



WORLD

Technology News and Commentary for Deaf and Hard of Hearing People



How Technology Has Changed Accessibility in Our Lifetimes



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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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Board Views



BY DR. ROY MILLER
TDI President

Please tell us
what you think
of the new site
by completing
the online
survey that can
be found there.

Welcome to TDI's New Website

TDI has been working for a long time to develop a new and improved website, and I am delighted to announce that it is now available for public access. Visit our new website by going to www.TDIforAccess.org, and after you have browsed the site please give us your feedback by clicking on "Advocacy >> Consumer Surveys."

The website features a little bit of content from our old website, and a lot of new content. On the home page, you can see what a variety of communications technologies looked like back "then" and what they have evolved to "now." You can access past issues of the electronic TDI newsletter (TDI eNotes, right column) as well as subscribe to and unsubscribe from TDI eNotes. Tabs can be found that provide quick access to the different sections of the website, and you can enter text into a search window and it will immediately display links to everywhere in the website that the given text appears.

In the "**ADVOCACY**" section of the website, you can review some milestones in the history of policy developments affecting deaf and hard of hearing people. On the "TDI in Action" page, you can learn about the many advocacy activities that TDI engages in. From that section you can complete TDI surveys, sign petitions that TDI distributes, and easily file complaints online with the Equal Employment Opportunity Commission (EEOC), the Federal Communications Commission (FCC), and the U.S. Department of Justice (DOJ). You can file your comments with the FCC in response to a Notice of Proposed Rulemaking (NPRM), and you can review many of the comments that TDI has filed with the FCC over the past few years.

You can study a couple of important Consumer Action Guides (the Caption Action Guide and the Airline Travel Action Guide), and you can find a list of many requests for TV caption waivers that TDI has fought.

The "**RESOURCES**" section of the website is full of useful links to websites of possible interest to deaf and hard of hearing people. It features resources concerning telecommunications, media, emergency preparedness, and information technologies. Those resources include links to a great many government agencies and programs (both federal and state level), non-profit organizations, and private companies, including Telecommunications Relay Service (TRS) providers (both landline and Internet), wireless communications providers, captioning services, and captioned movies search engines. You can read or download past issues of the *TDI World* magazine, and you can review important articles from past issues of the TDI Blue Book. In addition, you can browse through a variety of milestones in the history of telecommunications, media, and emergency preparedness.

In the "**MEMBERSHIP**" section of our new website lists the benefits of joining TDI, and you can either join TDI or renew your membership there. You can pay your memberships fees online or download the Membership Application Form and mail it in to the TDI office. You can also check to see if your membership in TDI is current, and if your contact information is listed in the TDI Blue Book.

At the time of this writing, the "**EBLUE BOOK**" section of the website is not yet complete, but when it is finished TDI members will be able

BOARD VIEWS Continued from page 2

to search the online eBlue Book for contact information regarding friends, business associates, government agencies, and deafness-related service providers. In addition, TDI members will be able to update their own eBlue Book information, thus ensuring that their contact information is always current.

In the “**SUPPORT TDI**” section you can review the many different ways that a person can support TDI while it pursues its mission of providing leadership in achieving equal access to telecommunications, media, and information technology for people who are deaf or hard of hearing. In the “**TDI Store**” section one can make online purchases of publications that TDI distributes, including the current *TDI Blue Book*, *A New Civil Right* by Karen Peltz-Strauss, *A Phone of Our Own* by Dr. Harry Lang, and *One Thing Led to the Next: The Real History of TTYs* by Bill Graham. And in the “**CEPIN**” section one can learn all about the TDI project funded by the Department of Homeland Security (DHS) called the Community Emergency Preparedness Information Network (CEPIN). This includes CEPIN fact sheets, newsletters, videos, and course descriptions.

On every page of the website there are buttons that you can click to visit TDI on either Facebook or Twitter, and to make an online donation to support the work of TDI. There is also a complete site map that makes navigating the website's many pages simple and easy.

In the “**PHOTO GALLERY**” section one can enjoy a variety of pictures and slideshows from past TDI conferences, TDI exhibits, and training workshops. For history buffs, there are some old photos from the TDI

archives, including a picture of a Model 15 TTY, which will give you an idea of what telecommunications technology for deaf people looked like when TDI was founded in 1968.

