



WORLD

How Technology Changes Our Lives

ALSO INSIDE:
Welcome to the New TDI
A Blueprint for Action

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TDI'S MISSION:

"TDI provides leadership in achieving equal access to telecommunications, media, and information technologies for deaf and hard of hearing people."



Welcome to the "New" TDI

Dr. Roy Miller introduces this first issue of the new TDI World magazine and describes the variety of changes that the organization is making, and explains why those changes were needed.

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A Blueprint for Action: TDI Mission 2010

Claude Stout describes TDI's renewed commitment and outlines future plans in pursuit of equal access in telecommunications, media, and information technology for people who are deaf and hard of hearing.

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OUR SPECIAL REPORT: HOW TECHNOLOGY CHANGES OUR LIVES

Jim House asks a few members how TDI has made a difference in their lives..

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The bottom line of this story is simple. As technology has evolved in the world around TDI, the organization has responded by constantly modifying and expanding its mission.

Welcome to the “New” TDI

BY DR. ROY E. MILLER
TDI President



In this first issue of the new *TDI World* magazine it is my privilege to welcome readers to the “New” TDI, describe a variety of changes that the organization is making, and explain as best I can why those changes were needed. I am not sure if I am up to this task, but I am sure that before anyone could understand the “New” TDI they would need to have a basic understanding of the “Old” TDI and how it has evolved over time. So where do I begin? I suppose it’s best to begin at the beginning.

Nearly half a century ago (43 years to be exact) a deaf scientist in California named Robert H. Weitbrecht developed an acoustic coupler modified for Baudot transmission. That coupler enabled persons using teletypewriters (TTYs) to communicate over the Public Switched Telephone Network (PSTN). With the development of the Weitbrecht modem, for the first time in history deaf and hard of hearing people could use the telephone. They no longer were relegated to either driving to see the person they wanted to talk with or sending a letter through the U.S. Postal Service, which often took days to be delivered. Now they could join the millions of hearing Americans who had been using the telephone for over half a century. Yes, they could shed their cloak of second class citizenship when it came to telecommunications - if only they had an appropriately modified teletypewriter and the person whom they wished to call had a similar device.



Founders of the TTY Network: Robert H. Weitbrecht, Dr. James Marsters and Andrew Saks

Of course, that limitation was no small thing. Back then effectively nobody possessed a teletype machine other than AT&T, Western Union, the US military and a few other companies. And certainly nobody had a Weitbrecht modem. So, Weitbrecht formed the Robert H. Weitbrecht Company to market TTYs. Later that company was replaced by Applied Communications Corporation (APCOM), a deaf-owned and deaf-run company founded by Weitbrecht, Dr. James Marsters and Andrew Saks, for the purpose of manufacturing and marketing the Phonetype (Weitbrecht) modem. Thus began a slow and difficult effort to provide access to the telephone network for deaf people, the story of which is superbly detailed in Harry Lang's book "A Phone of Our Own: The Deaf Insurrection Against Ma Bell."

In order to help facilitate that effort, TDI was born. In 1968, H. Latham Breunig of the Oral Section of the Alexander Graham Bell Association for the Deaf, his wife Nancy, and Jess Smith of the National Association of the Deaf, created the Teletypewriters for the Deaf Distribution Committee (TDDC) to handle acquisition, repair and distribution of used teletype machines. Later in that year they dissolved TDDC and incorporated in Indiana a non-profit organization with the legal name of "Teletypewriters for the Deaf, Inc." This organization quickly became known simply as "TDI."

For the first ten years TDI operated out of Breunig's home, and during that time the number of TTYs in use increased dramatically. Clearly TDI had been successfully pursuing its mission of acquiring, repairing, and distributing TTYs, and in doing so it had been instrumental in enhancing telecommunications access for deaf and hard of hearing people. But a decade in the life of an organization concerned with expanding telecommunications access can be a very long time. Technology is constantly changing and the activities and mission of an organization must adapt and change with the evolving technology with which it is concerned or the organization will cease to exist.

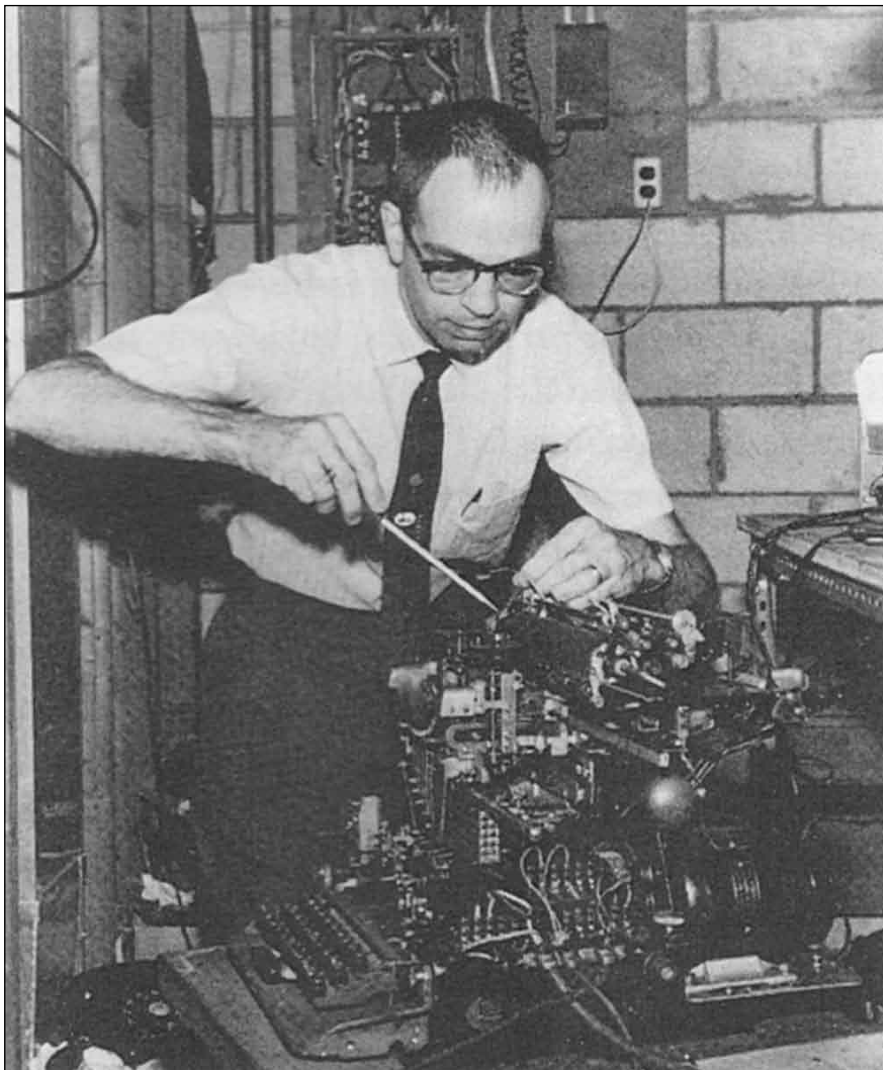


In 1968, H. Latham and Nancy Breunig from the Oral Section of the Alexander Graham Bell Association (above) and Jesse Smith from the National Association of the Deaf (inset) created the Teletypewriters for the Deaf Distribution Committee, the forerunner of TDI in Indianapolis.



For example, when TDI began TTYs were big, heavy, clunky mechanical devices that weighed as much as 75 to 200 pounds, stood as tall as four feet high, and were as broad as two feet wide. The logistics of acquiring, repairing, and distributing such mechanical monsters were immensely complicated, and consumed almost all of the energies of the small, home-based organization and the volunteer group of TDI Agents. The logistic problems were reduced when much smaller electronic TTYs replaced the old mechanical teletype machines. An important segment of the deaf world was given telephone access when I. Lee Brody later developed a Braille TTY. More changes were forthcoming as Ultratec developed the Compact TTY, which was followed by the Compact/C TTY for use with cell phones. But the need for TDI to focus on acquiring, repairing and distributing TTYs became antiquated as the technology changed to smaller electronic units with several commercial manufacturers and retailers.

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Henry Dorsey was one of more than 200 TDI Agents who installed and repaired TTYs and the early TeleCaption decoders around United States and Canada. The first TTYs were big, heavy, clunky mechanical devices that weighed as much as 75 to 200 pounds, stood as tall as four feet high, and were as broad as two feet wide.

