



# WORLD

Technology News and Commentary for Deaf and Hard of Hearing People

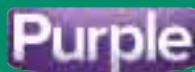
## 18th Biennial TDI Conference

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From the FCC: 10-Digit Numbering  
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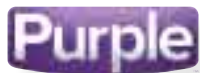
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## TDI'S MISSION

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

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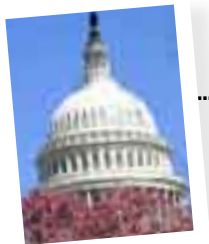
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## Board Views



BY DR. ROY MILLER  
*TDI President*

Doing the things  
that ensure access  
to that technology  
for persons with  
hearing loss  
takes people,  
commitment, and  
money

## Ways of Helping TDI

**D**ashing through the snow  
In a one-horse open  
sleigh...

As I write this I am looking forward to the Holiday Season that is just around the corner. And although the era of dashing about in one-horse open sleighs is long since past, songs of the season still bring forth pleasant and vibrant images of such activities. And for most of us, they warm our souls, bring smiles to our faces, and temporarily lighten our daily burdens. However, the Holiday Season is more than just a time to reminisce, a time to practice the age-old traditions of one's faith, a time to enjoy relaxing moments with friends and family, a time to exchange Season's Greetings with folks whom you may not have seen for many years, and a time to eat way tooooooo much. It is, as well, a time for giving! A time to open our hearts to those less fortunate than ourselves, and to open our pocket books to support organizations that are dedicated to making this world a better place in which to live – organizations like TDI.

TDI, like most non-profit organizations, is continually in a battle for economic survival. The income that it receives from membership dues amounts to only a fraction of the moneys necessary to pursue its mission. Its revenue streams are never certain. It depends to a large extent on the continuing, generous and deeply appreciated support of its many advertisers, sponsors, and contributors. As president of TDI,

at this time of year I feel a special responsibility to remind all of our readers of the importance of the TDI mission and of the ongoing need for additional funds to support our activities in pursuit of that mission.

The current mission of TDI is to "provide leadership in achieving equal access to telecommunications, media, and information technology for people with hearing loss," and that includes people who consider themselves deaf, culturally Deaf, late-deafened, oral deaf, deaf-blind, and hard of hearing. We work for access for everyone with hearing loss! According to the National Institute on Deafness and Other Communication Disorders (NIDCD), "approximately 17 percent (36 million) of American adults report some degree of hearing loss" [<http://www.nidcd.nih.gov/health/statistics/quick.htm>]. That's about one out of every five people in the United States! So why is that a big deal? Because of the way we presently live.

Our primary entertainment venue is television. Cell phones and pagers are everywhere, allowing us to keep in touch with others almost anytime and anywhere. We rent our movies at the local video store and watch them in the privacy of our own home (with our PJs and slippers on). We seldom really write a letter, preferring rather to use e-mail, instant messaging (IM) or short message service (SMS) on our cell phone. We avoid going to the mall, preferring

**BOARD VIEWS***Continued from page 2*

to do our shopping on the Web and have our purchases delivered to our door. Because of employment and transportation mobility, families are scattered from one end of the country to the other, and family members keep in touch mostly by phone. Today, competing in the global economy requires constant and heavy use of telecommunications technology. So access to that technology is of vital importance to employers, employees and the economic health of our nation. In essence, our lives revolve around technology!

But doing the things that ensure access to that technology for persons with hearing loss takes people, commitment, and money. And TDI has been promoting accessible technology for the past 40 years with few people, big committed hearts, and not much money. So, I urge all of you to make a New Year's resolution to support TDI, and help ensure continued access to telecommunications, media and information technology for deaf and hard of hearing people, so they too can fully enjoy living in the technology based world of today. If everyone would do that, what a wonderful New Year we would have!

As was discussed by Claude Stout in the last issue of TDI World, three of the ways to support TDI are to become a member (or renew your membership), persuade a friend to become a member, and make a direct donation above and beyond the cost of your membership fee. Of course, these are excellent ways to support TDI, and our day is always brightened when we receive new or renewal memberships. And to be sure, donations are always welcome – large or small. But I want to focus here on a variety of other ways that a person can support TDI. These ideas are not unique with me, as they are discussed in a number of

other places, including the website of the National Association of the Deaf (NAD), from which I have borrowed some of the following content with their gracious permission..

**Give the Gift of TDI Membership:**

You can give a family member, colleague, or friend a gift membership in TDI and thus make them aware of the special and critical need for technology access by people with hearing loss.

**Make a Memorial or Honor Gift:**

You can make memorial donations to TDI “in memory of” loved ones, family members, friends, or anyone who has earned your gratitude during their lifetime, be that a teacher, relative, employer, or workplace associate. You can also make commemorative donations to TDI “in honor of” a specific individual or a special event, such as a birthday, graduation, engagement, wedding, or anniversary.

**Give Through Your Workplace:**

You may be able to double the amount of your donation to TDI if your employer matches charitable contributions. Contact the personnel office of your employer to see about opportunities for matching gifts.

**Give In-Kind Donations:**

TDI can always use in-kind gifts of office products, computers, and communication technology. Donors may contact our office to find out what items are most needed. In addition, TDI welcomes donations of historical TDI memorabilia, such as photographs, documents, and other items worthy of historical preservation.

**Make an Investment Gift:**

You may wish to give to TDI a gift of securities, including stocks, bonds, or mutual funds. Gifts of publicly

traded securities may provide you with significant tax advantages. For more information regarding such a gift, please talk with your financial adviser, and contact us so that we can be of assistance to you.

**Arrange a Planned/Estate Gift.**

You can become a committed partner of TDI by including us in your long-term planned giving. Planned gifts offer a variety of options for supporting TDI and may, in most cases, provide tax advantages to you and/or your heirs. Planned giving may include estate/will bequests, life income gifts (charitable gift annuities), insurance and retirement benefits, and so forth.

**Support Through Corporate Donations:**

TDI offers corporations a variety of giving options that also provide corporate visibility. If you or your company is interested in becoming a corporate partner, please let us know. We greatly appreciate the support from our corporate donors and sponsors across the country.

As the above list indicates, there are many different ways that a person can support an organization that they consider worthwhile. Hopefully you will put TDI on your list of “worthwhile” organizations and make a New Year's resolution to support our activities in some way or another. Whatever form of support you choose, please realize that it is deeply appreciated by us and the millions of Americans who need accessible telecommunications, media and information technology. From the bottom of our hearts we say “Thank You.”

**Contribute to TDI!**  
**Form on page 9.**

## Capitol Commentary



BY CLAUDE STOUT  
TDI Executive Director

Advancements in technology and support services only make our relationships all the more special and fully inclusive...it is wonderful to have all this technology to empower us.

## Technology's Impact On My Parents and Me

**H**ope you all had a great Thanksgiving with your families and friends. I am writing this piece at my father's house in Pittsboro, North Carolina, a quiet, small town of 2,000, thirty five miles west of Raleigh. Thanksgiving gives me a special opportunity to reflect on the good times I have had over the years with my parents, relatives, and friends. I have always been thankful for the good upbringing my parents gave me and the love and optimism they instilled in me. They have served me well, both personally and professionally.

I was born deaf, probably because my twin brother and I arrived two months premature in 1954. Communication technology back then at home was basically a car radio, a rotary dial phone and a black and white television. At age five, I started at school at the North Carolina School for the Deaf in Morganton, and there I began to acquire a vocabulary base, and to learn how to read, write, and speak. I had to stay at the school dormitory, which was three and half hours drive from my parents' house. I only went home once a month for a weekend, but when there was a holiday we took an extended leave for several days or weeks. Summers were great, as I was able to be with my parents for a good three months.