The “**ABOUT TDI**” section of our new website contains a variety of information concerning TDI and its programs. There you can review some milestones in TDI's history, learn who is on the TDI Board of Directors, nominate people (including yourself) who you think would make good Board members, meet the TDI staff, and get complete contact information for the TDI office. You can familiarize yourself with all of the awards that TDI presents, review the complete list of past award winners, and nominate a person who you believe would be a worthy recipient of a TDI award. Complete information concerning the next Biennial TDI Conference can be found there, including the Call for

Presentations, both online and printable registration forms, and information for possible exhibitors, advertisers, and sponsors. Our next conference will be held at the Hyatt Regency Hotel in Austin, Texas, on June 2-4, 2011, and you can get a variety of information about the hotel and city attractions on our website.

We sincerely hope that you will find time to visit the new TDI website, and that you will find information of value there. Please tell us what you think of the new site by completing the online survey that can be found there. The survey will take only a few minutes of your time, and it will help us “fine tune” and further enhance the website in the future. As always, the opinions and desires of the people we serve are of the utmost importance to us.



Capitol Commentary



BY CLAUDE STOUT
TDI Executive Director

Come Take a Ride Back in Time

This issue of *TDI World* spotlights telecommunications technologies that we enjoy in our daily lives. Our main article features five very different deaf and hard of hearing individuals who all have one thing in common: They make use of the latest technologies at home, in the workplace, in the community, and “on the go.” They’ll tell you how.

Although this issue celebrates the modern tech marvels we enjoy in our daily lives today, I thought it’d be both fun and illuminating to take you on a little trip in my time machine. It puts today’s technologies in perspective and shows why they are so important in helping us achieve full inclusion and independence.

So hop on the time machine with me....whirrrr....and woosh....we’re back in....

1959

... at the North Carolina School for the Deaf in Morganton: Look, there I am, a five-year old boy! I’m participating in some fun and games with other kids my age in the dorm. There’s a black and white TV showing “The Wizard of Oz” and the Wicked Witch of the West is on her broom skywriting threats to Dorothy. It is scary, no question, but not captioned; nothing on TV was then. We often asked the hearing dorm counselor to tell us what was going on. Same thing with that black telephone (rotary dial!) on the table: only for dorm counselors, not accessible to students. Like Dorothy, my friends and I could not call home.

Wooshing onward...

1970

.... in high school: Me and my friends are walking in downtown Morganton on the way to a movie...it’s “Patton.”

Continued on page 6



Me with classmates and a teacher at the North Carolina School for the Deaf; and an old Wizard of Oz poster that reminds me how much more I enjoy the movie captioned.



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CAPITOL COMMENTARY Continued from page 4



George C. Scott as Patton in the 1970 movie.

We actually went to movies a lot, even though we could never follow the plots too well without any captioning. At Patton I pestered a hearing staff member, who also happened to be an avid military history buff, to explain parts of the story. Later...back at the dorm....the dorm counselor helped interpret a phone call from my parents. Back then there were no TTYs....no relay services....no way for me to call home on my own. Toto, we're still stuck.

1978

... at Gallaudet: Twenty-four years old now, almost ready to graduate from Gallaudet College with a bachelor's degree in business. I'm in the dorm office making my weekly call home now that Mom and Dad have a Superphone TTY. This device seemed amazing and we often enjoyed good chats. But we needed to be careful and watch the time because long distance phone calls cost a lot of money back then, and it didn't help that we

had to type back and forth. After the call, I join my friends and other students in the lounge to watch the rebroadcast of the ABC Evening News at 11:30 p.m. with open captions on the local PBS channel. Even though the half-hour program came on very late the lounge was always packed as we watched the day's events unfold.

...THE 1980s

... at NAD headquarters and at home. That's me in 1983, still with some hair, and my wife Judy in my office at the National Association of the Deaf (NAD), where I worked as Associate Executive Director for Business Services. In the corner you can see an old Model 15 TTY, one of the



My wife Judy and I in my office at NAD.

first telecommunication devices for the deaf. But by then computers were starting to become common, and I soon got a PC in the office to help me balance the books. I also purchased our first home computer, a 512K Macintosh (the "Fat Mac"). And look there: You can see me opening a present at home. Not important, but behind me is a Sony floor TV with a TeleCaption decoder hooked up. What an incredible advancement

Open captioned ABC Evening News in the 1970's.

