. I have difficulty talking on the phone. The nature of my hearing loss is such that, though I can hear what someone might be saying, I can't understand the words. The experience is similar to hearing someone speak a language you don't know. You can hear what the person is saying but you can't understand it.

I work as a technology consultant and will sit on multiple conference calls each day where I must lead conversations, listen and respond, and gather information about my clients and their technology issues.

InnoCaption has proven invaluable to me. Though I can stream sound from my phone into my cochlear implant's sound processor, often I won't understand what people are saying. Being able to look down at my phone and read the transcription often helps me "connect the dots" in the conversations I am having and lets me comprehend.

Without InnoCaption, I would not be able to do this. As a result, I would either miss important facts or be forced to constantly ask people to repeat themselves losing valuable time and putting undue strain on communications and my client relationships.

InnoCaption has been a great partner to me. When I reported a problem I discovered with their software on the particular model of phone I use, they were very responsive and fixed it for me very quickly. My experience working with InnoCaption is that they are a very professional organization which strives to support the community of deaf and hard of hearing.

I am very grateful for InnoCaption and the help they have provided me.

Thank you,

JP Harris