In the early 1960's, I started to watch cartoons, but they didn't come with captions. There was a way around this problem. My father ran an independent women's and children's clothing shop on Main Street, and it was located beside a drugstore. I have fond memories of the good fountain service they had! I also remember their rack of good comic books,

such as Dell Classics, and Marvel Comics. I would go back to my dad at his store, and ask for a quarter to buy a comic book. They were fully accessible because I was able to read the lines from all the characters in the comic book. This is similar to what children would enjoy while reading the captions on today's cartoons on TV. My favorite comics were Superman, Batman, Archie, and Richie Rich. And I would occasionally enjoy a true story from Dell Classics.

We didn't get a TTY until I went to college. My parents got a SuperPhone, and there were many great chats on the phone between me and my mother. My mother and I knew how to type, as we had taken a typing class before, but my daddy didn't. Later, as 24 hour, 7 day relay services came into existence, we switched to using relay services to call each other. And we were then using the traditional TTY-voice relay services.

I am so glad today's young deaf and hard of hearing children can now depend on captions. Back then, when my parents and I watched Red Skelton, Ed Sullivan, and Lawrence Welk, there were no captions available for their shows. I would ask my mother or father to tell me what they were saying or why they were so funny and making them laugh. And they were happy to keep me posted. However, sometimes I could be persistent, and anxious to get every detail from the show. When we traveled on the road, either of my parents would also tell me what they heard on the car radio. In the early 1980's, my parents bought a TeleCaption decoder, and then we finally could enjoy watching TV programs without me relying on them. Together, we laughed, wept a

Continued on page 6

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## TECHNOLOGY'S IMPACT

Continued from page 4

little, or exchanged puzzled looks as the TV program unfolded.

My father, Arvie is now 88, and he is sitting beside me in his recliner. He observes with great interest what I am doing with the laptop. My mother, Ethelene, who died a few years ago, would love to have had the laptop herself. She wrote me as countless number of letters when I was at the school for the deaf. I would get an average of three to four letters a week, at least several pages per letter. Today, if she was still living, she would have enjoyed the email and Instant Messaging capabilities we have on the Internet.

When my mother, Ethelene, had a stroke, she could no longer process a relay service call with me. So my father and I were using the service for a good number of years. When Video Relay service (VRS) became available, I remember making the first call to my father via VRS, and I was astounded to learn there was more to the conversation when he and I were conversing through video relay. The interpreter was telling me his verbal mannerisms, such as "Yeah...", "I see...", and it was so wonderful to have a complete phone conversation with my father. To this day, we regularly visit on the phone via VRS, and it was through this service that I learned that my mother had died at the hospital. It was an emotional experience for us both, and because of VRS, it was good we had this kind of support as we went through such a rite of passage.

My father now has a Zenith floor TV, and it has a captioning chip built into it. He is now hard of hearing, and he turns up the volume on the TV somewhat loud. He leaves the



Claude's parents, Arvie and Ethelene Stout celebrating their 50th wedding anniversary in 1998

captions on the TV as a backup in case he doesn't understand what he hears from the TV. He has a satellite dish service for his TV, and he loves the variety of programs that are offered on the service. He knows about the

and support services only make our relationships all the more special and fully inclusive. For many of us, it is wonderful to have all this technology to empower us while we invest ourselves in a loving, caring

relationship with our parents and others.

I feel honored to be working at TDI, and work with the eight-member Board of Directors, six staff members, and many other collaborative partners as we all work

toward building a better future for Americans who are deaf and hard of hearing, their relatives, friends, and co-workers. Accessibility is very important not just for us with disabilities, but others without disabilities. All of us deserve a place in the general community, and I thank my parents dearly for their love and special efforts toward this important mission. They were my first role model advocates, and I try to live by their example.

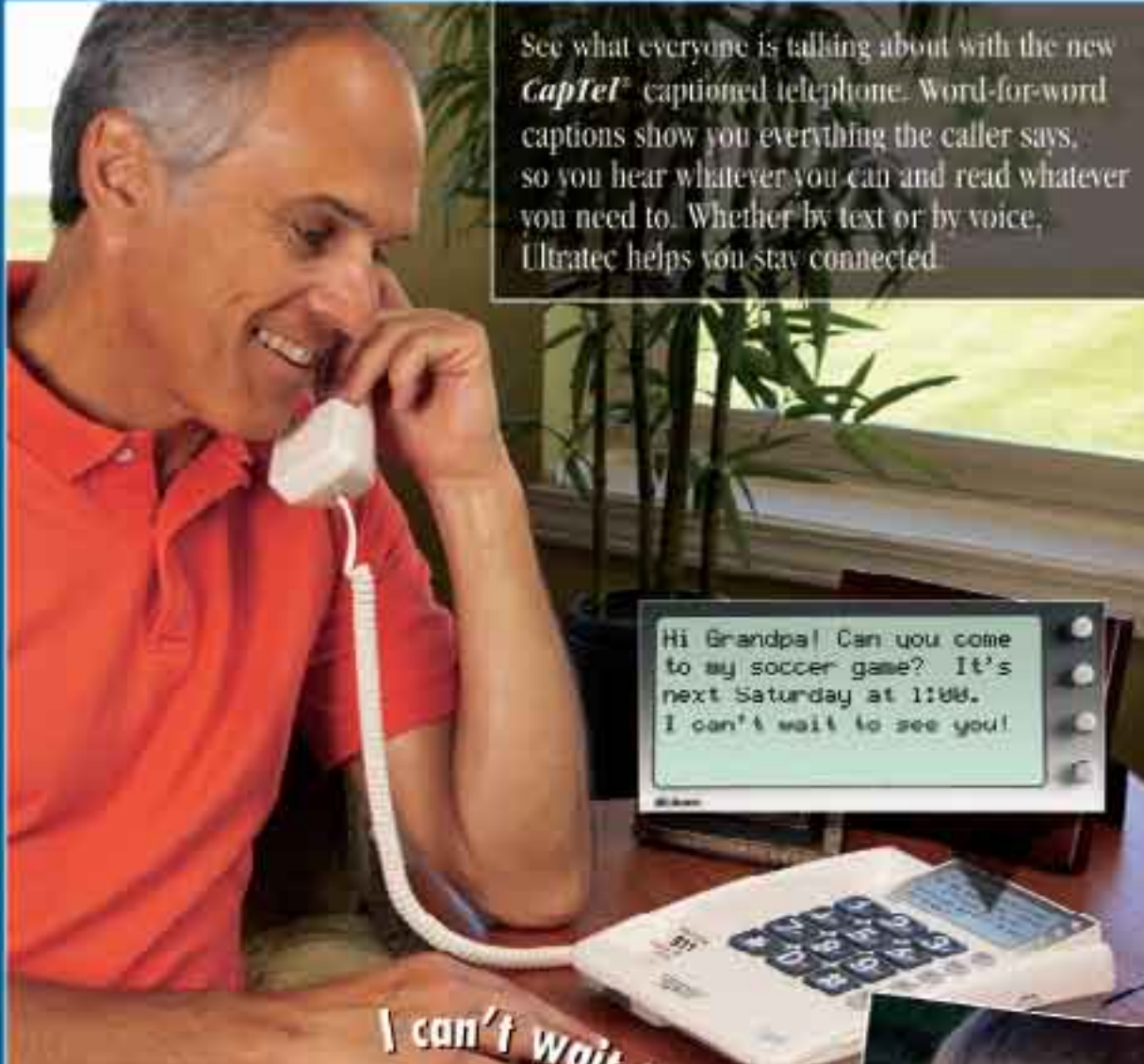
**"I thank my parents dearly for their love and special efforts toward this important mission. They were my first role model advocates, and I try to live by their example."**

analog to digital TV transition coming next February. He is comfortable that he will get support from the Dish Network, his satellite TV carrier, so he can continue to enjoy digital TV programs. Only he knows how to work the remote control from the satellite service.