Just as TTYs changed, so to did telephones. When TDI began, AT&T controlled almost everything that had anything to do with telephones. They offered a basic rotary-dial phone in three colors - black, black and black. Rotary-dial phones gave way to touch-tone phones in several sizes, shapes and colors. Then came the cordless phone, which was followed by cell phones, smart phones, the captioned telephone (CapTel), videophones, and most recently by the small computer known as the iPhone. And concomitant with evolutionary physical changes in telephones, there was a revolutionary shift from analog to digital telephones and networks. And through all of these changes TDI was actively involved in trying to ensure that the new technologies were accessible to people with hearing loss, including working with other organizations in pursuit of legislation and administrative rules that would result in all phones being hearing aid compatible (HAC) and volume controls being available on all telephone handsets.

When its focus on TTY acquisition, repair and distribution necessarily dwindled, TDI began advocating for telecommunication access of a different type. Television was rapidly developing

into the primary source of entertainment and information for most American households. However, deaf and hard of hearing people were as unable to derive any benefit from that device as they had been unable to use the telephone during most of the last century. At that time there were no captions on any TV programs, and if you could not hear you were simply "out of luck." While hearing people were enjoying the change from black-and-white to color television, and the more recent changes from broadcast to cable to satellite delivery systems, TDI was incorporating into its mission advocacy for access to television programming for deaf and hard of hearing people, namely TDI began fighting for captioning requirements - both quantitative and qualitative.

Because they could not use the telephone, for many years deaf and hard of hearing people were effectively deprived quick access to emergency services, such as police, fire and medical. If you had to jump in your car and race several miles to the fire station to report that your house was on fire, it was probably burned to the ground by the time that the fire trucks arrived. But access to emergency services was also

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“But throughout much of its history TDI has really fought for access for all segments of the deaf and hard of hearing population.”

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changing over the last quarter of the 20th century. When TDI began people had to contact police, fire and medical emergency services using three separate telephone numbers. But then centralized Public Safety Answering Points (PSAPs) began to develop around the country, and a person only had to call 9-1-1 to get immediate assistance from any of the three emergency service providers. Over time the 9-1-1 system was improved with the development of Enhanced 9-1-1 technology, which had automatic location identification (ALI) and automatic number identification (ANI) capabilities. This was a life-saving improvement for hearing people who could call 9-1-1 centers, but for the most part TTY users were not able to access 9-1-1 centers. So TDI expanded its mission to include advocating for 9-1-1 access for TTY users, and training 9-1-1 center personnel on TTY usage.

As TDI grew, a major shift in computers occurred. When computers were first developed, they were stand-alone monstrosities that operated using vacuum tubes and often took up an entire room. Then transistors were developed and computers got smaller. Then people learned how to network computers and the Internet was born. Then along came the World Wide Web, e-mail and instant messaging - all technology developments that offered a level playing field to most deaf and hard of hearing people as they were mostly text-based. More recently, however, we have seen the development of streaming video on websites and VoIP applications. And once again TDI has had to modify its mission to include advocating for access to all Internet applications that are voiced but have no textual representation of the oral content.

After the passage of the Americans with Disabilities Act of 1990, TTY users were finally able to communicate with hearing telephone users by accessing Telecommunications Relay Services, which were mandated by the ADA. But the traditional TTY-based relay service was not the most effective or “functionally equivalent” for many deaf and hard of hearing people. As a result, over time, many changes in relay technology developed. And TDI again expanded its mission to include advocating for Voice Carry Over (VCO), Hearing Carry Over (HCO), Internet Protocol (IP) Relay, CapTel Relay, and Video Relay Service (VRS).

The bottom line of this story is simple. As technology has evolved in the world around TDI, the organization has responded by constantly modifying and expanding its mission. Thus it has expanded its mission from acquiring, repairing, and distributing used teletypewriters, to advocating for TV captioning and distributing decoders, to advocating for passage of the ADA, to advocating for 9-1-1 access, to advocating for all forms of Telecommunication Relay Services, to advocating for accessible websites. However, it is fair to say that TDI has never deviated much from its primary purpose of promoting telecommunications access for people with hearing loss.

As technology changed and forced an expansion of the TDI mission, other things also needed changing. For example, TDI was originally established to help provide telephone access to people who were “Deaf.” This was clearly indicated in its first two legal names. In 1968 it was incorporated as “Teletypewriters for the Deaf, Inc.” and in 1979 the name was changed to “Telecommunications for the Deaf, Inc.” But throughout much of its history TDI has really fought for access for all segments of the deaf and hard of hearing population. The name no longer adequately describes the TDI constituency.

Similarly, TDI’s most frequent publication was named the GA-SK. That was quite appropriate at a time when the only access to the telephone network was via a TTY using Baudot code. With that technology text could only be sent in one direction at a time, so it was necessary for a person to signal when they were

done talking (writing) and it was all right for the other person to talk (write) by saying “Go Ahead,” which was abbreviated simply “GA.” And when a person was completely finished and ready to hang up they would signal the other person to “Go Ahead or Stop Keying” (GA to SK). But now with newer technologies, such as IM, IP Relay, and VRS people no longer need to use “GA” or “SK,” so the name of the TDI magazine no longer fits with the technology world in which we live. Furthermore, the name was suggestive of the idea that the content of the magazine only applied to TTY users and that TDI was still focused primarily on people who were Deaf. Needless to say, the content of the magazine is quite varied with some issues devoted to topics that might be most appealing to hard of hearing people, such as CapTel Relay Services and Hearing Aid Compatible Cell Phones.

We are living in an era where almost any technology can be made to “talk” using a synthesized computer voice. So now we have talking refrigerators that announce that their doors are ajar, talking microwaves that announce how to set the controls for cooking various foods, and talking cars that tell us when our seatbelt is not fastened or explain with the aid of Global Positioning System (GPS) technology how to get from wherever we are to wherever we want to go. As the number of these technologies that deliver information orally increases, TDI has to again further expand its vision.

And last, the TDI logo has been with us since 1982, a full quarter of a century. When the logo was adopted the emphasis of TDI was still on TTY users, and a graphic that displayed a three-row TTY keyboard was quite appropriate. However, the TTY keyboard is going the way of the dinosaurs as newer technologies such as captioned phones and videophones have no keyboard. And again, the logo incorrectly gave some people the impression that TDI was still an organization that worked only for Deaf people.

Knowing that some things needed changing, the TDI Board of Directors underwent a lengthy strategic planning process, during which there were many substantial disagreements - something you would expect from the most diverse board of directors of any national organization serving people who are deaf and hard of hearing. But over time, consensus was reached on many important issues.

The first result of that process was announced at the TDI Biennial Conference in New Orleans. In particular, the board recommended changing the legal



name of the organization to “Telecommunications for the Deaf and Hard of Hearing, Inc.” in order to more appropriately recognize the broader constituency that TDI serves. We did not want to “throw out the baby with the bath water,” however, so the decision was made to continue doing business as simply “TDI.” By doing so we

retained the rich heritage of education, advocacy and service that “TDI” is known for, and retained our historical roots even though our mission had necessarily changed over time.

Given the increasing role that “talking” machines are playing in society, we have broadened our vision statement to include technologies that deliver information orally. The new vision statement of TDI is “We see a world where all people who are deaf and hard of hearing enjoy the full use and benefits of telecommunications, media, and information technologies.” It is to be explicitly understood that the word “deaf” as used in our vision statement includes people who are Deaf, oral deaf, late-deafened, and deaf-blind. Similarly, the reference to hard of hearing people is meant to include both hearing aid users and people with cochlear implants. In effect, the constituency that we serve is all people with hearing loss, regardless of their preferred communication method, regardless of whether that loss was present at birth or developed at a later time, regardless of whether that hearing loss is mitigated by some form of assistive listening technology (such as a hearing aid or a cochlear implant), and regardless of whether or not that loss is accompanied by one or more other disabilities (such as blindness).

TDI has apparently never really had a tag line to briefly describe what it does. With that in mind, the TDI Board of Directors focused on developing a tag line for the organization. After considering many possibilities, and disagreeing strongly about some, the board finally agreed that “Shaping An Accessible World” was an appropriate phrase to describe the activities of TDI. The word “shaping” is a word that connotes action, and implies that we are constantly involved in attempting to modify the system. In effect, it is as if we are chiseling away at a chunk of marble, enabling deaf and hard of hearing people to see its basic form and understand its meaning. And telecommunication, media and informational technologies are only understandable to people with hearing loss if they are chiseled appropriately, that is to say, if they are made accessible.



