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August 3, 2019

Received & Inspected

AUG 12 2019

FCC Mailroom

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RE: Public Comments CG 13-24, CG 03-123

Innocaption should be exempted from recent reimbursement rate cuts. Innocaption provides a service that is necessary for me to converse on my cell phone; I use my mobile phone for every call I make or receive every day and with their captions I can understand what the caller says; without the accurate captions that Innocaption provides, that would be nearly impossible for me.

I use a mobile phone for all my calls, having given up a land line a couple of years ago. But when I had a land line phone and used other captioning services, the automatic captioning was very slow and sometimes laughably inaccurate. Because Innocaption uses human captioners those problems are very rare, and my understanding is excellent and in sync with the caller. I suspect that their operational costs are somewhat higher but from a consumer's perspective, any extra expense is well worth it and cuts may jeopardize the quality of their service.

Please exempt Innocaption from rate cuts!

Sincerely

Clark O. Anderson

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