Continued on page 8



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Notice behind me the original TeleCaption TV decoder on top of my TV.

CAPITOL COMMENTARY Continued from page 6

that was. For the first time we could understand regular TV programs at home without a hearing person in the room! We also got our own Superphone TTY with a visual alerting system. When the phone rang, lamps all over the house flashed on and off. The lamps also blinked when someone rang the doorbell, and there was a special strobe light for the smoke detector to wake us up if a fire broke out during the night. Boy, were we wired!

WOOSHING THROUGH THE LAST TWO DECADES

... And what a woosh it is! The Americans with Disabilities Act (ADA) ushers in an age of unprecedented communication access. The Decoder Circuitry Act does away with TV set-top boxes. Telecommunications

relay services (TRS) make it possible for us to call anybody at any time. The Internet revolution brings email, instant messaging and also video chat, which set the stage for video relay and other improvements to TRS. I even get a CapTel phone for my home enabling me to talk directly to those in my family who can hear and read what they say to me on the CapTel screen.

Woosh....whirrr...wooooosh!

LOOKING AHEAD

With the implementation of the 21st Century Communications and Video Accessibility Act (CVAA), I will be able to use the relay directly from my videophone to a person who has only a TTY or a captioned telephone, something we couldn't do before. Soon all network TV shows with captions will also be captioned if they are later shown on the Internet, giving Judy and me more options for viewing the shows. Judy will be able to jog in the park and come home as soon as she receives a severe storm warning on her iPod. And our children will be able to see and talk with us directly from any new cell phone with video capability, bypassing relay services, something I wish I could have done with my own parents.

TDI's job is to make sure all new telecommunications technologies are accessible to everyone. We will be showcasing the latest accessible technology and discussing what we need to advocate for going forward at the 19th Biennial TDI Conference in Austin, Texas, on June 2-4, 2011. We invite all of you to come and woosh along with us into the future.



Our Stout family photo for Christmas 2010

Meet Bill Graham, *TDI World* Associate Editor

Hi there,

This issue of *TDI World* marks my first as associate editor. Before you offer the magazine your condolences, be aware that I have been in publishing for a quite a while, since before the word Internet was coined, in fact. As an editor at The World Book Encyclopedia, I used a Wang well into the 1980s. I composed the first newsletter of the Association of Late-Deafened Adults (ALDA) on a typewriter. It wasn't until I began working as an editor of Microsoft Encarta Encyclopedia in 1996 that I actually used a computer on the job. As you might imagine, I had some serious ramping up to do there.

Microsoft spit me out a decade later before I was even close to attaining geekhood. But I had learned my way



around technology a bit. In my first year at the company I pushed for and helped develop closed captioning for Encarta's video clips. As far as I know, Encarta was the first multimedia reference tool with captioning. We

won an award, in any case.

Today I pretty much live on computers, cell phones, and VRS as a freelance editorial consultant and as Director of Education and Advocacy with Alternative Communication Services (ACS), a voice-to-text company. I am delighted to have an opportunity to ply my trade with TDI, an organization I have admired since I became deaf in the 1970s. For my first trick I was going to use a Wang, but I couldn't find one on Craigslist.

I hope you enjoy this issue. Please let me know if you have ideas on how we can improve *TDI World*. Don't be shy; I only flame people who bad-mouth accessible technologies.

Cheers,

Bill Graham

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Accessible Tech



BY JAMES HOUSE
TDI World Editor

With the unimaginable growth and evolution of the Internet, life changed dramatically for most people. And this obviously was true for deaf and hard of hearing people



Has Accessibility Come of Age?

While I do not consider myself a computer whiz kid, I love to explore what my computer can do. I remember buying my first home computer in 1992 after using one for several years at work. Little did I realize at the time that I and millions of other PC folks were just getting started on a wild ride where the technology and the software constantly evolved over the years.

OPERATING SYSTEMS

I burrowed into that new computer, which had the newly released Windows 3.1 operating system. Having had no formal training on computers, I learned many things the hard way. But Windows opened a completely new world for many of us. After using the old DOS system at the office, I felt this was a giant leap forward.