Bye-bye GA-SK



Hello TDI WORLD

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We also had to address the antiquated TDI logo. After many, many versions were considered, finally a new logo was selected. That logo is shown here and needs a little explanation. The letters “TDI” have a forward slope greater than standard italics. This is to represent the fact that TDI is a forward leaning organization, always looking to the future. We are constantly trying to be proactive and promote the resolution of technology access issues in the design stage, rather than having to seek some retrofit solution. The circle of dots of increasing size surrounding “TDI” represents the world around us, and indicates that the amount of accessible technology in the world is continually increasing — in part due to the efforts of TDI. The dots increase in size as one moves clockwise around the circle (rather than counter-clockwise), suggesting that the world is moving “forward” (not backward) on the long journey of providing access to people with hearing loss. And finally, the dot over the “i” is a different color (red) to remind us that TDI serves “individuals” who are deaf and hard of hearing. Our focus is not on the bottom line of industry (making a profit), nor on the partisan politics that often play such an important role in the lives of government officials, nor on preserving a culture, nor on promoting the preferred communication method of one group over another. Rather, our focus is on the individual, and our efforts are guided by a sincere desire to see that all telecommunications, media and information technologies (TMI-T) are accessible to every single person with a hearing loss.

Next, we confronted the issue of the name of the TDI magazine. The board actually considered over 100 possible names but finally agreed upon “TDI World” as the new name of our magazine. With that name, we can continue to include information focused on evolving technology and our efforts to ensure that everything is accessible to deaf and hard of hearing people. But the content can also be broadened to include such things as more human interest stories about people’s use of telecommunication technology, reports about what’s happening with the struggle for access around the world, and interviews with government and industry representatives regarding telecommunications and media access issues. Furthermore, the name is congruent with our vision of an accessible world. So, as the old name implied, we say “Bye Bye” to “GA-SK” and welcome everyone to “TDI World.”

One of the things that we felt was missing from our communication efforts was a vehicle for occasionally reporting to industry personnel and government officials regarding telecommunication and media access issues of great importance to people with hearing loss. Thus we will occasionally publish an informational flyer titled “TDI Briefs” to accomplish that purpose.

So, with all those changes I want to welcome everyone to the “New” TDI. I have been asked “With all the changes, what does ‘TDI’ mean now?” And my response is that TDI is an organization that is:

Working For

“T”elecommunications access to meet the

“D”aily needs of

“I”ndividuals who are deaf and hard of hearing

On behalf of the TDI Board of Directors, I hope that you will find the changes in TDI to your liking. In any event, we hope that you will join us in our ongoing efforts at Shaping An Accessible World.

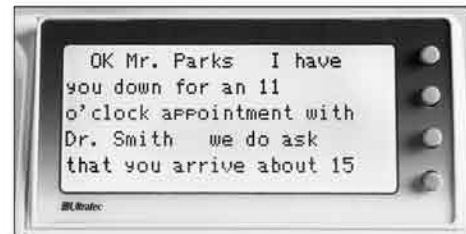


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“As we recommit our energies and efforts toward meeting critical access needs, we acknowledge and respect the diversity of needs among the total population of people with hearing loss concerning access to telecommunications, media and information technology.”

A Blueprint for Action: TDI Mission 2010

BY CLAUDE L. STOUT
TDI Executive Director



In the preceding article, Dr. Roy Miller, TDI Board President, does a commendable job of explaining various aspects of TDI’s “new image” campaign. We are excited to move forward with renewed commitment, and to continue building on TDI’s forty years of experience, in our pursuit of equal access in telecommunications, media, and information technology for people who are deaf and hard of hearing.

As we recommit our energies and efforts toward meeting critical access needs, we acknowledge and respect the diversity of needs among the total population of people with hearing loss concerning access to telecommunications, media and information technology. We recognize that there are four separate constituencies that we serve everyday, people who are deaf, hard of hearing, late-deafened, and deaf-blind, and that the ways in which their access needs can be met vary tremendously.

The TDI Board of Directors, Board President Dr. Roy Miller, and the Board’s Strategic Planning Committee have worked long and hard to produce a new strategic planning document titled TDI Mission 2010. The Board intends for this document to guide TDI through the end of year 2010. We realize that achieving the goals in this document, and thus realizing the vision of TDI, would require the knowledge, commitment, energy, resources and effort of a great many stakeholders, including government agencies, groups from private industry, non-profit organizations, and individual consumers. As in recent years, we will strive to make our pursuit of access an all-community effort, a win-win situation that benefits all deaf and hard of hearing persons, as well as members of the general public.

It is the hope of the TDI Board that the TDI Mission 2010 document will facilitate the transformation of TDI, as well as give clear and specific directions to the staff at TDI. In order to give our readers a better understanding of the goals of the “New” TDI, I will describe here four of the major goals of the TDI Mission 2010 strategic planning document, and discuss some things that we “want” to achieve in those goal areas and some things that we “will do” in pursuit of those goals.

STRATEGIC GOAL # 1 POLICY DEVELOPMENT AND ADVOCACY

TDI seeks the development, implementation, and rigorous enforcement of public and private policies designed to provide equal access to telecommunications, media and information technologies for people who are deaf and hard of hearing.

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“TDI will advocate for equal access for all persons who are deaf and hard of hearing to all video services, such as television shows, movies in theaters, and streaming movies and news programs on the Internet.”

Telecommunications

TDI will advocate for equal access for all persons with hearing loss to all services provided over the Internet, including all Voice over Internet Protocol (VoIP) services, relay services, and other interactive two-way communication services. As the necessary technology becomes feasible, TDI wants individuals who are deaf-blind to be able to make and receive phone calls directly, through relay services, or using other specialized services. We want all products, services and software offered and used by video relay providers be fully and totally interoperable, regardless of platform. TDI wants reliable mechanisms in place to fund the Interstate TRS Fund, and intrastate relay funds. We want those mechanisms to include contributions from telecommunications carriers, wireless carriers and Internet Protocol service providers. TDI wants a mandate from the FCC that CapTel Relay Services must be provided in every state. We believe that all vendors providing CapTel services over the Internet have every right to be fully reimbursed from the Interstate TRS Fund. TDI will work to see that there is full compliance with the FCC's regulations concerning hearing-aid compatible cell phones. TDI wants to enhance the independence of deaf and hard of hearing people during emergencies, and we will work to secure further access to 9-1-1 centers for people with hearing loss that use communication technologies other than TTY and Voice Carry Over (VCO). As systems develop, we want pagers, cell phones and PDAs to be equipped with a GPS feature, be able to access emergency services, and come equipped with video and captioning capabilities.

Media

TDI will advocate for equal access for all persons who are deaf and hard of hearing to all video services, such as television shows, movies in theaters, and streaming movies and news programs on the Internet. For the present, TDI wants strict compliance of current FCC television captioning regulations, including 100% captioning of non-exempt television programs. And for the future, we will advocate for mandatory real-time captioning of all local news programs and 100% captioning of all television programs. We will advocate for quality standards for television captioning, and we want all captioning standards to be carried over to new digital broadcasting and receiving technologies. To ensure the growth and maximum learning of future Americans with hearing loss, we will advocate that all educational videos with spoken content produced for classroom instruction in public schools must be either open or closed captioned. TDI will advocate that all DVD players, including those with less than 9-inch screens, come with captioning capability. TDI wants to see an increase in the amount of emergency information that is accessible to people with hearing loss. We will advocate to ensure that all television stations are broadcasting accessible emergency information, and that all emergency services are available to help deaf and hard of hearing citizens prepare for, cope with, and recover from natural or man-made disasters that occur.

Information Technology

TDI will advocate for equal access for all persons with hearing loss to all information services provided orally through self-contained or networked information technologies, such as interactive appliances, talking cars, interactive voice menu systems, and other information technology products and services.

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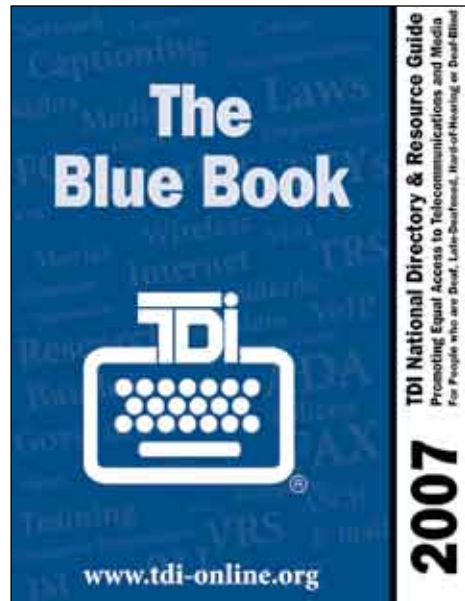
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“TDI will advocate for equal access for people who are deaf and hard of hearing to all emerging Internet technologies, such as captioning of streaming video and vlogs.”

