

Date: 2013-06-25

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those of us with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

Using the phone has always been a character building exercise for me due to lack of enunciation on part of the speaker, foreign accents, or just plain background noises in the room of wherever I was calling from. Fortunately for me, I had four kids on hand at home who were willing to step in to take over when all the tactics I used failed to access the information I wanted. HAD is the key word here. Now they are moving on as they should with their lives and jobs. I have been using the current technology available to make my calls. My favored one is the voice carryover relay service which means I am using an interpreter to tell me what the speaker is saying while I speak for myself. This service has been adequate to have so far, The drawback to this is I need to go to my office or my home to make these calls. I cannot just randomly pick up my cell and make a call. One such example is the following: I received a call on my cell. I did not recognize the number but answered anyway. It was an automated call telling me something. I knew it was automated because I immediately asked for a repeat and the voice kept on going. The call ended and I hung up. I did what I normally do, I went home and did a reverse phone number search. It turned out to be my local pharmacy. I called the pharmacy through my VCO relay and asked about the call made earlier to me. The answer was that a prescription had been filled and was available for pick up. I reminded the pharmacy that the customer (me) requested SMS/text service. Apologies ensued after the computer records were checked.

This InnoCaption technology is an APP that would put me on the same level as hearing consumers in using the cell phone. I wouldn't need to go to my office or home to use the video relay service to dial the mystery number who called.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility we need and want, but we need the FCC to approve it quickly so we can begin using it now.

I urge the Commission to grant quick approval of this product because it is the only way I am going to be able to

function like a hearing person can in receiving and making calls at will from a cellphone. I will also feel safer knowing I can reach out to anyone at anytime in an emergency situation.

Thank you for taking serious note of this request.

Sincerely,

Margaret Duarte

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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