Through the years, my parents upgraded their communication and living arrangements to make all our lives as normal and fully accessible as possible. Advancements in technology



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## Accessible Tech



BY JAMES HOUSE  
*TDI World Editor*

**TDI does not take a position concerning which is the best product, or which is the best service. The best one for you is – Whatever Works!**

## My ALDA Adventure

**L**ast fall, Dr. Roy Miller, TDI President and I attended the 20<sup>th</sup> annual conference of the Association of Late-Deafened Adults' (ALDA) in Chicago, Illinois. Unlike TDI, ALDA holds its conference (often affectionately referred to as "ALDAcon") every year. What prompts ALDA to undertake such an expensive endeavor year after year after year? While Dr. Miller is a former President of ALDA and a seasoned vet, I am a rookie in ALDA. However, the major reason for holding ALDAcons seems clear to me.

Most of all, as any ALDA member can tell you, it's like an annual gathering of family! After years of being able to hear, interact and function with their hearing family and friends, ALDAs have gone through a time of disconnection when their hearing was either fading or lost completely and they didn't know how to cope with the loss. One by one, they discovered ALDA and felt reconnected again – a connection that is reaffirmed at the annual ALDAcon. No longer do they feel alone in a crowded room. But because they have adapted to their hearing loss and have found solutions so they can continue to do what they used to do, they see the world with a different perspective.

You could feel the raw enthusiasm among the attendees at ALDAcon. ALDA's mission? "Support the empowerment of late-deafened people." ALDA's approach to communication? "Whatever works!" ALDA was the earliest organization to adopt communication access real-time translation (CART) for facilitating communication at its chapter meetings and throughout its conferences. ALDA

stimulated early captioning pioneers, such as Marty Block, Jeff Hutchins, Judy Brentano and Joe Karlovits, to develop and refine real-time captioning practices.

Bill Graham, the first President of ALDA told me that the organization traces its roots to a pizza party that was held at his apartment on March 28, 1987 that was attended by a group of 13 adventurous late-deafened individuals. Most of the attendees had never met before the party, but the good feelings generated that evening led to friendships, more social gatherings, the distribution of a newsletter, and the development of a formal organization — ALDA. Before they thought they were alone, but now they had found a new family — a family in which there is no single best way to communicate. It is not speaking; it is not signing; it is "Whatever works!"

The close kinship at ALDAcon was everywhere. First-timers were treated like royalty. It is normal in ALDA not to recognize people for how long they have been members, but to make sure that the first ALDAcon is a welcoming experience for those first-timers who have just lost their hearing.

Dr. Miller gave a presentation at ALDAcon concerning "Deafness, Telecommunication Technologies, and Access Barriers" during which he encouraged people to join TDI. And I gave a separate presentation concerning the upcoming digital television transition that will happen on February 17, 2009. (EDITOR'S NOTE: The DTV Transition deadline is now June 12, 2009). Several individuals asked me if their TV would continue to display

Continued from page 8

captioning after analog signals stopped broadcasting. When I asked them to describe what kind of television setup they had, a few said they had the latest technology. Most of them said they used cable or satellite. But I was told by two people that they still used the old TeleCaption® decoders that were used before 1993 when all TV sets with screens 13" diagonal or larger were sold with built-in captioning chips.

In the exhibit hall, Dr. Miller and I were kept busy at our TDI booth signing up many new TDI members and renewing old friendships. Technology exhibits were dominant. For example, in our area of the exhibit hall alone we saw exhibits by Hamilton Relay, SCom's Ubi-Duo, Tenacity's accessaphone™, CSDVRS "The Z™" products, and Med-El Cochlear Implants.

A very useful technology for

communicating with attendees at an ALDAcon is the Ubi-Duo. It reminds me of the old days when there was a set of matching keyboards and displays or back-to-back text telephones (TTYs) that enabled two people to type messages back and forth. I can see maybe a few individuals buying a Ubi-Duo for personal use, but this device has already proven its worth in many businesses where there are conversations between a deaf customer and a hearing staff member such as restaurants, stores, hospitals or doctors' offices.

One of the most futuristic products I saw at ALDAcon was Hamilton Relay's Mobile CapTel®. I was able to talk to my father from a noisy exhibit hall on an iPhone. Mobile CapTel will work with any cell phone using the 3G network technology, which makes it possible for simultaneous transmission of voice AND data. The representative logged into their online WebCapTel

site on the iPhone and dialed the number so the operator could connect the system with the iPhone in my hand. Then I keyed in my dad's telephone number. When he answered, I could see the text that came via the CapTel operator. I said "Hi Dad! Bet you can't guess where I am!" It was the first time that he heard my voice on the phone in many years, and the first time that I had used CapTel on a wireless hand-held device.

When thinking about it, I do see one great similarity between TDI and ALDA. Late-deafened adults are one of TDI's constituency groups whose members use a variety of technologies to facilitate communications. When it comes to technology, everyone has a choice for what works best for them in any particular situation. Like ALDA, TDI does not take a position concerning which is the best product, or which is the best service. The best one for you is – Whatever Works!

## Contribution Form



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Kelby Brick,  
Vice President, Regulatory and Strategic Policy

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...thousands of  
people...have begun  
enjoying the power  
and freedom of  
having a real,  
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## Real Local Phone Numbers!

**O**n June 24, 2008, the Federal Communications Commission issued an historic ruling and handed to the deaf community a civil rights victory by requiring relay providers to provide real local 10-digit phone numbers to their customers. The concepts that brought about this ruling were conceived of and championed first by important community advocacy groups like Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI), National Association of the Deaf (NAD), and the California Coalition of Agencies Serving the Deaf and Hard of Hearing, Inc., and soon joined by a small coalition of relay providers, lead by Purple Communications, Inc. (the new name for the merged company that includes Hands On VRS and GoAmerica).

On June 26, 2008, Purple Communications hosted a demonstration to show customers and the industry that the order can be quickly implemented.

Just after 10 AM Pacific Time that day, the first 10-digit phone call after this historic ruling was placed using a 10-digit number between Edmond Routhier, president and vice chairman of Purple Communications and Sheri A. Farinha, CEO of NorCal Services for the Deaf and Hard of Hearing. The significance of this call was best captured by Farinha who stated during the call:

*I can't believe it's happening actually - it's so exciting! A real phone number! I finally feel equal - equal to you. It is important to me to feel completely equal to you and my peers. And what you have done... I*

*don't feel like a second-class citizen. I have a phone number and now you can call me, and I can call anyone I want!!!*

Immediately after this historical call, Ms. Farina initiated a video-to-video call with Nancy J. Bloch, chief executive officer of the National Association of the Deaf. Ms. Farinha and Ms. Bloch, each a customer of a different relay provider, chatted on a video call through a 10-digit number. The significance of this call was also immediately apparent.

*Sheri Farinha: It's huge. I'm so emotional right now.*

*Nancy Bloch: I am too; this is awesome, and long overdue! I just can't wait until the end of the year.*

Transcripts of those two historical calls can be found at:

[http://www.goamerica.com/10digit/GoAmerica\\_Transcript\\_1.pdf](http://www.goamerica.com/10digit/GoAmerica_Transcript_1.pdf)

[http://www.goamerica.com/10digit/GoAmerica\\_Transcript\\_2.pdf](http://www.goamerica.com/10digit/GoAmerica_Transcript_2.pdf)

Quickly after the calls, Purple Communications, Inc. became the first relay provider in the country to not only comply with the FCC ruling by creating real, 10-digit local numbers, but also the first to begin distributing them to our customers. We call our version of the real, 10-digit number a "Purple Number." (for more information, see <http://www.hovrs.com/info/200809a/index.html>)

They're available through Purple Communications. Anyone can sign up for a Purple Number. Contrary to speculation, the number is free. There are no charges when a deaf person calls



Continued from page 10

a hearing person.

Since Purple Communications first started distributing Purple Numbers in July, tens of thousands of people across the country have begun enjoying the power and freedom of having a real, 10-digit number.