STRATEGIC GOAL # 2

APPLICATION OF EXISTING AND EMERGING TECHNOLOGIES

TDI seeks the application of existing and emerging technologies in order to ensure equal access to telecommunications, media and information technologies for people who are deaf and hard of hearing.

TDI will advocate for equal access for people who are deaf and hard of hearing to all emerging Internet technologies, such as captioning of streaming video and vlogs. We also want to see the amount of research increased concerning the application of existing and emerging technologies in order to ensure equal access to telecommunications, media and information technologies for people with hearing loss.

STRATEGIC GOAL # 3

CONSUMER EDUCATION AND INVOLVEMENT

TDI seeks an informed public concerning the need for, benefits from, and ways of providing equal access to telecommunications, media, and information technologies for people who are deaf and hard of hearing, and the involvement of that public in securing such access.

TDI will increase the amount of information that it makes available to the public regarding how to provide equal access to telecommunications, media, and information technologies for people who are deaf and hard of hearing. We will strive to increase consumer participation in TDI conferences, and we will upgrade the TDI website by adding more consumer information and making it easier to navigate.

STRATEGIC GOAL # 4

NETWORKING AND COLLABORATION

TDI seeks to network and collaborate with individuals, groups, and organizations in the private, public, and nonprofit sectors of society on any and all matters concerning the need for, benefits from, and ways of providing full access to telecommunications, media and information technologies for people who are deaf and hard of hearing.

TDI will network and collaborate with other non-profit organizations, coalitions, businesses, manufacturers, service providers, industry groups and government entities on any matter concerning the provision of equal access to telecommunications, media and information technologies for people with hearing loss.

The TDI Board expects the staff at TDI to effectively plan, organize, and implement activities that would meet the goals and objectives discussed above over a three-year period. The TDI Board will be getting periodic reports as to how the specifics of TDI Mission 2010 have been carried out as well as the outcomes that have been generated.

The TDI Board is very committed to ensuring that TDI continue its focus on promoting equal access to telecommunications, media, and information technology for deaf and hard of hearing people. The TDI Mission 2010 document is not set in stone; rather, it provides guidance and structure for the staff. As technology

Continued on page 15

Continued from page 14

continues to change, there may well be times when a new issue comes up that requires addition to or modification of our planning document. The TDI Board and staff will always remain on the lookout for new access issues and possible new solutions.

TDI welcomes feedback and recommendations concerning the goals and objectives of "TDI Mission 2010." TDI is your organization, and we work hard everyday to be your official advocate in the nation's capitol, Washington, DC. Organizations like TDI have a responsibility to periodically re-examine how they have served their members, and to sort out what has worked well from what didn't work as well. In order to survive in today's rapidly changing technological world and sometimes difficult political climate, while working with an evolving and diverse deaf and hard of hearing population, it is necessary for TDI to reinvent itself. At times, the organization must necessarily pursue new goals while maintaining its central historical mission, that of breaking barriers and working for equal access for Americans with hearing loss. Please feel free to give us input concerning what we can do to enhance your access to telecommunications, media and information technologies. Only with your input, help, and continued support can we make further significant progress in "shaping an accessible world."

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TDI WORLD SPECIAL REPORT

How Technology Changes Our Lives

Back to Basics:

Our Members Tell Their Stories

BY JIM HOUSE

In its almost-40 year history, Telecommunications for the Deaf and Hard of Hearing (TDI) has always been about access. While we focus on telecommunications and media access, it is a “given” that full access to technology leads to full access in many other things. When we have access to the telephone network, we are able to maintain our social connections and to elevate our living standards as high as we want to go. When we have access to media (mostly through captioning), we are able to keep ourselves informed just like anyone who can hear well. Our hearing status should not prevent us from living our lives to the fullest possible extent.

Numbers only tell part of the story. The human faces we see tell the rest because people with hearing loss cover a wide continuum. Genes, environmental exposure, accidents and illness at any age usually play a role. Many people who are hard of hearing could be like someone’s elderly family member who tends to turn the TV volume high, and then complain that everyone else mumbles. Others may avoid social situations, monopolize a conversation or even act withdrawn. On the opposite extreme are people who are severely or profoundly deaf and use sign language. Or perhaps they do not use sign language at all.

While many organizations exist to help different people cope with the myriad of issues as a result of being deaf or hard of hearing, TDI was formed to

empower consumers with only one thing - the power to communicate with tools that help them achieve other daily and long-term goals. Are you able to contact your boss about a schedule change or let your customer know an order has arrived? Thank TDI! Are you able to strike up an informal conversation with a co-worker about last night's episode of CSI? Thank TDI! Are you able to have a heart to heart talk on the phone with your loved one? Once again, thank TDI!

TDI is indebted to the support it receives from members everywhere. The following pages show a sampling and the wide diversity we see in our members. Thanks to Ken Arcia, Mary Clark, Hope Turpin Everson, Marcia Finisdore, Fred Heppner, Gary Malkowski, James Montgomery, Randy Pope and Andrea Saks (who has a special connection to TDI by the way). Just as there are different types of hearing loss, different technology solutions abound for any situation; and TDI serves everyone.



Ken Arcia - Late-deafened
Sales Executive, Sprint Relay
Castro Valley, California

As a late-deafened adult, there are a few technologies that Ken uses, which are specifically beneficial to us:

- Closed Captioning - That was the first technology Ken used when he became deaf in 1983 at the age of 21. He now relies on it heavily for both TV and for movies.
- Voice Carry Over (VCO) technology lets Ken continue to use his voice daily with VRS. He can speak directly to the hearing person, and watch the interpreter for what the hearing person says. This is very, very fast and usually the hearing person has no idea Ken is using the relay service!
- Captioned Telephone - If a videophone is not available, Ken uses a CapTel. "This lets me use my voice and 'see' what the other person is saying using a text display on the phone.
- Blackberry 8830 - Last but certainly not least is his trusty Blackberry. In the past, he has had a RIM Wyndteller pager, a Treo and other pagers. His current "toy of choice" is the Sprint 8830 World Edition.

The "new TDI" can help advocate continued access for:

- * Closed captioning on HDTV sets.
- * Access to paging systems in airports and train stations.
- * Closed captioning on airplane TVs and movies is also needed.
- * Ken also owns a Sling Box (www.slingmedia.com) and captioning is also needed for that.

Ken believes TDI can help by working with other deaf, late-deafened and hard-of-hearing organizations. After all, there is power in numbers. I know several members of TDI are also involved in the Association of Late-Deafened Adults Inc. (ALDA). I am a past president of ALDA Inc. and know there has been a good relationship between TDI and ALDA for several years.



Mary Clark - Late-Deafened
Independent Consultant, Teacher
Oak Park, Illinois

"As I sit here typing this, the telephone company is here trying to figure out what is wrong with the kids' computer upstairs, which is also connected to my VP and the TV. I won't even discuss the numerous wires and other gadgets used for games and surround sound and things I know nothing about that are also in that room. I recently counted five remotes just for all the various technology we use up there. I have learned the power on and off button for the TV and the DVD and the VP." Mary Clark is a typical deaf consumer who is basically "technically challenged". "Technology actually scares me. I am getting better with the help of TDI resources and attending their conferences," added Mary.

Mary has three daughters and she believes it is very important that everyone we can all communicate. She cannot use the phone herself, but everyone in her family has a cell phone or email so that they can either text message or at least send email messages. Their two youngest daughters...14 and 20 have cell phones that can do text messages. The youngest is not really allowed to use her cell phone in school but Mary have signed a paper giving her

“To me, TDI is all about advocacy. With technology rapidly changing every year we need people to ensure that we all have equal access in communication.”

permission since she was deaf and letting the school know she is the mother. The girls' father (who is hearing) has a blackberry that can email and also call the girls. He also is very good about making sure communication happens directly with the mother so that the girls are not always dependent on him as a hearing person to relay things to me. The oldest, 22, is working in Chicago and lives independently and always stays in touch via email. She has also been instrumental in helping me set up my pager, learning how to use AOL on it, etc.

Mary just discovered the joys of using VP. Since becoming deafened, she can still use her voice when making calls and that process is not nearly as intimidating as it seems. It was very easy to learn. As a late-deafened adult this is particularly comforting to her family and friends who say Mary still sounds the same way she did twenty years ago even though she can't hear herself talk. She loves the ease of it in terms of making appointments or talking with a potential client. Sometimes she still gets a little nervous sometimes and worry that she would not be able to understand the interpreter. “However, I have found that when I explain what I need ahead of time (signed English), I am fine. I also love being able to talk with deaf friends who also have VP,” she said.

