Presentation to David Schmidt
TRS Fund Program Administrator

Serving the unmet needs of deaf and hard of hearing consumers while protecting the integrity of the TRS program

August 7, 2013

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What is InnoCaption?

InnoCaption brings Next Generation IP Captioned Telephone Service to Smart phones <u>with unprecedented technology</u>

- Supported Devices: iPhone, Android Phones
- Hear voices and read text of calls at same time
- See **word-for-word captions** of everything the other person says on the mobile phone screen
- Voice is heard through the mobile phone using a headset/bluetooth earpiece, speakerphone, or relying on only the text if the user so chooses.

InnoCaption solves user issues

Industry Major Issues	INNO CAPTION
Complicated To Use	Simple & Easy
Long Connection Time	Short Connection Time, same as normal phone call
Slow Caption Speed (5~8 seconds)	Real Time Caption Speed (within 1~2 seconds)
Low Caption Accuracy (wrong spelling, mistyping)	High Caption Accuracy (Court report level)

InnoCaption Features

The Uniqueness of InnoCaption

- **Optimized Caption Service**
  - Easy to make/receive calls the same as a hearing user.
  - No need to ask for agent's assistance for the caption service
  - No need to change the phone if the user has a Smartphone with Android or iOS platform

- **Fast Speed and High Accuracy Guaranteed**
  - Real time captioning (within 1 to 2 seconds; no one else can come even close to that speed)
  - Stenography captioning provides top-level accuracy and speed (accuracy greater than 95 percent)

InnoCaption Features

The Uniqueness of InnoCaption

- **No limitation of Network Conditions**

  - Supports all US network carriers using 3G and 4G networks.
  - Provides captioned service on 3G and 4G network and WiFi.

- **Convenient Call Functions**

  - Provides a captioned voice mail service.
  - Provides Caller ID.
  - Able to sync to the user’s Phone Book.
  - Supports 3-way calling.
  - Supports Captioning on e911 calls with GPS location.

What is the Unprecedented Difference?

The InnoCaption Product -

- Uses ONLY Certified Stenographers for their Communication Assistants (CA's)
- Provides initial call connectivity similar to that of a hearing user
- Provides the highest level of functional equivalency
- Provides captioning to the user typically inside one second or less
- Patented technology

What is the Unprecedented Difference?

The InnoCaption Product -

- **Offers greater than 95% accuracy on any conversation regardless of the content**

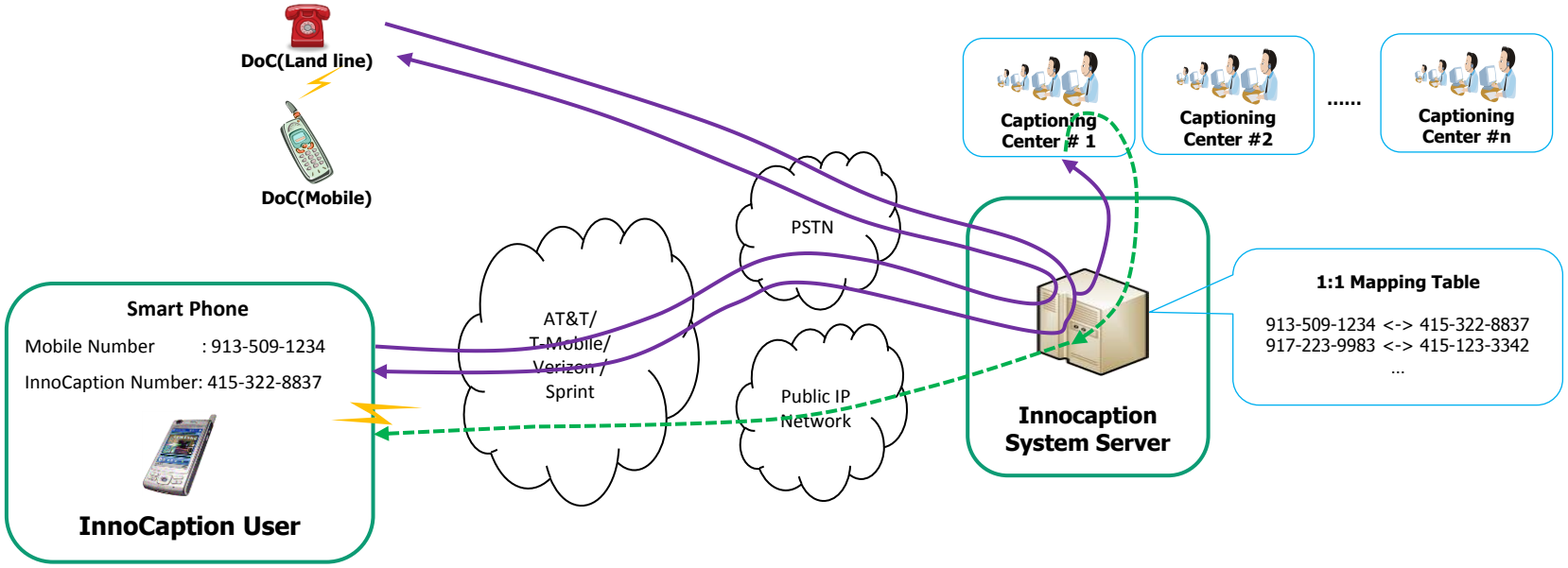
- **Provides seamless inbound calling, so anyone can call a user at any time**