Windows 3.1, first sold in 1992

It wasn't always pleasant: I can't tell you how many times I had to use the three-finger CTRL + ALT + DEL command to escape the Blue Screen of Death when Windows froze. (Stop



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ACCESSIBLE TECH Continued from page 12

laughing, you Mac people.) But despite its sometimes exasperating faults, Windows 3.1 brought many users into home computing. With ten 5.25" floppy disks in the package, installation was very tedious, although it didn't seem so onerous then. Today, Windows 7 can be installed from one disk and most software can be downloaded from the Internet in seconds. We also have a choice of several operating systems that work with our computers and mobile devices. We can pick whatever meets our needs and budget.

KEYBOARD AND MOUSE

Of course, PCs and Macs are not very useful without some peripherals. The basic computer peripherals are the keyboard and the pointing device, typically a mouse. Through the years TDI has worked with Microsoft and Apple to help ensure that these and other computer hardware be accessible so that deaf and hard of hearing people can enjoy the full potential of computers. One important concern early on was the fear that sound would become the preferred way of using computers, perhaps displacing

keyboards and mice. Year by year speech recognition software such as Dragon NaturallySpeaking improved in accuracy and ease of use. Over time we became reasonably confident that the keyboard was not going to become obsolete in the foreseeable future so we turned our attention to other areas, such as the Internet and TRS.

INTERNET AND TRS

With the unimaginable growth and evolution of the Internet, life changed dramatically for most people. And this obviously was true for deaf and hard of hearing people, as email, eshopping, ebilling — e-everything — leveled the playing field for us as never before. Lately that field has gotten disturbingly bumpy with the ubiquitous spread of uncaptioned online video. But all things considered, the Internet has been double thumbs up.

The Internet also brought amazing changes in telecommunications relay services (TRS). We have had the relay now for nearly 20 years but the forms of TRS used by many people today look much different from what we started with. Forms like Video

Relay Service (VRS), Internet Protocol (IP) Relay Service, and IP Captioned Telephone Service have changed the TRS landscape and has gotten us even closer to the ideal of functional equivalency in speaking to people

who are in other places.

Title IV of the Americans with Disabilities Act (ADA), which established regulations for accessible telecommunications services, laid the groundwork for TRS. Many of us can appreciate the foresight of whoever wrote those regulations for ensuring that use of relay services will not be hindered by innovations in technologies.

COMMUNICATION ACCESS TO BUSINESSES

Another section of the ADA, Title III, requires that private businesses be accessible to people with disabilities. The ramps and Braille signs we see in so many places have directly resulted from Title III. But what about communication access for deaf and hard of hearing people? Recently I wrote comments for the U.S. Department of Justice proceedings held to update ADA regulations related to the accessibility of Web information and services. As I did so, I realized that we are making good progress to ensure access in the world of information technology. Courts are beginning to agree that businesses need to be accessible online, just as in their brick-and-mortar facilities.

Today, many large businesses with a huge customer base, such as cable TV providers, telephone companies, and utilities have web sites that are wonderfully interactive. Among my favorites are customer service or tech support sites that include live chat, a viable alternative to using the relay for a direct conversation about your problems. You log in, give your name, and typically wait just a short time for the next available agent. Once you connect,



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ACCESSIBLE TECH Continued from page 12

you can have a chat session similar to instant messaging. In most if not all cases, you are able to save a record of your conversation for future reference. Some of these services are available 24/7, which can be really convenient. It pays to explore the Web sites of companies with which you frequently do business—they may have some very useful communication tools that you've overlooked.

INTO THE FUTURE WITH CVAA

The Communications and Video Accessibility Act (CVAA) promises to bring us even greater communication access online. Among other things, within the next few years CVAA will require that:

- Interconnected Voice over Internet Protocol (VoIP) service providers pay into the federal fund for TRS so

that VoIP services will eventually be available on calls between Internet-based or landline phones.

- Internet browsers and content on mobile phones be accessible to people with visual disabilities.
- Deaf-blind people will be able to make telephone calls either on landline systems or through the Internet.
- Access to 9-1-1 and other emergency services be available on the Internet through voice, video or text.
- Broadcast television programming transferred to the Internet be capable of displaying captions and video description.
- Emergency alerts be accessible on the Internet.

More and more manufacturers are noticing our needs. Even before CVAA went into effect, I encountered an increasing number of Web sites that offer captioned videos. I love such surprises—I still vividly remember when several years ago I inserted a DVD of a TV show into my newly purchased laptop computer. The computer's DVD player began to show captions even before I thought to enable the subtitles. That made my day!