Captioning is on alllllllll TV's here at the Clark residence. Recently a friend came to set up the captioning for the HDTV channel as well. No one is allowed to turn off the captions. When friends and family come to visit, they watch everything with captions as well.

“I am pretty open minded now when it comes to trying new technology and I still know there is much out there that I want to know about. I am learning as I go and with help from TDI, I am in a comfortable, safe and patient place. The family is constantly being educated on communication and how it works best for them and me. I learn what works and doesn't work and family and friends learn what works and doesn't work with me,” Mary reflects.



Hope Turpin Everson - Deaf
Freelance Writer
Charlotte, North Carolina

Hope Turpin Everson loves her CapTel telephone because it helps her keep in touch with family and friends both near and far. With video relay (VRS), she can effectively carry out real time conversations with hearing individuals not to mention the fact that she also uses Voice Carry-Over (VCO) along with VRS.

“To me, TDI is all about advocacy. With technology rapidly changing every year we need people to ensure that we all have equal access in communication. As a mother of two young children (6 and 4) it is imperative that I get full usage of communication at all times,” says Ms. Everson.

Communication is language's vehicle of transporting ideas, feelings and concepts among ourselves. Language is what holds us together. Without TDI's role in making sure we can communicate where would we be??

Because of TDI's involvement in the deaf community we are guaranteed better and quicker access to communication options. Hope stresses that we cannot underestimate the power of connecting ourselves together through technology. TDI will continue to strengthen the relationships between the deaf community and technology by ensuring that every deaf individual is empowered with knowledge of the latest technological advances. Take advantage of what we have at our hands. Get out there and see what technology has to offer. You will not be disappointed!



Marcia Finisdore - Hard of Hearing
Retired Registered Nurse
Media, Pennsylvania

"When someone asks me about TDI, I tell them what a wonderful, organization TDI is!! TDI has grown tremendously in the past several years."

As a hard of hearing mother whose three adult children were born with a hearing loss Marcia had to begin understanding technology for them. She used hearing aids for more than 40 years and had a cochlear implant in 2000. So she had to be a very good advocate for herself, for her children, and for all people with hearing loss. She spent a lot of time advocating for her hard of hearing children's rights in the local school system and in post-secondary schools. "We all use technology in one form or another to communicate and all the telecommunications devices that we use must be hearing aid compatible or cochlear implant compatible."

Marcia discovered the Hearing Loss Association of America (formerly SHHH) in 1989 and subsequently discovered TDI. During her years as an HLAA Board member and President of the Board she enjoyed working with TDI. Both HLAA and TDI had mutual interests in making sure their constituents had the most up-to-date knowledge about emerging technology, about laws impacting the technology, about FCC decisions, to name a few areas, which was crucial in the work of educating constituents. Marcia fully expects



The Everson family at home.

both organizations to be in the forefront of educating people who are hard of hearing and deaf about emerging technologies for many years to come.

Marcia has been an advocate for people who are Deaf and hard of hearing for more than 25 years.



Marcia Finisdore and the Deaf-Hearing Communication Centre Board.

“TDI is active in all these areas and so many more. All of them have a great impact in making it possible for Cheryl and I to stay in touch, enjoy leisure activities, and be more secure in emergencies. How appropriate that your acronym is TDI, because it is Thanks to Dynamic Individuals.”



Cheryl Heppner



Fred Heppner - Hearing Spouse
Home Inspector, Heppner Associates
Fairfax, Virginia

When Cheryl and Fred Heppner got married in 1973, there was no way for them to keep in touch with each other easily. Fred was a Navy officer stationed in Newport, Rhode Island, and during their first year of marriage, his ship started taking on water out in the Atlantic and had to rush to port in South Carolina instead of heading for home. While others could call their spouses by ship-to-shore phone, there was nothing to help him reach Cheryl. The only tool they had in the early years of their marriage came from the puppy Fred gave Cheryl on their first anniversary. The puppy was good at alerting Cheryl when Fred called and used phone rings in a pre-arranged code. Usually Fred called to signal that Cheryl was to pick him up at work because she was using the only car that day. The system wasn't failsafe.

The Heppners' first real technology was the reconditioned TTY they got from the Pioneers when Fred left the Navy and became a salesman for Pfizer Labs. You couldn't wear it on your belt; it weighed twice as much as Cheryl and was no help to him when he was out on the road. Later they got a SuperPhone for Cheryl, but there were still no relay services.

Cheryl was so excited when she heard that the first caption decoders were coming to market. Both of them saved and bought one as soon as they could get our hands on it. They would watch anything with captions. Finally they could enjoy some TV shows together. Fred remembers the first time he and Cheryl could watch "Barney Miller" together and how she howled with laughter. As time went on, Fred learned to enjoy the captions too, because they helped him understand the odd accents of characters on PBS programs.

The next big breakthrough for the Heppners were the twin pagers, the WyndTels that Cheryl quickly dubbed the "Wynd Nags". Fred was a bit carried away by the sudden freedom to communicate with Cheryl anywhere at any time. A few years earlier, he had given her an old alphanumeric pager when they upgraded, and the only messages Fred could send were code numbers. Number 1 meant he was on his way home from a home inspection; number 2 meant he had been delayed. Fred liked to have his dinner ready.

The "Nags" were amazing. Once they got a great deal on a new car and Fred thinks it was partly because the salesman was so fascinated by their conversation on pagers. Fred was at the dealership sending Cheryl updates with the latest offer, and she was playing the bad guy who wasn't satisfied.

Both Fred and Cheryl love movies, and it's been frustrating for them not to be able to watch movies in theaters together. About ten years ago, they participated in tests of different kinds of technologies for movie captioning, but found they

were all cumbersome. They really like open captions, but movies are no longer new by the time they arrive in their neighborhood theater. They've tried going to many movies with Rear Window captioning, but were very disappointed. The Plexiglas screens have had grease all over them, they don't stay level, captions haven't been available for the previews to allow moviegoers to adjust their screens, and one "date" was ruined when the captions for the movie hadn't arrived as advertised. Several times the captions weren't turned on and Cheryl left the auditorium to find someone to turn them on. We rarely go to movies together now; we rent or buy captioned DVDs.

For the past four years, the Heppners communicated with BlackBerrys when they're on the road and use CapTel when Cheryl isn't attached to her BlackBerry. Fred said "I enjoy using CapTel when I can actually get Cheryl in her office. Usually I have to call someone in Cheryl's office by landline to tell her to go to her office to answer her CapTel. Galaxy loves to alert Cheryl to the BlackBerry."

* What the new TDI can do for the Heppners:

Make Cheryl wear her BlackBerry all the time. Push for the creation of vacuum cleaners and cars with strobe lights to let everyone know they are still running, and a gizmo that can alert us when the water is left on or overflowing.

Seriously, TDI's advocacy is important for so many reasons. Fred recently tried a new technology to communicate better wirelessly with Cheryl which offered voice, text, email and photo capabilities, but found it too hard to navigate. He have also found that only a few of the new phones and PDAs have keyboards that are user friendly. Fred would love to have a new iPhone, but trying to tap out each letter with a stylus would be frustrating.

Fred still can't reach Cheryl directly at her office by CapTel without first calling the toll-free CapTel number, listening to the message asking me to type in the phone number, and then listening to her office's voice mail message. Said Fred, "I'd really like to communicate with Cheryl by wireless CapTel when she is on the road."

They still remember last December's visit to Best Buy when they were trying to decide among all the digital TV options and the clerks refused to demonstrate captions on any of their plasma TVs. They still can't enjoy going to movies together while the movies are still fresh, or download movies with captions from Netflix or captioned TV shows to our iPods.

TDI is active in all these areas and so many more. All of them have a great impact in making it possible for Cheryl and I to stay in touch, enjoy leisure activities, and be more secure in emergencies. How appropriate that your acronym is TDI, because it is Thanks to Dynamic Individuals.



Gary Malkowski - Deaf
Special Advisor to the President,
The Canadian Hearing Society
Toronto, Ontario, Canada

Over the years Gary has witnessed an incredible expansion in the types of telecommunications available for Deaf, deafened and hard of hearing people. These advances have greatly contributed to breaking down communication barriers and have allowed him to pursue a varied and rewarding career.