- **Supports GPS location of the user to the PSAP location whenever a user needs to make an e911 call with captions**

- **Makes Voice Mail, or ACD (Automatic Call Distribution) or calling Interactive Voice Response (IVR) Systems a practical function whenever needed**

InnoCaption System Security

- Confidentiality and Security is assured
- No voice connection between CA and User
- One directional flow of voice from the Doc to CA
- The identity of User and Doc is withheld from the CA



Consumer Acceptance of InnoCaption

Consumers Voice Support for InnoCaption's Service

- **S. George Ghorpade, Ph.D., Board President, Adult Loss of Hearing Association**
  - "Captions come on very quickly and the quality of captions is much superior."
  - "A seamless mobile communications experience that the hearing community takes for granted and is denied to us deaf/HOH individuals."
  - "Innocap would just be the app that can 'unchain' us from landline phones and set us free."

- **Ed O'Brien, Local Board Member, HLAA**
  - "I'm seeing captions about 1 second delayed and extremely accurate. I noticed your captioners can backspace resulting in corrected and very readable transcriptions."
  - "I have used a few caption options but they have two major short comings. The captions are delayed which makes it difficult for me to converse naturally. An even bigger problem is my friends and business associates can't simply call my cell phone. I have to call them back to get captions. I have tested an application from Miracom called Innocaption. It solves both shortcomings. I am anxiously waiting for Innocaption to be available as it means I can utilize a cell phone just like the normally hearing."

Consumer Acceptance of InnoCaption

Consumers Voice Support for InnoCaption's Service

- **Liz Hupp, President of the North Shore Chapter of HLAA**

  - "I have really enjoyed being part of this beta testing. It's exciting, and I know I am benefitting many people who will eventually use this product. Having captions on my cellphone is definitely a huge advantage."

- **Ron Moe**

  - "I have experimented with several products and services over the years and for the most part I find existing Captioning phones and services to be just short of useless."
  - "With the addition of InnoCaptions I would be able to hear most of what is being said and be able to read fast and accurately. This is the missing piece of the puzzle for me. It is what I have been asking other existing companies to provide. "
  - "I am convinced that if you were to match all the phone services available today you would chose InnoCaptions because it works the way it is supposed to work. Nothing else compares. "

Consumer Acceptance of InnoCaption

Consumers Voice Support for InnoCaption's Service

- **Louis A. Touchette, Volunteer and member, Adult Loss of Hearing Association**

  - "We who are deaf/HOH need a way to be able to use a wireless phone such as a smart phone while we are mobile. I firmly believe the Innocaption product is the breakthrough I and others like myself so desperately need in order to live a reasonably enjoyable life."

  - "I sincerely believe that Innocap would just be the app that can "unchain" those of us with profound hearing loss or deafness to be free from the ball and chains of land line telephones. But, we desperately need FCC to approve the Innocaption product speedily so that we can begin using it. I strongly urge the Commission to grant quick approval to this product for our sake. Please, please don't leave us behind!"

- **Luke Emberlin, B.S., Doctor of Audiology, Graduate Student, Arizona State University**

  - "I had a friend who stopped by … and he is also hearing impaired. Because I wanted to show him your app, I did not use my iCom (bluetooth) device that streams the phone signal to both of my hearing aids, simultaneously. He was definitely impressed with it, as was I."

Thank You !

Please feel free to call or email with any questions:

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