When you come across surprises in accessibility that make your day, please share them with us. Companies and organizations that stand out from the crowd in providing communication access deserve to be recognized as models of best practices. Together let's tell them: double thumbs up, way up.

The advertisement features a light blue background with a large, stylized 'anywhere' text in the upper center. Below the text, three computer setups are shown: a Windows laptop on the left, an Apple laptop in the middle, and a Linux desktop system on the right. Each screen displays a video chat session with a person. Below the computers are the respective operating system logos: Windows, Apple, and Linux. At the bottom, the text 'Tru-biz, it's all Internet.' is written in a large, bold font. In the bottom left corner is the 'convo' logo, and in the bottom right corner is the website address 'convoanywhere.com'.



How Technology Has Changed Accessibility in Our Lifetimes

Ever since its inception in 1968, TDI has pushed for equal access to telecommunications and media. Our efforts have consistently won praise from consumers, educators, and business leaders alike, and we continue to play an important role in making sure that advancements in communication technologies won't leave deaf and hard of hearing people behind. When TDI goes to the Federal Communications Commission, the Department of Justice or Congress, we don't dwell on the negatives; instead, we speak of how new communication technologies, if accessible, can open many doors of opportunity for us.

One of the most pressing concerns on people's minds today is employment. Without tools for accessibility, many deaf and hard of hearing people might not have their present jobs. Some of us can remember the days when we couldn't find a job that matched our skills simply because we cannot hear on the phone – even if the main duties of that job did not require use of the phone!

Now we have a myriad of options that provide the functional equivalence



Five Stories

of using a phone. The Federal Communication Commission (FCC) Fact Sheet on Telecommunications Relay Services (TRS) lists nine different forms of TRS...nine options! Check out the FCC list at <http://www.fcc.gov/cgb/consumerfacts/trs.html>.

Our telecommunication options aren't limited to TRS, of course. There's that now old standby email, as well as instant messaging (IM), IM video chat, VRI (Video Remote Interpreting), remote CART (Communication Access Realtime Translation), Voice over Internet Protocol (VoIP) services like Skype, stand-alone Web sites such as ooVoo and CamFrog, and more. You really have no excuse not to get that computer problem fixed by a tech support person in India or Singapore.

It's all fascinating from a technical standpoint, but first-hand testimonials bring tele-technologies to life. This

issue of *TDI World* features five individuals who have graciously shared how they cope with their communication needs on a day-to-day basis. **DANA MULVANEY**, a hard of hearing consumer advocate who lives in Rockville, Maryland, relies on a variety of telecommunication tools to connect with people across the miles. **ARIELLE SCHACHTER**, a high school student with hearing loss from New York, also deploys an arsenal of tools, and they have helped her establish her independence at an early age. (Arielle's mother is a leading advocate for accessibility and was instrumental in bringing captioning to Yankee Stadium. She was featured in a previous issue of *TDI World*.) **ELIZABETH SPIERS** of Richmond, Virginia, has additional technology that helps her deal with low vision in addition to hearing loss. She works for a state agency serving people who are deaf-blind. **TIM KINDBLADE**, a deaf handyman and contractor in Portland, Oregon, uses some of the latest video technology to keep in touch with his customers

Continued on page 21

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TDI's Mission is to provide leadership in achieving equal access to telecommunications, media and information technologies for all Americans with late-deafened and hard of hearing.

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The 19th Biennial TDI International Conference June 2-4, 2011 • Austin, Texas

The 21st Century Communications and Video Accessibility Act: Challenges and Opportunities

Partial Schedule of Events

DAY 1 - THURSDAY JUNE 2

CVAA - Title I Communications Access Day

Opening Keynote:

Mr. Michael Copps, Commissioner, Federal Communications Commission (FCC)

Plenary Session:

Global Public Inclusive Infrastructure by Dr. Jim Tobias, Inclusive Technologies

Breakout Workshops:

1. Forum with the Co-Chair, FCC's Emergency Access Advisory Committee, David Dzumba
2. "Building the Future with Accessible Products and Services" panel discussion moderated by Cheryl Heppner - NVRC, with Toni Acton - AT&T, Mike Ellis - Sprint, and David Coco.
3. Accessibility in Action – Real Solutions for You! – Jeffrey Dallos, Team Leader, U.S. Department of Defense's Computer/Electronics Accommodations Program
4. "Apps for the Deaf and Hard of Hearing" panel discussion moderated by Neil McDevitt - CEPIN/TDI, with Daniel Fok – RIM, Mike Ellis – Sprint, Matt Gerst - CTIA, Tamara Suiter-Ocuto and Karl Ewan.
5. Interoperable Communications for Everyday and Emergencies – Lisa Astrom, Omnitor, Stockholm, Sweden
6. NG9-1-1 and the ADA – Toni Dunne, Public Safety Marketing Analyst, Intrado

Afternoon Keynote:

Federal Emergency Management Agency: Its Commitment to Disability Access by W. Craig Fugate, FEMA Administrator (via video) and Marcie Roth, Director, Office of Disability Integration and Coordination, FEMA

President's Reception:

A brief special recognition program for the four-member Coalition of Organizations for Accessible Technology (COAT) Executive Committee, as well as a number of key industry and government players who contributed to the success of the passage of the 21st Century Communications and Video Accessibility Act of 2010

DAY 2 - FRIDAY JUNE 3

CVAA - Title II - Video Programming Day

Keynote:

The Federal Government's Role for Your Travel/Commute/Work by Richard Devylder, Senior Advisor for Accessible Transportation, Office of the Secretary, U.S. Department of Transportation

Breakout Workshops:

1. Accomplishments and Challenges with Titles II and III of the Americans with Disabilities Act with Brian Determan, Deafness Resource Specialist - Region 7, Communication Access Ability Group - Austin, Texas
2. Video Conferencing in the 21st Century with Jeff Rosen - ZVRS
3. Project Endeavor – Providing Services for Broadband Access, Nikki Darland, Holly Elkins, and Kim Barron, CSD

4. Accessible Telecollaboration and Web Conferencing in the Workplace – Dr. Christian Vogler, Dr. Judy Harkins, Paula Tucker, & Norman Williams, Technology Access Program, Gallaudet University
5. Interoperability Across Videophones, VRS, and Off-the-Shelf Equipment – Dr. Christian Vogler & Norman Williams, Technology Access Program, Gallaudet University
6. Are We There Yet? The Journey to Full & Equal Technological Access – Howard Rosenblum & Shane Feldman, NAD
7. Supporting the 21st Century Communications and Video Accessibility Act with Captioning for Video and Live Meetings – Andrew Kirkpatrick, Adobe Systems
3. Development of Auto-Captioning Tool for YouTube Videos - Ken Harrenstein, Google
4. Consumer Groups' TRS Policy Statement" panel discussion moderated by Claude Stout - TDI, with Cheryl Heppner - NVRC, Lise Hamlin - HLAA, Shane Feldman - NAD, David Myers - Texas DARS Office of Deaf and Hard of Hearing Services, and Eileen Alter, Relay Texas, Texas Public Utilities Commission
5. "Smart Phones in the Market" panel discussion moderated by Jim House - TDI with Jeff Kramer - Verizon, Daniel Fok - Research in Motion and Maggie Schollar – Sprint
6. How to Tell a Tweet from a Yahoo – Sheila Conlon Mentkowski & Alex Mentkowski
7. Blackberry and the 21st Century Communications and Video Accessibility Act: Emerging Solutions for Deaf & Hard of Hearing Individuals, Daniel Fok, Research In Motion
8. Advocacy for Movie Captioning: An Update and Current Issues with ADA, John Waldo, Advocacy Director and Counsel, Washington State Communication Access Project
9. "Video Relay Services: Lone Star State's Retrospect and Vision" panel discussion moderated by Becky Rosenthal - TDI with Paul Rutowski, Larry Evans and Betty Bounds.
10. "Current & New Offerings in Captioned Telephone Relay Services" panel discussion moderated by Lise Hamlin - HLAA with Frank Endres - Purple, Mitchell Levy - Hamilton, Damara Paris - Sprint, Cheryl Heppner - NVRC, and Carol Sliney - TDI.
11. Internet-based VRS & Mobile P2P Offerings in the Market" panel discussion moderated by Phil Jacob - TDI with Ed Bosson - Convo Relay, Kelby Brick - Purple Communications and Tim Rarus - ZVRS.