Now in Toronto, Gary is currently the Special Advisor to the President, Public Affairs at The Canadian Hearing Society (CHS). As well, Gary serves on the Board of Directors for the ARCH Disability Law Centre, the Ontario Association



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- Advocacy
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- Support

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opportunities through local chapters
and groups as well as at the annual
ALDA conference (ALDAcon).**

“I use captioning
100% of the time
and sometimes
drive my family
nuts as I would
turn off the sound
and take off my CI
to give my head
a rest.”

of Education Advocates, and the Accessibility for Ontarians with Disabilities Act Alliance (AODA). Gary is also a founding member of the Caption Movies Now Coalition and serves on Ontario Association of the Deaf Education Task Force.

Prior to joining CHS, Gary became the first elected Deaf politician using sign language in the world. During his term as Member of Provincial Parliament (MPP) for York East (1990-1995), he was Parliamentary Assistant to the Minister of Citizenship responsible for Race Relations, Human Rights, Employment Equity and Disability Issues, and also Parliamentary Assistant to the Minister of Education and Training responsible for Special Education, Provincial Schools and Demonstration Schools, Literacy, Skills Training, Colleges and Universities. Throughout this time Gary used real-time captioning displayed on a small desktop screen, which provided him with access to what was being said in parliament by his hearing colleagues.

Since then the list of new devices has grown by leaps and bounds. In his everyday work Gary uses a D-Link VideoPhone, Video Relay Services, a Blackberry, a TTY, Bell Relay Services, Videoconferencing and, of course, e-mail and the Internet. CHS is currently in the process of providing all staff with another brand new technology, NTS-6.4 from NXI Communications. This will allow all CHS staff to communicate internally by webcam. The image is amazingly clear and will allow for improved communication between all staff. Another barrier broken! And these modern communication tools aren't just for work. The same technologies also allow Gary to stay in close contact with his family.

The Canadian Hearing Society works hard to be at the forefront of new technology of benefit to Deaf, deafened and hard of hearing people. Its Communication Devices Program provides innovative communication and access solutions to consumers across the country (for more info visit www.chs.ca). This commitment is reflected in CHS's recently-updated Mission statement: The Canadian Hearing Society is the leading provider of services, products and information that remove barriers to communication; advance hearing health; and promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

In July 2007, The Caption Movies Now Coalition (CMNC at www.cmnc.ca) recently celebrated a resounding victory with an out-of-tribunal settlement with the movie industry, including Cineplex, Alliance Atlantis, Rainbow Cinemas, AMC Theatres and Universal Studios. CMNC demands that all movies be distributed, as of the date of release, with captions that meet professional standards of readability and accuracy. The settlement includes the installation of new closed captioning systems in multiple Ontario theatres. Soon Deaf and hard of hearing Ontarians will have equal access to movies shown in their neighborhood theatres.

TDI is the champion information engine for learning about communication technology and media access for people who are Deaf, deafened, deaf-blind and hard of hearing and it continues to build bridges between non-hearing and hearing individuals. TDI plays an important role in enhancing the quality of life of Deaf people around the world by providing access to the most up-to-date information. We are extremely fortunate to have TDI. For many years it has provided me with reliable information, media access, updates on communication technology and has helped shape me into the effective advocate I am today.



Jim Montgomery - Hard of Hearing Cochlear Implantee
Pest Control Service Manager
Bethel Island, California

Jim Montgomery has been active in helping others from Hearing Loss Association (HLA - formerly SHHH) to ALDA for over 25 years. As officers in various positions he chaired three conventions and helped train the first public relay operators in California. Jim is currently a trainer for the Community Emergency Response Team (CERT) at his home and volunteers for the Taylor Foundation that helps children with cancer. He believes that through proper training, more hard of hearing and deaf can learn to help themselves not only in an emergency but also in everyday living.

Jim has been hard of hearing for more than 50 years. He recalls when the first amplified telephone was offered and how it saved him - "I would have been lost without it!" As his hearing became worse he found the captioned telephone to be a great help and it was much easier for him to use than the relay service. It just took longer to train others NOT to hang up but to hold on. In the office, Jim uses wireless text messaging to communicate back and forth.

Since Jim received a cochlear implant (CI), he is hearing better now than with the old hearing aid. It is different, and he is learning it requires different equipment to use. "For example, if I know ahead of time that the room is looped I will make sure I have a T-coil set up with me."



Bob, Jim, Mari, Linda - With his brother and sisters at the World War II Memorial in Washington, DC.

"I use captioning 100% of the time and sometimes drive my family nuts as I would turn off the sound and take off my CI to give my head a rest." Jim also uses the computer and e-mail as a form of communication. Both of his daughters have cameras for videoconferences so he can visit his grandchildren using this technology. "Just the other day my granddaughter Laney used videoconference to show me her skinned elbow; she even wanted me to kiss it to make it better! And no I did not kiss the screen!!"

There is a world of products out there, we are forever getting new products but failing to get the word out to people. For example, most school age children get help from the school they are attending and most of them have no idea what is out there in the real life - such as visual flashing doorbells. Sometimes someone walking by thinks a fire alarm went

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“I would like to thank TDI for its involvement, improving the quality of life in the DeafBlind community. Together we can make a big difference to everyone who needs our helps.”

Jamie and Randy Pope

off, when it is really the doorbell! Fire alarms now come with bed vibrators and flashers; I'm surprised that more people don't use them.



Randall Pope, Deaf-Blind
American Association of DeafBlind Volunteer & Webmaster
Silver Spring, Maryland

In the past few years, technology access has made a big difference in Randall Pope's life. The most important technology is of course the Video Phone which helps us communicate with our relay operator and most importantly his deaf, hard of hearing and DeafBlind friends in real time in ASL without having to worry about misunderstand when typing.

Another area is the availability of improved technology and more options for people with low vision like Randy. Large fonts are becoming standard in pagers such as Blackberry, digital television where the caption font and background color can be adjusted, large font TTY, Instant Messengers where font size and background can be adjusted to any preference.

For hard of hearing consumers like Randy, there are accessible voice phones that feature clearer speech, much better than when he first started to use the phones back in late "60's". While he don't use CapTel himself, he is happy to hear that many others love these phones for faster communication. They are now able to communicate with him on the phone by voice. Along with large font TTYs, many of his friends that use Braille are able to keep in touch through email and through accessible computer TTY programs such as NexTalk.

In working with the DeafBlind, many relay service providers have made great strides to understand their individual hearing and vision needs such as color contrast and





Randy Pope communicates via video relay.

having the relay interpreter sign within a smaller “window” to match my vision needs. Also, TRS relay operators need to maintain a slower speed when typing on the TTY to allow reading devices to capture the full conversation.

Randy has seen many big improvements over the years. “But on the other hand, technology still has a long way to go to meet the needs of users who are DeafBlind. Accessible direct phone technology, such as Tele-Braille, and Braille caption devices are no longer available. Accessible technology for the DeafBlind are not keeping pace with the general population. My wish lists or the DeafBlind population are:

- Bring back Braille accessible phone device such as Tele-Braille
- Braille and Large font pagers
- Caption devices for Braille user to watch TV.
- Improve real time access to emergency information.
- Video phone (VP) access for my hearing parents, children and friends to communicate in sign language directly without using relay service.
- Encourage VP providers to develop large-print or Braille documents for those with low vision.
- Continue our relationship with COAT to advocate federal funding supporting technology for people with disabilities.
- Develop a portable VP to stay in touch with family, friends and colleagues without having to locate a VP on site.

■ E911 that can be accessible for deaf-blind.

These are a few of a long wish list that I feel are important. I would like to thank TDI for its involvement, improving the quality of life in the DeafBlind community. Together we can make a big difference to everyone who needs our helps.



Andrea Saks - Hearing
International Representative, TDI
London, England

Andrea Saks is a hearing child of deaf adults. She has worked in the telecommunications industry for deaf people since she was 14 years old. She was her parent’s personal telephone relay service from the age of two until her father, Andrew Saks got together with Bob Weitbrecht and Jim Marsters and freed us all by setting up the TTY network. She remembers when TDI was formed and all the Pioneers of the TTY movement.

Ms. Saks has tried just about every new technology at one point or another. But she still likes using the TTY because it is real-time text. Short Message Service (SMS) is great and Andrea would not be without it, but SMS is not real-time. She subscribes to just about every Instant Messaging service, except for AOL, because the services are not all interoperable. Andrea adds, “However, that service is not real-time either, and heaven forbid if you start another subject while someone else is replying to you. You could get very confused at who was saying what about which of the subjects due to the timing issues of delivery.”



Andrea Saks and Mom in Rome.

Those of us who had a TTY in the beginning were really the first to show the world that live real-time interpersonal communication can be done by text, not just by voice.