One powerful example of this milestone came recently when I was recently at the Doctor's office. He asked for my phone number so he can call me back with the results of some tests. I gave him my Purple Number. He wrote it down and the conversation went like this:

*Doctor: "okay but what number do I call first—you know relay or something like that."*

*Kelby: "No, just call that number I just gave you, it'll automatically connect you to me and bring in relay services."*

*(long pause while he peered at me)*

*Doctor: "No more many numbers. No more special instructions for umm...the operator?"*

*Kelby: "no"*

*Doctor: "no more steps, really?"*

*Kelby: "nope."*

*Doctor: "Wow. So you have a regular number like my other patients?"*

*Kelby: "Yup"*

*Doctor (muttering to himself): "Wow, about time!"*

I agree! It's about time! That's the good news. There is, however, much work to do. There is an ongoing effort by one provider to continue using fake "proxy numbers." Consumer groups including TDI, along with certain relay providers such as Purple Communications have been very active in working with the FCC to ensure that the proxy number be phased out by the originally set

deadline of December 31, 2008.

There is also work being done to ensure that consumers have the freedom to choose and move their new phone numbers to any relay provider without losing the functionality of their videophones. True choice for consumers means being able to choose any provider and still have a functional



videophone that will enable them to make and receive calls.

There have been some discussions on whether the FCC should allow providers to disable consumer videophones if the consumer wants to be serviced by a different provider. Purple Communications believes that the affects of such disabling will be to remove true consumer choice.

The device industry for videophones is not as mature as the device industry for wireless or VoIP services. Hearing consumers can choose any provider they want, and merely walk into any electronics or big box store and, with a wide variety of options, purchase a new device. Deaf consumers do not yet have that luxury. If their existing videophone is disabled, Deaf consumers have to beg another provider for a replacement device and are frequently put on long waiting lists.

Purple Communications strongly believes that when the videophone industry is mature, deaf people will have true choices—selecting any

device they want to use with their preferred service provider. Until that happens, Purple Communications strongly believes that the FCC should not allow providers to degrade or disable the functionality of their videophones if consumers choose a different default provider.

Purple Communications will continue to work with TDI and other consumer groups to take down communication barriers and push for true consumer freedom and choice. Such efforts are consistent with Purple Communications' Vision and Mission:

**Purple Vision:** *Our vision is to enable free-flowing communications between people, inclusive of differences in abilities, languages, or locations.*

**Purple Mission:** *Our mission is to enable communications that positively impact our deaf, deaf blind, hard of hearing, and hearing customers every day. We enable these communications through intimate customer knowledge, high-quality professional services, advanced technology, and the passion and commitment of our employees.*

The Purple Vision and Mission was the cause behind its leadership in the industry in working with consumer organizations such as TDI to achieve victories such as requiring all providers to provide real local phone numbers. Purple Communications will continue to work closely with consumer groups and interested relay providers to ensure true, functionally equivalent telecommunication access for deaf and hard of hearing individuals.

*To find out more about Purple Communications, visit [www.purple.us](http://www.purple.us).*



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**BlackBerry**

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**TTY:** 1-877-tty-4csd (1-877-889-4273)

**Videophones:** **Direct Numbers:** 866-351-1950; 866-401-3519

**IP Addresses:** dtv03.csd.tv; dtv05.csd.tv;  
dtv04.csd.tv; dtv06.csd.tv;

**Email:** dtvhelp@c-s-d.org

**AIM:** dtvcsr07; dtvcsr008

**Web:** http://dtv.c-s-d.org



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From the FCC...



# 1 0-Digit Numbering

Dialing 911 from a TTY or traditional phone remains the most reliable and fastest method of reaching emergency personnel.

**B**eginning on December 31, 2008, persons with hearing and speech disabilities using Video Relay Service (VRS) or Internet Protocol Relay (IP Relay) – two forms of Internet-based Telecommunications Relay Service (TRS) – will be able to obtain ten-digit telephone numbers. This ten-digit number requirement was adopted by the Federal Communications Commission (FCC) in conjunction with 9-1-1 call handling requirements for VRS and IP-Relay providers.

TRS calls made through the traditional telephone network automatically pass along to the called party information regarding the caller's location. As a result, relay providers responding to emergency calls will know the caller's location and can route the call to the appropriate emergency response personnel. This routing is not currently possible with the Internet-based forms of TRS, because these types of relay calls do not pass along location information. The FCC has now adopted rules to ensure that VRS and IP relay users will receive ten-digit numbers and, at the same time, receive 9-1-1 service that is comparable to 9-1-1 service provided to telephone users.

## What is Internet-Based TRS?

TRS permits persons with a hearing or a speech disability to access the telephone system to call voice telephone users. For example, a TRS user "calls" a relay provider through a text-based device (for example, a text telephone or TTY) and is connected to a communications assistant (CA) who, in turn, makes a voice telephone call to the person the TRS user wishes to call. The CA then speaks to the called party what the relay user has typed, and types back to the calling party what the called party says. In this way, the CA "relays" the call back and forth between the two parties.

With Internet-based TRS, calls are made via the Internet and an IP-enabled device, rather than the telephone network. The two most commonly used forms of Internet-based TRS are VRS and IP Relay:

**VRS:** This Internet-based form of TRS allows persons whose primary language is American Sign Language (ASL) to communicate with the CA in ASL using video conferencing equipment and a broadband Internet connection. The CA speaks what is signed to the called party, and signs the called party's response back to the

Continued on next page



caller. For more information about VRS, you may consult the FCC's consumer fact sheet: [www.fcc.gov/cgb/consumerfacts/videorelay.html](http://www.fcc.gov/cgb/consumerfacts/videorelay.html).

**IP Relay:** IP Relay allows a person to communicate in text using an IP-enabled device (such as a personal computer) and the Internet, rather than a TTY and the public switched telephone network. For more information about IP Relay, you may consult the FCC's consumer fact sheet: [www.fcc.gov/cgb/consumerfacts/iprelay.html](http://www.fcc.gov/cgb/consumerfacts/iprelay.html).

### Benefits of Ten-Digit Numbers

Beginning December 31, 2008, VRS and IP Relay users will be able to obtain ten-digit telephone numbers by registering with a VRS or IP Relay provider (this provider will become their "default" provider). With a ten-digit number, VRS and IP Relay users

Continued on page 16

## New Emergency Call Handling Procedures

The FCC's new rules require VRS and IP Relay providers to:

- obtain from their users the physical location at which the service will first be used when the users register for ten-digit numbers;
- give users an easy way to update their location information if it changes, without cost or additional equipment;
- route all emergency calls to the appropriate 9-1-1 call center and transmit the call-back number and registered location of the caller, the name of the VRS or IP Relay provider, and the identification number of the VRS or IP Relay provider's CA;
- publish a summary of these new procedures, emphasizing the need to keep location information updated, on their Web sites and in any promotional materials addressing emergency call handling; and
- obtain and keep records of affirmative acknowledgement from their registered users that they have received and understood the provider's summary.

# IT IS ALL ABOUT QUALITY

✓

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hovrs.com  
i711.com  
ip-relay.com

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Continued from page 15  
will be able to:

- make an emergency call through their preferred VRS or IP Relay provider and have the call, along with the ten-digit number and location information, automatically route to the appropriate public safety answering point, or “9-1-1 call center”, so that emergency personnel can be dispatched;
- receive calls from voice telephone users through their ten-digit number, without requiring the caller to know the VRS or IP Relay user’s IP address as previously has been the case;
- make a call to, or receive a call from, another person using VRS or IP Relay equipment by dialing a ten-digit number.

VRS or IP Relay users will be able

to change default relay providers at any time while still keeping the same telephone number. Providers cannot impose any restrictions or conditions when users request that their number be ported to a new default provider. For more information on local number portability, see the FCC’s consumer fact sheet at [www.fcc.gov/cgb/consumerfacts/numbport.html](http://www.fcc.gov/cgb/consumerfacts/numbport.html).

In addition, consumers can place a call through any provider (such as a provider other than their default provider) by clicking on the URL or address of the other provider. Hearing callers may also place a call with another provider (other than relay user’s default provider) by dialing the 800 number of the provider they wish to handle their call.