DAY 3 - SATURDAY JUNE 4

CONSUMERS DAY - caFREE WORKSHOPS

Keynote:

Consumers: The Driving Force Behind Advancements in Accessible Communication Technology by Greg Hlibok, Chief, Disability Rights Office, Consumer & Governmental Affairs Bureau, FCC

Breakout Workshops:

1. Accessibility in Video Games - Bill Van Buren, Producer and Designer at Valve Software, makers of the popular Half-Life, Portal, Left 4 Dead, Counter-Strike, and Team Fortress 2 games, will talk about how Valve is committed to producing accessible video games. Bill will also talk about how accessibility is created and will ask participants for ideas on how to improve accessibility in future games."
2. "Hearing Aid Compatible Phones in the Market" panel discussion moderated by Lise Hamlin - HLAA with: Toni Acton - AT&T, Mike Ellis – Sprint, and Rose Minette - DARS Office of Deaf and Hard of Hearing Services

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The 21st Century Communications and Video Accessibility Act: Challenges and Opportunities

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| President's Reception (June 2) | \$ 60 x _____ = \$_____ | \$ 60 x _____ = \$_____ | \$ 60 x _____ = \$_____ |
| Professional Luncheon (June 3) | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ |
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| Awards Luncheon (June 4) | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ |
| Entertainment Show (June 4) | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ | \$ 50 x _____ = \$_____ |
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*In order to qualify for the above "consumer" rates, you must pay registration fees with personal funds. If you are currently a "Non TDI Member" you can easily become a member and be eligible for the discounted "TDI Member" rates. Simply go to www.TDIforAccess.org, complete the membership application, pay the annual membership fee of \$40 and you are done!

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ACCESSIBILITY Continued from page 14

and suppliers while on the go. Finally, **BILL GRAHAM** of Cary, Illinois, has bilateral cochlear implants and typically uses VRS and voice carryover to get things done.

Let's let them take it from here.

DANA MULVANY

Probably the biggest change that's occurred for me with telecommunications is the availability of Web CapTel, an online service offered by Hamilton Relay and Sprint Relay for people with hearing loss who can speak to the other party. I use this a great deal when I am calling someone I do not know or if I have trouble understanding his or her speech. I like being able to use a cordless phone with a hearing-aid compatible headset so that I can still hear as well as possible but have mobility, and I like to be able to read the transcription on my computer.

I have a CapTel® 800i phone that uses an Ethernet connection to my DSL router. I also have a CapTel 800 phone, which can be used with two phone lines to receive incoming calls.

Google Voice is another significant technological change for me. I use my free Google Voice number to let people call me on all of my phone numbers: my cell phone, my landline and my Vonage number. This increases the chances of being alerted to a phone call and lets me use the caller ID information that my cell phone provides. If I am not able to answer the call, Google Voice uses machine transcription for the voice message and sends the text to my email address and my cell phones. I can listen to the message on the Google Voice web page, and see each transcribed word highlighted as the message is played. Although there can be many mistakes with the transcription, the

text message is usually close enough to be helpful.

I have enjoyed using faster broadband services for video communication via Skype. Being able to speechread and hear the other person at the same time really helps to improve my speech discrimination. It has also been great to see my mother's cat, which enjoys pawing my mother's arm to try to get her attention while she is talking to me.

I am looking forward to eventually getting a hearing-aid compatible mobile phone that has a forward-facing camera so that I can speechread friends and family who use Skype, and which has simultaneous voice and data so that I can use Mobile CapTel with it. However, I see a need for TDI and other consumer organizations to work on making mobile phone plans more affordable to people who need Mobile CapTel. There is currently no truly affordable plan for people who do not anticipate using many voice minutes but who need to use both voice minutes and data to use Mobile Cap Tel for emergency purposes. We also need to be able to receive incoming calls, but most of the discounted programs for deaf people do not give the subscriber with hearing loss the ability to receive incoming voice minutes. I am concerned that many people with severe hearing loss simply will not be able to afford a mobile phone that can meet their communication needs. Using a text-only plan will not work for people who are used to using CapTel at home or work.

