

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,

Hello: 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 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.

As a bit of history, I am a realtime captioner and I got into realtime captioning because I have deafness in my family. My brother and sister-in-law are both deaf. I enjoy hearing my brother on the phone, but he no longer can hear me on the phone. Having the ability to use his cell phone and read what I and other family members are saying would be most helpful and would also enrich his life.

I must disclose that my company will be one of the stenographic realtime captioning companies supporting InnoCaption. While this will be only a portion of my company's income, I plan on employing several people to do this service. I have made physical plant changes, have conducted training sessions, have hired several people already, and I look forward to creating new jobs for skilled practitioners. The most exciting part of this endeavor is that there will be a place for new stenographic court reporting graduates to go, to learn, to grow and to enrich the deaf community's equal quality of life. This is a win/win situation for all.

I want to mention something about the quality of stenography versus voice recognition. Stenography is fast, it is accurate, and it is flexible. A stenographic reporter is able to "fingerspell" names, places, words that voice recognition is just unable to master. Stenographic reporters are able to distinguish between the little words that tie sentences together and that lead to readability and understanding. Voice recognition falls short of distinguishing the difference between the small words, the pronouns, the propositions...and the inability to perform leads to an unclear and garbled message. Finally, the current standard of 130 words per minute is just too slow. And what is not emphasized in the current standards is the speed of delivery of the text. With stenographic realtime captioning, we are able to deliver the words within a second and maybe two. Voice recognition is not as fast and the time lag presents a problem for consumers. I have witnessed the time lag. It leads to awkwardness and a glitch in conversations. Sort of putting the consumer in the position of being "a day late and a dollar short," meaning the timing is off. It is embarrassing.

All of this said, please invite InnoCaption in as one of the vendors. This is new technology, it is innovative, it

is needed....and it is time.

Thank you for taking serious note of this request.

Sincerely,

Patricia Graves

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Monument, CO 80132

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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