

Date: 2013-06-26

**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. My Mother is extremely hard of hearing, and a product like this will allow her to have the flexibility to make and receive calls from anywhere, so that she can continue to care for my Dad. She can not currently stay in touch with me (or her doctors) from anywhere with other caption products.

For those with a hearing loss, it is impossible for her to make calls on her mobile phone. She desperately needs the flexibility that InnoCaption mobile calling would allow her to do. Both she and my Dad have severe health issues, and staying in touch with family members, as well as with her medical team, is critical.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all of us to begin using soon.

Won't you please approve the InnoCaption product so that I can have the freedom, security and mobility I need and want? I strongly urge the FCC and the Commission to approve it quickly so I can begin using it now. Thank you for your prompt consideration.

Thank you for taking serious note of this request.

Sincerely,

Karen Ruud

4203 Maher Avenue

Madison, WI 53716

Reference: CG Docket No. 03-123

CG Docket No. 13-24

**cc: Hon. Mignon Clyburn**

Acting Chairwoman

Federal Communications Commission

Washington, DC 20554

[Mignon.Clyburn@fcc.gov](mailto:Mignon.Clyburn@fcc.gov)

**Karen Peltz Strauss**

Deputy Bureau Chief, Consumer and  
Governmental Affairs Bureau

Federal Communications Commission

Washington DC 20554

[Karen.strauss@fcc.gov](mailto:Karen.strauss@fcc.gov)

**Ajit Pai**

Commissioner

Federal Communications Commission

Washington, DC 20554

[Ajit.Pai@fcc.gov](mailto:Ajit.Pai@fcc.gov)

**Kris Monteith**

Acting Chief, Consumer and  
Governmental Affairs Bureau

Federal Communications Commission

Washington, DC 20554

[Kris.Monteith@fcc.gov](mailto:Kris.Monteith@fcc.gov)

**Jessica Rosenworcel**

Commissioner

Federal Communications Commission

Washington, DC 20554

[Jessica.Rosenworcel@fcc.gov](mailto:Jessica.Rosenworcel@fcc.gov)