Those of us who had a TTY in the beginning were really the first to show the world that live real-time interpersonal communication can be done by text, not just by voice. Telex was real-time and when I worked as a travel agent abroad I used to chat with a travel agent in France in real-time. That agent was surprised that we could do such things over the telephone with old surplus TTYs and modems. Now today, email is so normal.

Andrea likes to use videophones, but she feels it needs to have real-time text included or it would be limited in its use and audience. She can do some video/text communication on her computer using Skype or some other instant messaging service. Again, it is not possible to call someone unless they are using the same services. Videophone service is also limited because not everyone who is deaf can sign and because signing differs from country to country.

Also, Ms. Saks believes that video without real-time text limits our access to the hearing world. "I have worked at ITU-T (International Telecommunications Union) with accessibility actors to make sure the standards for Video Telephony included real-time text. It is called "Total Conversation." I have recently used a mobile phone with video and it was brilliant. I was with my deaf friend who was talking to a hearing grandfather and her deaf husband, with a hearing toddler piping up in the background. I like my Palm Pilot, too, to be able to access emails and instant messaging on the run. If I had a choice, though, and wanted a good conversation with my Mom, who is still alive at 87 years (see photo), I would choose TTY and real-time text. I believe she would, too because she can't quite get the hang of emails or Instant Messaging. She also loves the fax, as do I."

Ms. Saks believes we should be able to have a choice to use as many of the devices out there, just like hearing people do. We can choose to use the features we require and allow others to use whatever they need from the devices. They should all be interoperable. Due to aging and over exposure to noises, the hearing world is beginning to become the hard of hearing world.

TDI mobilized consumers who are deaf and hard of hearing into a formidable political force. Ms. Saks sees TDI as an organization where we go to find out information on what is available or useful. It can link up people, both hearing and deaf, old and young, deaf and not so deaf, as well as signers, oralists and CODAs like me. Saks would like to see TDI reach out more to the baby boomers, an important and growing market of people who would not be used to having their civil rights removed just because they have lost their hearing. This group could become important for TDI. We need them to get industry support to implement standards that will level the playing field for us. Implementation is the key to the interoperability of devices and systems.

Andrea Saks wants to live long enough to see all the devices that we use today converge and link up so we can all talk to each other in any way that works, without insisting that there be one way or one device. "After all," she asks, "don't we all suffer from varying degrees of information deprivation? We all need all the help we can get!"



TDI In Action

Consumer Outreach

- TDI assisted CSD in a survey that is collecting data on how and when a deaf person contacts someone in order to resolve a barrier that he or she interfaces.
- TDI sent out an eNote on behalf of University of Nebraska-Kearney, and Gallaudet University which jointly sponsored a survey on the use of computer mediated communication (CMC) during last fall's conflict over the Gallaudet President selection.
- TDI Executive Director Claude Stout presented on "A Brief History & Current Efforts of TDI" to Fred Weiner's graduate school class at Gallaudet University.
- TDI was represented at the Charter Day Awards program at Gallaudet University. Ed Bosson received the Laurent Clerc Award for his leadership and tireless service to making Video Relay Service a very popular and empowering TRS service feature.
- TDI was formally recognized at the start of the installation ceremonies for Gallaudet's 9th President, Dr. Robert R. Davila.
- Claude Stout gave a keynote address, "Speak Softly but Carry a Big Stick: Taking Lead of Your Vision" in the Deaf and Hard of Hearing in Government National Training Conference at George Washington University, Washington, DC.
- As a guest, TDI Executive Director Claude Stout went to New York City, NY to attend a prestigious 2007 celebration of Hearing Health, sponsored by Deafness Research Foundation.
- Dr. Roy Miller gave a presentation on TDI and its upcoming Conference at DCARA in San Leandro, California.
- Claude Stout presented a keynote

speech "Setting the Stage for a Better World of Technology (Access)" at the first "Taste of Technology" State Conference hosted by Sprint and New Jersey Relay in New Brunswick. He brings up the issues that we face and our expectations regarding the products and services we use today.

- TDI Board hosted a Town Hall Meeting at Gallaudet University. Dr. Roy Miller presented on how TDI meets our daily needs. Thirty people attended to learn more about TDI and had their questions answered by TDI staff and board members.
- The COAT Coalition held several meetings. TDI is one of the Executive Committee members of the Coalition.

Industry Collaboration

- TDI sent out ePromos to its members and subscribers for AT&T, formerly Cingular Wireless. AT&T was promoting its TAP into Savings program for people who are deaf and hard of hearing, or have a speech disability. The TAP program includes a service plan for \$29.99 per month with benefits such as 5,000 text messages, unlimited Internet usage, free 911 calls, and \$.40 per minute use for voice calls. Also, it offers Nokia E62 model for \$199, provided the customer commits to using its service for two years.
- TDI participated in the biannual meeting of Cingular Wireless' Wireless Access Task Force at the Westin San Francisco Airport Hotel in Millbrae, CA.
- TDI Executive Director Claude Stout attended the Microsoft RoundTable where the Accessibility Group announced further strides in access on Microsoft products and

partnerships with third party assistive technology program developers.

- Claude Stout attended a presentation sponsored by Verizon on Navigating the Transition to Digital Television and NTIA's reimbursement coupon program.

Telecommunications

- TDI and DHHCAN provided feedback to the Federal Communications Commission regarding their consumer and business outreach materials about IP-Relay Fraud.
- TDI commends Brenda Kelly-Frey, Director, Telecommunications Access of Maryland along with her staff on hosting a CapTel training event in Baltimore, MD as well as the handout that her office sent to Maryland CapTel users informing us on analog and digital capabilities to access CapTel.
- TDI and other national organizations jointly filed comments to the Federal Communications Commission (FCC) in response to NECA's recommended payment formula and fund size for the Interstate Telecommunications Relay Services ("TRS") Fund for July 2007 through June 2008.
- Maryland Relay hosted a delegation from South Korea seeking to implement relay services in their country, Claude gave a presentation introducing TDI and explained its role in the formation of Telecommunications Relay Services and Video Relay Services in the U.S. The following day, the delegation came with Viable Technologies and toured TDI offices.
- TDI filed an ex-parte comment concerning the VRS Rate issue.

Greetings from San Mateo County!



San Mateo County at a Glance

San Mateo County is located on a 50-mile peninsula immediately south of San Francisco and is bordered on the east by San Francisco Bay, on the west by the Pacific Ocean and on the south by Santa Clara & Santa Cruz counties, encompassing 447 square miles.

Climate: Sunshine and mild temperatures. Average annual temperature is a pleasant 68 degrees (summer highs rarely over 78 degrees and winter lows in the mid-50s). Average rainfall is approximately 20 inches per year, occurring primarily from December to March.

Public Transportation:

BART (Bay Area Rapid Transit)
Caltrain
SamTrans Bus System

www.bart.gov
www.caltrain.com
www.samtrans.com

San Mateo County Historical Sites

ALLIED ARTS GUILD

www.alliedartsguild.org in Menlo Park. Designed after the famous Alhambra and Generalife gardens of Granada, Spain, Allied Arts Guild is a unique historical garden, cafe and shopping area, and a showplace for artisans. 75 Arbor Road, Menlo Park. **Phone: (650) 322-2405**



SAN MATEO COUNTY HISTORY MUSEUM

www.historysmc.org
 The Museum features exhibits depicting the history of the Peninsula through the times of the Ohlone Indians, the Spanish explorers, the ranchos, pioneer logging, agriculture, dairy farms, whaling, and the Victorian era of great estates. The museum also boasts of San Mateo County's historic Courtroom and the largest complete stained glass dome on the West Coast. 2200 Broadway, Redwood City. **Phone: (650) 299-0104**

FOX THEATRE

www.foxdream.com
 The Fox Theatre was placed on the National Register of Historic Places in 1993. Although used mostly for motion pictures, the theatre had a stage for Vaudeville and a pipe organ. In the 1950's, the theatre underwent extensive remodeling, especially the auditorium which was re-done in



the art-deco style typical of many movie houses. 2215 Broadway Avenue, Redwood City. **Phone: (650) 369-4119**

HILLER AVIATION MUSEUM

www.hiller.org
 The museum showcases the past, present and future of aviation with a wide array of aircraft, interactive hands-on displays, and multimedia presentations spanning the development of aviation since the early 1800's. 601 Skyway Road, San Carlos. **Phone: (650) 654-0200**

MUSEUM OF SAN CARLOS HISTORY

www.sancarloshistorymuseum.org
 In a rebuilt firehouse, the Museum contains artifacts from the Indian and Spanish eras, the 1888 Train Depot and early San Carlos life. 533 Laurel Street, San Carlos. For days and hours of operation, call **(650) 802-4354**.

