



## Fast Facts

- One in eight people in the United States (13 percent, or 30 million) aged 12 years or older has hearing loss in both ears, based on standard hearing examinations. ([Source](#))
- About 28.8 million U.S. adults could benefit from using hearing aids.
- InnoCaption is a mobile app that offers real-time captioning of phone calls.
- Our app is available on iOS and Android phones and tablet devices, as well as desktop computers through our DeskView web portal.
- Our unique hybrid captioning technology empowers our users by allowing them to choose between captions generated by live stenographers or automated speech recognition software.
- Our call captioning service is offered at no cost to individuals with hearing loss in the United States because we are certified and funded by the Federal Communications Commission (FCC).

## Company Overview

- Mezmo Corporation (dba InnoCaption) is based in Southern California and has 25 full-time employees.
- The Company was founded in 2007 and publicly launched the InnoCaption service in 2016.
- InnoCaption was the first FCC certified captioned phone service provider to focus exclusively on mobile app based services and also the first to use stenographers for all human assisted captioning.
- InnoCaption is also unique in that their Co-CEO is an actual user of the service.

## User Eligibility

In order to be eligible to use InnoCaption's service, a user must be someone who is deaf or hard of hearing and uses their own voice to talk, but needs

captions to understand the other party on a call. The user must also be located within the United States. These eligibility requirements exist because our service is funded and administered by the FCC through the Telecommunications Relay Service (TRS) fund.

No signed statement from a doctor or audiologist is required to use our service, but during the registration process, we must obtain a self-certification and certain personal information from users for FCC compliance purposes. This is to verify their identity and prevent misuse of this vital accessibility service for the deaf and hard of hearing community. We know that this information is highly confidential and we take strict measures to protect our users' personal information.

Please visit the FCC website at [www.fcc.gov](http://www.fcc.gov) to find out more about Telecommunications Relay Services. To see the list of certified TRS providers, including InnoCaption, please visit the FCC website [here](#).

## **HIPAA**

On June 16, 2004, the Federal Communications Commission (FCC) worked with the Department of Health and Human Services to release a Public Notice to clarify that the use of Telecommunications Relay Service, like InnoCaption, to facilitate telephone calls between health care professionals and patients, when one of the parties on the call has a hearing or speech disability does not violate the Privacy Rule of the Health Insurance Portability and Accountability Act (HIPAA).

The link to the public notice is below [here](#).

## **Privacy**

InnoCaption is fully compliant with federal law to ensure that your calls are kept strictly private and confidential. Our Communication Assistants (CAs) are highly trained, professional stenographers who go through strict compliance measures to protect your privacy and all call transcripts are deleted from their devices at the end of their shifts. In addition, our CAs can only listen to and transcribe one side of the conversation, and do not hear what is being said by the InnoCaption user. Call transcripts are not saved or archived on InnoCaption servers and our team does not have the ability to access

transcripts that are saved on a user's device. For users that choose to have our automated speech recognition engine caption their calls, no call audio is logged for machine learning or any other purpose. Our privacy and compliance procedures are reviewed and audited by the FCC.