### **Emergency Calling Tips for VRS and IP Relay Users**

In order to facilitate proper handling

of your emergency call, please make sure you are familiar with your default provider’s procedures for updating your registered physical location, and promptly update this information if your location changes. As a consumer, familiarize yourself with any limitations of your service, and have a plan for making emergency calls in the event of a power or Internet outage. You may want to keep a TTY and a traditional phone line, or install a backup power supply. Dialing 9-1-1 from a TTY or traditional phone remains the most reliable and fastest method of reaching emergency personnel. You should also inform children, babysitters, and visitors regarding the use of TRS service and the limitations, if any, on placing emergency calls.

## **Contact the FCC with Questions or Complaints**

If you have a problem completing a 911 call using an Internet-based TRS provider, notify the provider. You can also contact the FCC. You can reach the FCC’s Consumer Center by emailing [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov); calling 1-888-CALL-FCC (1-888-225-5322) (for voice telephone calls) or 1-888-TELL-FCC (1-888-835-5322) (for TTY calls). You can also reach the FCC by fax at 1-866-418-0232 or by writing to the FCC at the following address:

**Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, DC 20554.**

In sum, the adoption of the new ten-digit numbering and emergency call handling rules for VRS and IP Relay will ensure that these popular Internet-based relay services afford users features that voice telephone users and traditional TRS users now take for granted. VRS and IP Relay users will have the security of knowing that if they must make an emergency call, the call will be routed to appropriate emergency personnel that can respond to the emergency, even if the caller is unable to communicate his or her location. In addition, VRS and IP Relay users will have ten-digit telephone numbers that voice telephone callers can call to reach them, even if the caller does not know the VRS or IP Relay user’s Internet address, or even that the number makes a relay call.

# DO MORE WITH VERIZON FIOS



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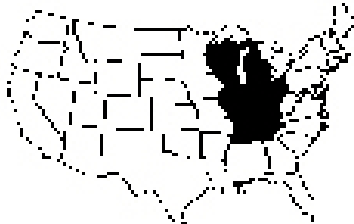
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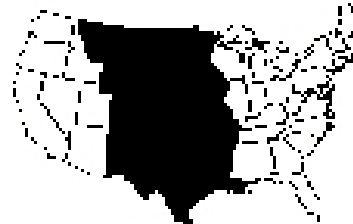
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Verizon FIOS available in select areas only. Speed and uninterrupted service not guaranteed. Voice service for FIOS customers is provided over fiber. A battery unit will supply back-up power for standard voice service (not for Voice over IP service), including 9-1-1, for up to eight hours. ©2008 Verizon.

# TDI Issues Call for Board Nominations in Midwest and Central Regions



## Midwest Region



## Central Region

**T**he Elections Committee is soliciting nominations for the two TDI Board seats that are up for election in 2009. The two open Board seats are for the Midwest Region consisting of Illinois (IL), Indiana (IN), Kentucky (KY), Michigan (MI), Ohio (OH), Tennessee (TN) and Wisconsin (WI); and the Central Region consisting of Arkansas (AR), Colorado (CO), Iowa (IA), Kansas (KS), Louisiana (LA), Minnesota (MN), Missouri (MO), Montana (MT), Nebraska (NE), New Mexico (NM), North Dakota (ND), Oklahoma (OK), South Dakota (SD), Texas (TX) and Wyoming (WY).

Regional Board Representatives are elected by TDI members in their regions and serve for a four-year term. A Board member's responsibilities include:

- Overseeing TDI's operations to assure that programs are run efficiently and effectively,

- Identifying telecommunications, media and information technology access needs of persons who are deaf, hard of hearing, late deafened and deaf-blind,
- Developing organizational policies and procedures,
- Evaluating the performance of the TDI Executive Director,
- Promoting TDI programs and services, and
- Communicating TDI's mission, goals and interests to its members, other deafness related organizations, governmental agencies and persons in the general public.

All nominees for Regional Representatives must be current TDI members and they must live in the region that they would represent. Individuals may nominate themselves or may nominate others. Nominations are to be mailed to TDI, 8630 Fenton

Street, Suite 604, Silver Spring, MD 20910, or sent via email to [tdiexdir@aol.com](mailto:tdiexdir@aol.com)

We will accept all nominations from anyone up to but no later than Friday May 1, 2009.

The TDI Elections Committee will contact nominees, verify their willingness to serve and obtain a brief statement of experience and goals. The TDI Elections Committee will then select one or more final candidates from the nominees in each TDI electoral region whose Regional Representative's term on the Board is ending. The ballots will be mailed out in late May, and election results will be announced to the TDI membership at the business meeting during the 18th Biennial Conference in Washington, D.C. in July.

*Please send your nominations to TDI today.*

## Nomination Form

### (1) Person being nominated:

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

### (2) Attach a statement of the reasons why you believe that the above persons deserves this award.

### (3) Your contact information:

Your Name: \_\_\_\_\_  
 Your Address: \_\_\_\_\_  
 Your City, State, Zip: \_\_\_\_\_  
 Your Telephone Number: \_\_\_\_\_  
 Your E-Mail Address: \_\_\_\_\_



Mail completed nomination form and supporting statement to:

8630 Fenton Street, Suite 604,  
 Silver Spring, MD 20910-3822



# TDI AWARD

## Nomination Form

Every two years, TDI takes the time to recognize individuals, companies and organizations that have made a significant impact on telecommunications, media and information technology access. TDI seeks nominations for the following awards:

### The H. Latham Breunig Humanitarian Award

In recognition of outstanding contributions to the program or activities of TDI.

### The Robert H. Weitbrecht Telecommunications Access Award

In recognition of outstanding contributions by any means to improve accessibility to telecommunications, media and information technology in the United States.

### The Andrew Saks Engineering Award

In recognition of outstanding contributions to improving accessibility to telecommunications, media and information technology in the United States through efforts in design, electronics or engineering.

### The James C. Marsters Promotion Award

In recognition of outstanding contributions to improving accessibility to telecommunications, media and information technology in the United States through efforts in promotion, marketing, or public relations.

### The Karen Peltz Strauss Public Policy Award

In recognition of outstanding contributions to improving accessibility to telecommunications, media and information technology in the United States through efforts in public policy development.

### The I. Lee Brody Lifetime Achievement Award

In recognition of an individual who has devoted significant time and energy over an extended number of years to improving accessibility to telecommunications, media and information technology in the United States.

When sending your nomination, be sure to provide the name of the person, company or organization, the award which the nomination is made, a brief statement supporting the nomination and your contact information (name, address, phone and e-mail). Nominations are to be mailed to TDI, 8630 Fenton Street, Suite 604, Silver Spring, MD 20910, or sent via email to TDIExDir@aol.com.

We will accept all nominations from anyone up to but no later than **April 17, 2009.**

#### (1) Person/company/organization being nominated:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

#### (2) Specific award for which the above person/company/organization is being nominated

- \_\_\_\_\_ Robert H. Weitbrecht Telecommunications Access Award
- \_\_\_\_\_ H. Latham Breunig Humanitarian Award
- \_\_\_\_\_ James C. Marsters Promotion Award
- \_\_\_\_\_ Karen Peltz Strauss Public Policy Award
- \_\_\_\_\_ Andrew Saks Engineering Award
- \_\_\_\_\_ I. Lee Brody Lifetime Achievement Award

(3) Attach a statement of the reasons why you believe that the above person deserves this award. Please limit your statement to no more than one typed page, and please make sure that the accomplishments of your nominee fit the award category that you have checked.

#### (4) Your contact information:

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

Your City, State, Zip: \_\_\_\_\_

Your Telephone Number: \_\_\_\_\_

Your E-Mail Address: \_\_\_\_\_

Mail completed nomination form and supporting statement to:

**TDI**

8630 Fenton Street, Suite 604  
Silver Spring, MD 20910-3822

# Washington: Where Access Begins

## 18th Biennial TDI Conference

### CALL FOR PROPOSALS



TDI invites proposals for workshops, presentations, forums, and panel discussions at the 18th Biennial TDI International Conference, July 30 to August 1, 2009 in Washington, D.C. Conference Program Co-Chairs Joe Duarte and Fred Weiner invite you to be a part of history, as we seek to create an outstanding program primarily focused on our constituents, consumers who are deaf and hard of hearing.