LATHROP HOUSE

For More Information:

San Mateo has something for everyone. This list was specially developed by the San Mateo County Convention & Visitors Bureau for TDI Conference participants. If there is something that is not on the list, check the San Mateo County Convention and Visitors Bureau websites at <http://www.visitsanmateocounty.com> and <http://smc.trubluelocal.com>. If you have specific questions, call the Convention and Visitors Bureau through the relay at 1-800-288-4748 or email info@smccvb.com.

www.lanthropehouse.org
Built in 1863, the mansion is now a historic post-Civil War house museum. 627 Hamilton Street, Redwood City.
Phone: (650) 365-5564

RALSTON HALL

www.ralstonhall.com
The Victorian mansion completed in 1868 and furnished with priceless antiques is now the location of the Notre Dame de Namur University. 1500 Ralston Avenue, Belmont. Tours by appointment only.
(650) 593-1601 ext 201

COYOTE POINT MUSEUM FOR ENVIRONMENTAL EDUCATION

www.coyoteptmuseum.org
This delightful museum offers environmental exhibits in addition to aquariums, computers, games, films and a wildlife habitat which features native Bay Area live animals, birds and plants. The scenic grounds of Coyote Point Park provide a wonderful place for a picnic and outdoor recreation.
1651 Coyote Point Drive, San Mateo.
Phone: (650) 342-7755

BURLINGAME MUSEUM OF PEZ MEMORABILIA

www.burlingamepezmuseum.com
A collection of approximately 400 Pez candy dispensers plus Pez jigsaw puzzles, watches and books on the toy's history.
214 California Street, Burlingame.
Phone: (650) 347-2301

KOHL MANSION

www.koh-mansion.com
The Kohl Mansion was built for music and parties in 1914, is a 63-room Tudor-style home situated on an estate which belonged to Frederick Kohl, heir to the Alaska commercial shipping business.
2750 Adeline Drive, Burlingame.
Tours by appointment: (650) 762-1136

FILOLI ESTATE

www.filoli.org
A beautifully preserved Georgian Revival style house and magnificent gardens, Filoli (a location used for many films and the TV series "Dynasty") is a rare and historically important example of an early 1900's country estate.
86 Canada Road, Woodside. **Phone: (650) 364-8300**

PULGAS WATER TEMPLE

www.sfwater.org

Modeled after temples erected near canals and waterways by the ancient Greeks, the Pulgas Water Temple was built in 1938 to commemorate the completion of the Hetch Hetchy Aqueduct.

Dr. Robert Tripp's WOODSIDE STORE

www.historysmc.org
The Woodside Store is a relic of the early timbering operations in California. An early center of the logging community, the store also served as a post office and the area's first library.
3300 Tripp Rd., Woodside.
For hours of operation, call
(650) 851-7615

PIGEON POINT LIGHTHOUSE

www.parks.ca.gov
One of the tallest lighthouses in the U.S., it was built in 1872 following a string of shipwrecks.
Highway 1 and Pigeon Point Road, Pescadero. **(650) 879-0633**

SANCHEZ ADOBE

www.historysmc.org
Sanchez Adobe is a restored 1848 rancho-era adobe which traces the various periods of California's past and is furnished with period pieces. 1000 Linda Mar Blvd., Pacifica.
For tour schedule, call **(650) 359-1462**

JOHNSTON HOUSE

www.johnstonhousehmb.org
California's last surviving "saltbox" house built in 1853 entirely of redwood pegs is now an interpretive museum with a community garden.
800 Higgins Canyon, Half Moon Bay. For tours, call **(650) 726-7084**

HALF MOON BAY BREWING COMPANY

www.hmbbrewingco.com
The restaurant, built in a Cape Cod cottage style, contains 200-year-old wooden beams salvaged from old Southern Pacific Railroad trestles and features an anchor from a shipwreck which occurred in the late 1800's.
390 Capistrano Road, Princeton-by-the-Sea.
Phone: (650) 728-2739

MOSS BEACH DISTILLERY

www.mossbeachdistillery.com
Now a popular restaurant on the Coast, the Distillery, built in 1917, is home to a legendary ghost and a history dating back to the speakeasy and bootlegging days.
140 Beach Way, Moss Beach.

Phone: (650) 728-5595

POINT MONTARA LIGHTHOUSE

www.parks.ca.gov
This lighthouse is a photographer's delight. The picturesque 1875 light station served as a naval training base during World War II. 16th St. and Hwy 1, Montara.
Phone: (650) 728-7177

JAMES FITZGERALD

MARINE RESERVE

www.fitzgeraldreserve.org
The Fitzgerald Marine Reserve offers one of the most diverse tide pool systems in the state - a variety of seaweed, crabs, sponges, sea anemones, mollusks, starfish and fish. Located off Coast Highway 1 in Moss Beach. **(650)-728-3584**

PESCADERO MARSH NATURAL RESERVE

www.halfmoonbaychamber.org
One of the largest and most important marshes in California, this wildlife sanctuary is a favorite of birdwatchers and other animal lovers. Highway 1 at Pescadero Road. **(650)-726-8380**

ELKUS RANCH

www.cesanmateo.ucdavis.edu
Operated by the University of California Cooperative Extension Service for the purpose of educating children about coastal natural beauty, livestock and gardens. Visits by special arrangements only.
1500 Purisima Creek Road, Half Moon Bay.
Phone: (650) 712-3151

LA NEBBIA WINERY

www.lanebbiawinery.com
Featuring exceptional, award-winning wines blended by hand in the coastal hills of romantic Half Moon Bay.
12341 San Mateo Rd, Half Moon Bay. **Phone: (650) 726-9463**





TDI In Action

Continued from page 27

This comment was spurred by a letter from a parent of a deaf child attending Model Secondary School for the Deaf. It illustrated how important video relay service was to a high school student.

- TDI was among the organizations represented at a series of ex-parte meetings in early June that addressed ongoing concerns with TRS services. The following items were advocated:

- Freezing TRS rates at current levels until rate methodology concerns are resolved by the FCC.
- Adopting long-range plan for TRS rates to ensure stability
- Promote improved services that are more functionally equivalent and ensuring compensation for outreach, training and development.
- Allow TRS Advisory Council access to all information necessary to determine rates
- Adopting 10-digit numbering plan for internet based TRS services
- Adopting rules to facilitate 911 emergency calling services
- Ensuring uniform broadband access for all Americans.

Other FCC Activities

- TDI and other organizations jointly filed comments to the Federal Communications Commission in response to the request of the US Department of Transportation for public comment on the proposed Americans with Disabilities Act rules designed to ensure nondiscrimination on the basis of disability by passenger vessels.



L-R: Patrick Halley - National Emergency Number Association, Sheri Farinha-Mutti - Chair, TDI's E9-1-1 Stakeholder Council, Cheryl King - Disability Rights Office, Federal Communications Commission, Jenny Hansen, NG 9-1-1 Project, US Department of Transportation, and Claude Stout - TDI posed together after a highly successful Council meeting on E9-1-1 access issues at Gallaudet University.

Media

- TDI sent letters of support to U.S. Department of Education for National Captioning Institute's and CaptionMax's proposals requesting funding for captioning and video description for children's television programming.

Emergency Preparedness

- CEPIN announced several new partnership and training opportunities with Rural Domestic Preparedness Training Center at Eastern Kentucky University.
- Sheri Farinha-Mutti and TDI Executive Director Claude Stout took part in get-acquainted meetings on Capitol Hill with staffers and others which have key roles and influence on E9-1-1 issues. This was to follow up on the two year efforts of TDI's E9-1-1 Stakeholder Council, and to support the legislative efforts of the new COAT Coalition. Meetings were held at the offices

of National Emergency Number Association, Union Station (Neustar), FCC (joint meeting with FCC and DOT), DOJ, U.S. Senators Feinstein and Boxer (Sheri's California-based U.S. Senators), Senate Commerce Committee, U.S. Senator Bill Nelson, and U.S. Reps. John Shimkus, Anne Eshoo, and Bart Gordon. We also met with Dr. Judy Harkins and Karen Peltz-Strauss.

- TDI, its E9-1-1 Stakeholder Council, and other national organizations jointly filed comments to the U.S. Department of Transportation (DOT) in response to its request for public comment on the Next Generation 9-1-1 (NG9-1-1) System Initiative Concept of Operations, and the NG9-1-1 High Level Requirements Stakeholder Questionnaire. The White Paper of TDI's E9-1-1 Stakeholder Council was provided as part of the response to DOT



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