

I am an attorney in a major Chicago law firm, I am 78 years old and a Senior Attorney. For 30 years I was an equity partner and head of an important group. In 1997 I had a medical problem which caused me to lose my hearing in both ears. I changed from biological hearing to bionic hearing only with a Cochlear implant.

I was an early customer of Innocaption. I used the service frequently on both my Android and Apple phones. I make and receive calls. My calls often involved complicated legal subjects and can last more than an hour. Prior to Innocaption, I had been using desktop captioning phones. I have found the human transcription service much superior to the other systems. The transcripts were superior and the direct connection using the Internet superior to the phone line systems used by other vendors using VoIP. I also liked the ability to have outsiders use a IC number assigned to me without disclosing the fact that the call was being captioned.

I also appreciated the creation of transcripts of calls.

Whenever I had a question, customer service was always quick to respond.

I have homes in Chicago, Miami Beach and Baileys Harbor, WI. I use Innocaption in all three cities using different Internet providers--some large, some small.

Paul M. Lurie