### Deadline:

Friday, May 1, 2009 via email to Claude Stout at [tdiexdir@aol.com](mailto:tdiexdir@aol.com).

### Structure and Audience:

1. Presentations will be 60 or 90 minutes in length.
2. All formats are welcome: Lectures, Workshops, Panels, Forums, Technology demonstrations, etc.
3. The anticipated audience will consist of deaf, hard of hearing, and hearing people.

### Topics:

Proposals can be based on any of the preliminary topics listed below. Topics need to fit within the scope of the conference theme. All presentations must address the needs of one or more of TDI's four core consumer constituency groups: Deaf, Late-Deafened, Hard-of-Hearing and Deaf-Blind.

### SUBMISSION REQUIREMENTS:

**Presentation Proposal:** Submit a 500-word description of your proposed presentation for review by the Program Committee and a short 50-word abstract of the presentation for publication in the conference program book. The presentation description should include details on objective, content, importance, target audience and choice of format: presentation, workshop, panel, etc. Also include the name(s), affiliation(s), address(es), phone and fax numbers, and a brief biography of each presenter for publication in the program book if selected.

Name: \_\_\_\_\_  
 Affiliation: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

A/V Equipment for Presentation: (Select as many as needed.)

- ☐ Video Projector  
☐ Flip Chart  
☐ DVD Player & Video Monitor  
☐ VHS VCR & Video Monitor  
☐ Other (Specify: \_\_\_\_\_)

Communication Mode(s) of Presentation:

- ☐ ASL  
☐ Signed English  
☐ Voice  
☐ Other

**SUBMISSION:** Please send all submissions to Claude Stout via email: [tdiexdir@aol.com](mailto:tdiexdir@aol.com).

**ACCEPTED PROPOSALS:** Proposals that are selected will require the following additional submissions:

#### By June 1:

- Photos – picture (head and shoulders) of presenters
- Company logo(s) for Program Book if any.

#### By August 1:

- Presentation materials, PowerPoint, or visual aids as applicable
- Release to allow your presentation to be videotaped.

Regrettably, TDI is unable to offer an honorarium and/or reimbursement for travel expenses. Presenters will be responsible for all expenses including conference registration and any special events at the Conference.

For more information, contact TDI: Claude Stout, Executive Director, E-mail: [tdiexdir@aol.com](mailto:tdiexdir@aol.com)  
 TDI • 8630 Fenton Street, Suite 604 • Silver Spring, MD 20910-3822

### SUGGESTED TOPICS

Access & Technology For Consumers

Telecommunications Access

Captioning

The Internet

Video Technology

Public Policy Issues

Emergency Access

Voice Recognition And Other Speech To

Text Applications

Audio Enhancement And Quality Issues

Other Access Issues In:

Telecommunications

Media & Information Technology

**For more ideas  
 on possible  
 presentation topics,  
 go to [http://www.  
 tdi-online.org/pdfs/  
 conferencetopics.pdf](http://www.tdi-online.org/pdfs/conferencetopics.pdf)**



## Washington: Where Access Begins

Join us for the 18<sup>th</sup> Biennial TDI Conference

Renaissance Mayflower Hotel

Washington, D.C.

July 30 – August 1, 2009

### 3 Easy Ways to Register!

- |                              |                       |                      |
|------------------------------|-----------------------|----------------------|
| 1. Mail this form to:        | 2. Fax this form to:  | (301) 589-3797       |
| 2009 TDI Conference          | 3. Register by Phone: | (301) 589-3786       |
| 8630 Fenton St., Suite 604   |                       | (866) 970-6836 Video |
| Silver Spring, MD 20910-3822 |                       | (888) 202-1120 TTY   |

#### Registrant information (one form per person):

Name: \_\_\_\_\_ Company/Organization: \_\_\_\_\_  
 Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: (\_\_\_\_) \_\_\_\_\_ (check all that apply): ☐ Video ☐ TTY ☐ CapTel ☐ Voice  
 Fax: (\_\_\_\_) \_\_\_\_\_ Email address: \_\_\_\_\_  
 Emergency Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Accommodations (check all that apply): ☐ Assistive Listening ☐ Tactile ☐ Other: \_\_\_\_\_  
 Sign Language/Voice interpreters and CART will be available at all workshops.  
 Other needed accommodations (check all that apply): \_\_\_\_\_

#### 2009 TDI Conference Registration Fees: (Includes name tag, program book, admission to workshops and exhibits)

	Company/Organization	Consumer - Non TDI Member*	Consumer - TDI Member*
3-Day Registration:	\$400 = \$_____	\$150 = \$_____	\$125 = \$_____
1-Day Registration (7/30 & 7/31 only - 8/1 free):	\$250 = \$_____	\$100 = \$_____	\$75 = \$_____
President's Reception (July 30):	\$60 = \$_____	\$60 = \$_____	\$60 = \$_____
Special Luncheon (July 31):	\$50 = \$_____	\$50 = \$_____	\$50 = \$_____
Awards Luncheon (August 1):	\$50 = \$_____	\$50 = \$_____	\$50 = \$_____
Entertainment Show (August 1):	\$50 = \$_____	\$50 = \$_____	\$50 = \$_____
	TOTAL: \$_____	TOTAL: \$_____	TOTAL: \$_____
Special Combo Price**:	\$500 = \$_____	\$300 = \$_____	\$250 = \$_____

Consumer - TDI Member Early Bird Combo Price\*\*: (if paid by 6/1/09) \$225 = \$\_\_\_\_\_

\*In order to qualify for the above "consumer" rates, you must be attending the Conference with your personal funds.

"Non TDI Members" are eligible for the discounted "TDI Member" rates if they join TDI, complete the application form on the back of this page, and pay the annual membership fee of \$25.

\*\* Includes full 3 day registration and all four special events mentioned above

**Payment:** ☐ By USA check or money order ☐ By credit card, information enclosed below:  
☐ American Express ☐ VISA ☐ MasterCard

Card No. \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Print Name of Cardholder: \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

More information will be posted on [www.tdi-online.org](http://www.tdi-online.org) as details are finalized.



## Membership Application Form

First & Last Names (not published in Business listing): \_\_\_\_\_  
 Company Name: (leave blank for Residential listing): \_\_\_\_\_  
 Street or Mailing Address: \_\_\_\_\_  
 City, State/Province & Postal Code: \_\_\_\_\_  
 E-Mail Address (for free e-Notes & e-Promos): \_\_\_\_\_  
 Main/Home Phone: (\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ TTY ☐ Voice ☐ CapTel®  
 Alternate Phone: (\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ TTY ☐ Voice ☐ CapTel®  
 Fax Number: (\_\_\_\_) \_\_\_\_\_ Mobile (cell phone or pager) : (\_\_\_\_) \_\_\_\_\_  
 Video Mail/CapTel#: (\_\_\_\_) \_\_\_\_\_ IM Service: \_\_\_\_\_ IM User ID: \_\_\_\_\_  
 Web Site: \_\_\_\_\_  
 Description of Business: \_\_\_\_\_

Check one for your listing ☐ List All ☐ Address Only ☐ E-mail/www/IM Only ☐ Phones Only\*  
 in TDI's Blue Book: ☐ Address & Phones\* ☐ E-mail/www/IM & Phones\* ☐ Unlisted  
☐ Address & E-mail/www/IM \* = Includes Video/TTY/Voice/FAX/Mobile/CapTel®

May TDI send email from third parties for commercial and informational purposes? ☐ YES ☐ NO  
 May TDI send you eNotes, a free e-mail newsletter with news and action alerts? ☐ YES ☐ NO

- Changes mailed to TDI will be processed in the eBlue Book by staff within 30 days.
- **Alternate Formats Available (Contact TDI)**



