



December 19, 2014

Re: Hiring America

To: Whom It May Concern,

The captioning vendor best practices outlined by the FCC in their February 2014 closed captioning Report and Order were modeled in part upon the policies and procedures of the National Captioning Institute, and I attest that NCI adheres to the best practices therein. Additionally, I served as the lead author of the Captioning Vendor Best Practices document on which the FCC's guidelines are based, and key personnel from the FCC visited NCI headquarters to review our operations and help them prepare the Report and Order.

NCI certifies that its services are compliant with applicable federal law, including, but not limited to the "best practices" approach as adopted in the FCC report and order on February 20, 2014, in the matter of CG Docket No. 05-231.

Sincerely,

A handwritten signature in cursive script that reads "Jill Toschi".

Jill Toschi
EVP/COO

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