### Select One TDI Membership Rate:

	1 Year	2 Years
Individual/Household:	<input type="checkbox"/> \$25.00	<input type="checkbox"/> \$45.00
Senior Citizen (age 60+):	<input type="checkbox"/> \$22.50	<input type="checkbox"/> \$40.50
Student (with copy of school ID):	<input type="checkbox"/> \$15.00	<input type="checkbox"/> \$27.00
Nonprofit/Government/School/Small Business:	<input type="checkbox"/> \$50.00	<input type="checkbox"/> \$90.00
Large Business (with 15+ Employees):	<input type="checkbox"/> \$75.00	<input type="checkbox"/> \$135.00



Tax Deductible Contribution to TDI: (Fed ID #35-1146784) **Thank you!** \$ \_\_\_\_\_  
 (If shipping outside the U.S. please contact TDI) **GRAND TOTAL:** \$ \_\_\_\_\_

**MEMBERSHIP INCLUDES:** 1 Blue Book Directory, 4 issues TDI World & eBlue Book until expiration date

- If paying by check or money order, enclose a US Check/Money Order payable to TDI and mail with this application to address below. There is a \$25 fee for checks returned due to insufficient funds.
- **Businesses:** If paying by Purchase Order – please attach copy of purchase order
- If paying by credit or debit card: Type of card: ☐ Credit ☐ Debit  
 Card issuer: ☐ MasterCard ☐ VISA ☐ American Express

Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Mail or fax completed application with payment information to:

TDI - 8630 Fenton Street, Suite 604, Silver Spring, MD 20910-3822  
 Phone: 301-589-3786 • Video: 866-970-6836 • TTY: 888-202-1120 • FAX: 301-589-3797

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# TDI In Action

July–September 2008

## TELECOMMUNICATIONS ACCESS

- TDI and other consumer organizations opposed Sorenson's request to continue using proxy numbers that they had assigned to their videophone (VP) users. Sorenson asserted that the Federal Communications Commission (FCC) should not phase out those numbers that their users had come to rely on over the years while the consumer groups stressed the importance of having a legitimate phone number so there would be less confusion.
- In the matter of several videophone providers' request for reconsideration of the default provider having access to the database, TDI and other consumer organizations proposed to the FCC that we allow the industry to work out a compromise solution. When a videophone user gets the phone the first time, whoever provided him with the phone has access to the listing. However, when the consumer wants to change the default video relay service (VRS) provider for the phone device, they should be able to port (transfer) their numbers to the new VRS provider.
- In addition to an ex parte meeting with FCC Commissioners, TDI along with various consumer organizations filed comments and reply comments supporting proposed improvements in speech-to-speech (STS) relay services. Among other things, the new rules would require that an STS Communications Assistant (CA) must stay on the call at least 20 minutes and wait at least sixty seconds before hanging up a call that has gone silent. STS callers should have the option to mute their voices or not and be reminded that the call is

confidential. STS providers need to increase their outreach efforts and be able to train new STS users. The consumer groups also suggested that Internet based STS calls be reimbursed at the same rate as conventional STS.

- TDI signed on to a petition for rulemaking by the FCC in support of Sorenson Video Relay's proposal encouraging the FCC to take steps to make broadband more affordable to deaf, hard of hearing and speech-disabled people by allowing them to use existing Low Income Programs (Lifeline and Link Up) for broadband Internet access service with monies from the Universal Service Fund (USF).
- TDI signed on with Hearing Loss Association of America in their comments to the FCC urging modification of the de minimis rule in the hearing aid compatibility regulations so that it applies only to small businesses. This rule exempts manufacturers of one wireless device from having to make the sole product in their line-up hearing aid compatible. The intent of this rule was to exempt only businesses with small product lines from making their phones hearing aid compatible. However, this exemption had the unintended effect of allowing Apple Corporation to make their widely popular iPhone not compatible with hearing aids. At the time of the filing, the iPhones that were available then were not compatible.
- TDI sent an ex parte letter to the FCC supporting the merger between Verizon Wireless and Alltel Corporation. This particular merger would benefit many people who are deaf and hard of hearing that live in rural areas of the United States.
- On July 25, TDI sent out an eNote announcing the second annual Broadband Changed My Life™ essay contest sponsored by the

Alliance of Public Technology, What Would You Do if You Were President for a Day?

## MEDIA ACCESS



- TDI and Hearing Loss Association of America (HLAA) co-sponsored a workshop by the Federal Communications Commission (FCC) in Wilmington, North Carolina about how the change to digital television will affect deaf and hard of hearing viewers in North Carolina and around the country.
- The FCC issued several fact sheets to help deaf and hard of hearing television viewers in their transition to digital broadcasting, as analog signals will cease transmitting by June 12, 2009.
  - Analog TV and Captioning [http://www.fcc.gov/cgb/consumerfacts/CC\\_converters.html](http://www.fcc.gov/cgb/consumerfacts/CC_converters.html)
  - Digital TV and Captioning <http://www.fcc.gov/cgb/consumerfacts/dtvcaptions.html>
  - Digital TV Troubleshooting Guide <http://www.fcc.gov/cgb/consumerfacts/troubleshootguide.html>
  - Additional fact sheets can be found at [http://www.fcc.gov/cgb/information\\_directory.html](http://www.fcc.gov/cgb/information_directory.html)
- Claude Stout gave a presentation, "Where Did My Captions Go?" at the Pennsylvania Society for Advancement of the Deaf Conference in York.

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# Microsoft **Accessibility** Technology for Everyone

[www.microsoft.com/enable/](http://www.microsoft.com/enable/)

**Microsoft**



# TDI In Action

July–September 2008

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- TDI signed on to the comments filed with the FCC regarding the Motion Picture Association of America's proposal to allow early release of digital films through on-demand television program venues to require captioning and video description of all films shown.

## EMERGENCY PREPAREDNESS

- Jim House provided feedback to the Rehabilitation Engineering Research Center for Wireless Technologies on proposed Commercial Mobile Alert System (CMAS). This would be an entirely new system for alerting people of emergencies based on the location of the wireless device. How should the messages be sent out? How long should the messages stay on the screen? What information is included in a message? How will the user know when there is an emergency message – different from regular messages?
- Claude Stout attended the final advisory meeting hosted by the Media Access Group on Access to Emergency Alerts for People with Disabilities at the Public Broadcasting Systems (PBS) headquarters near Washington, DC. The discussion covered the usability of access alerts and how people with disabilities wish to receive these alerts.
- The second Community Emergency Preparedness Information Network (CEPIN) course development process has begun with the selection of subject matter experts (SME). The SMEs have met twice in developing the online course objectives designed to help emergency managers to incorporate the special needs population within their disaster planning scenarios. In addition to people with disabilities, the special needs population also includes people who do not speak English, have limited or no transportation options and many other needs that must be considered during evacuations and response to disasters. To help develop the program, TDI has contracted with the National Terrorism Preparedness Institute at St. Petersburg College (NTPI) to develop the course and with the American Association of People with Disabilities (AAPD) to ensure that the course's message gets out to the widest array of special needs populations.
- CEPIN's original grant has formally ended, however, the first course, Emergency Responders and the Deaf and Hard of Hearing Community: Taking the First Steps to Disaster Preparedness, will continue to be available through the Excess Delivery Acquisition Program and through a partnership with Eastern Kentucky University.
- TDI's Community Emergency Preparedness Information Network (CEPIN) collaborated with the New Orleans Police Department (NOPD) and Communication Services for the Deaf (CSD) to develop a workshop that brings deaf and hard of hearing people together with local police officers. This workshop was presented for the first time at the National Association for the Deaf (NAD) conference in New Orleans, Louisiana on July 11, 2008. Approximately 50 NAD conference participants joined CEPIN Program Director Neil McDevitt, CSD Division Director Glenna Cooper and NOPD Lieutenant Blaine Austin for a 90-minute presentation. The presentation utilized group discussions, Q and A periods and role-play scenarios. The role-play scenarios included a typical traffic stop, a DUI arrest and a domestic violence scenario. Audience members interacted

with Lt. Austin as if it were a real situation. Each scenario was then followed by significant discussion on why law enforcement does the things they do but participants in the audience were engaged with Lt. Austin and asking many questions. The main objective is to familiarize deaf, hard of hearing and deaf-blind consumers with law enforcement operations. However, the unstated secondary objective is to educate the law enforcement officers. When they leave, they are empowered to act as liaisons between the consumer community and their agency.

- CEPIN was represented at the meeting where the U.S. Access Board issued the final report of its Passenger Vessel Emergency Alarms Advisory Committee that will require improvements in how deaf and hard of hearing people are alerted to fires and other emergencies onboard ferries, cruise ships and other passenger vessels on the water.

## INDUSTRY COLLABORATION

- TDI participated in Verizon's activities, including a focus group meeting at the National Association of the Deaf Conference in New Orleans and participating in the Accessible Product and Service Discussion conference call.



## POLICY AND ADVOCACY

- TDI had a presence in the two major political events for advocates with disabilities, the Democratic National Convention in Denver, Colorado and then the Republican National Convention in Minneapolis Minnesota. TDI joined the National Spinal Cord

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## TDI In Action July–September 2008

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Injury Association and the American Council of the Blind in partnership with the World Institute on Disability to develop activities at the conventions, and recruited members and advocates to attend both events.

■ TDI and other organizations filed comments in response to a proposed notice of rulemaking for the US Department of Justice that would update certain language in the Americans with Disabilities Act. Updates proposed by consumer groups include:

- Broaden the definition of text telephones to include voice, text and video-based telecommunication devices.
- Redefine computer aided transcription services to include communication access real-time translation services (CART).
- Allow video interpreting as one of several options for auxiliary aids and services and include several rules such as a dress code. Additionally, those who do not know sign language have the right to an oral interpreter.
- Not encourage the use of written notes for situations more involved than a quick transaction.
- Require captioning of all audible information at sports venues.
- Focus communication on the person with disability not the companion
- Clarify rules on identifying service animals.
- Include assistive listening systems as an accommodation.
- Account for the needs of deaf-blind individuals by addressing Support Service Providers (SSPs).



Observers at the 2008 Democratic National Convention in Denver, Colorado on August 27 from left to right: Daniel Martin, Jerry Moers, Betty Moers, Julie Moers, Ken Koch, Kelly Gibbs and Cliff Moers. These observers also met with Senator Ted Kennedy from Massachusetts, Representative James Langevin from Rhode Island and Representative Steny Hoyer from Maryland.



Observers at the 2008 Republican National Convention in Minneapolis, Minnesota during the first week of September – from left to right: Mary Hartnett, Jay Wyant and House Representative Heather Wilson (R-California). Other convention participants were Bruce Hodek and Teika Palkans. These observers also met with Senator Orrin Hatch from Utah and Representative James Ramstad Minnesota.

- Clarify public accessibility for people who are deaf or hard of hearing.
- Allow 9-1-1 and public safety answering points

(PSAPs) to respond to calls other than TTY or Voice using new technologies.

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[www.consumer.att.com/relay/](http://www.consumer.att.com/relay/)  
[www.att.com/disabilityresources](http://www.att.com/disabilityresources)



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## TDI In Action

July–September 2008

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### 2008 TDI Consumer Advocacy Training Off to a Good Start in Boston

Seated in front: (L-R) Laura Meier, Carol Hilbinger, Nini Silver, Linda Sakin, Linda Fafard and Galaxy, "our mascot." Standing in Rear: (L-R) John Pirone, Susan Wolf-Downes, Carl Richardson, Carole Rossick, Christine Thompson, Phil Jacob, Tom Driscoll, Glenys Crane-Emerson, Anne Girard, Hamilton Relay Sponsor; Pamela Zellner, Claude L. Stout, Co-Instructor; Lisa Chiango and Cheryl Heppner, Co-Instructor



**T**DI's Consumer Advocacy Training Seminar continues to be popular in 2008. Fifteen participants attended this two-day workshop in Boston sponsored by Hamilton Relay. The activity-filled seminar took place at the Massachusetts Commission for the Deaf and Hard of Hearing offices near Boston. The co-instructors were Cheryl Heppner from Virginia and Claude Stout, executive director of TDI.

Dixie Ziegler, Vice President of Hamilton Relay adds, "Hamilton Relay is proud to have sponsored this comprehensive advocacy training program. TDI is an excellent source of knowledge in the area of consumer advocacy, and the seminars have

provided individuals with essential information and strategies that allow them to move forward effectively in their efforts. As participants grow in their ability to be positive and effective advocates, not only are benefits realized on a local basis, but the benefits extend to the relay industry and beyond."

Each two-day seminar began with an overview of how consumers can change the world they live in through advocacy and generate influence as a dynamic demographic group. Participants also studied the best practices of networking with community-based organizations and state agencies while they got a glimpse of upcoming technologies.

Heidi Reed, Commissioner of the Massachusetts Commission for the Deaf and Hard of Hearing said, "Consumer advocacy efforts have been an effective force for achieving exemplary communication access and innovative services..."

Nini Silver, a community organizer with the Disability Policy Consortium had rave reviews for the Boston training. "Your training was FABULOUS! ... I would HIGHLY recommend this training to anyone who is involved in advocacy!"

These participants continue to collaborate on their group projects to improve access to hospitals and to movies.



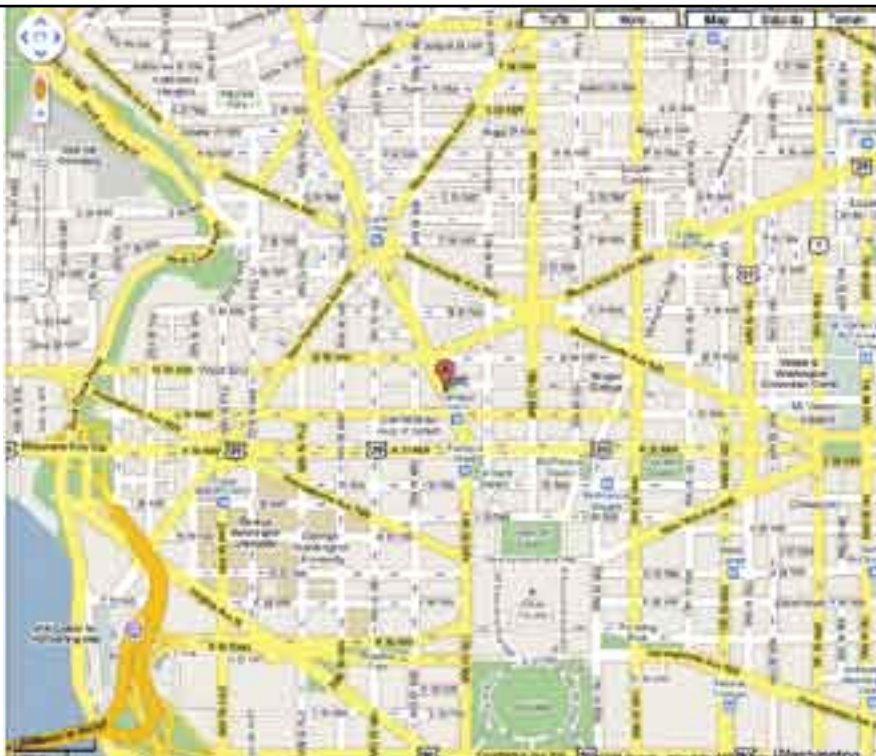
# TDI Conference Hotel Registration Information

Ask for the special TDI Conference Rate (\$179/night plus taxes) when you make your reservations.

Call Renaissance Hotels toll free reservations at 1-800-HOTELS1 and ask for the 18th Biennial TDI International Conference Room Block.

Call The Mayflower in-house reservations department at 202-776-9251 and ask for the 18th Biennial TDI International Conference Room Block.

Go online to <http://www.marriott.com/hotels/travel/washh?groupCode=EBIEBIA&app=resvlink&fromDate=7/27/09&toDate=8/1/09>



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