TDI has already collaborated with organizations like Hearing Loss Association of America (HLAA) to try to get captioned telephone available in all 50 states without any state restrictions, and I appreciate its efforts in doing that. There is also a need for teleconferences to be accessible to people with severe hearing loss through the provision of

remote CART. Sprint already provides this service, which it calls Remote Conference Captioning, for the federal government and for several states, but there is no federal mandate for people in all 50 states and territories. This has meant that many people with severe hearing loss like myself who don't use VRS have not had effective communication access through the relay service for teleconferences, while people who use VRS have been able to participate in teleconferences at no additional charge. (CapTel is not fast enough to keep up with the speech rate of a teleconference, whereas VRS interpreters generally are.)

I think it needs to be publicized that more hard of hearing people would have much better speech comprehension if they're able to obtain simultaneous video and audio for speechreading purposes. The audio also needs to be high quality, but unfortunately, many mobile phone companies seem to discard the low frequency sounds that hard of hearing people very much need to hear in order to understand speech. Poor quality audio can have a particularly adverse impact on more severely hard of hearing people since they can hear only a limited part of the speech spectrum to begin with. The FCC does not appear to have minimum standards for audio quality, however.

I'm thankful that TDI continues to address telecommunications issues for deaf and hard of hearing people at a national level. I've truly enjoyed the excellent conferences that TDI puts together every two years. Thanks, TDI, for all the work that you do on behalf of deaf and hard of hearing people!

— Dana Mulvany
Rockville, MD

ARIELLE SCHACTER

I cannot hear the ambulance rushing through the night, nor do I hear the gossip fluttering through my school.

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ACCESSIBILITY Continued from page 21

Lunchroom conversations are quickly interrupted by my efforts to understand lost and forgotten words, only to be promptly rebutted by "Never mind." High school is hard—a minefield of social drama intertwined with classes—and becomes even more difficult with a hearing loss. I have a moderate-to-severe loss, which means that I cannot be afraid to say, at least once a day, "I'm sorry, but what did you say?" to a teacher, a friend or a classmate. As a result, I wear a hearing aid in each ear that, along with the help of other technologies, allows me to be an independent teenager.

At school, my free time is spent sitting in the hallways, resting on bags, talking to friends. Every time I walk through the halls, trying not to trample on someone else's bag or legs, I always see at least one girl texting on her phone covertly or I get a glimpse of a little white wire stuck into her ear, trying to mask it with her hair so the teachers don't see it. Well, it took me a year, two months (...and seven days, but who is counting?) to buy my first real cell phone, since shopping for it was difficult: Not many normal-looking phones had email capability (so I could still communicate if my hearing aids broke) and T-coil compatibility (so I get optimal performance with my hearing aids). The T-coil mode on a hearing aid helps prevent sound interference — buzzes and hums that make understanding speech difficult. T-coil compatibility was the requirement above all requirements: I was sick and tired of my inability to hear on phones.

I worshiped my phone like it was a deity as conversations are actually much easier for me by phone (thanks to T-coil compatibility) and texting than face-to-face due to environmental noises and my low



speech discrimination. I never miss hearing my phone ring: I can feel its vibration after a call or text has been received. Texting is amazing since it doesn't require complete sentences to be understood — great when you're in a rush, as I always seem to be. When it comes to texting, I can participate equally with my hearing friends; There is no spoken conversation to miss. It's a silent, subtle, and pervasive technology — what teen does not text? — that allows me to fully communicate rather than stand out like a sore thumb. (That is, unless my thumb is sore from texting. LOL!)

Not everybody wants to stand out for something they have no control over (i.e. a disability), least of all me. While I do not hate my hearing loss, I feel frustrated whenever the technology that is supposed to help me become a normal hearing teenager is a conspicuous declaration of my disability. I am grateful that the 21st Century Communications & Video Accessibility Act of 2010 guarantees that technology will be accessible. As technology advances and is accessible to people with hearing loss, my own capabilities will grow and my hearing loss will probably become invisible.

— Arielle Schachter
New York, NY

ELIZABETH SPIERS

I am hard of hearing and have low vision. I use technology quite a bit in my everyday life — both at work and in my personal life. I have a Blackberry 8705e pager, which I use often. It is a few years old and I am probably overdue for an upgrade. However, I like this pager because it is very easy to use — it is hearing aid compatible and I can adjust the font to 14-point bold, which makes it easy to read. I can use my pager to call hearing family



members and even a cab if I have to do so! I can also check email on my pager using its browser function.

I use built in screen-enlargement software on my computer—both at work and at home. This magnifies what I see on the monitor so I can navigate more easily. In addition, when I use MS Word I can adjust the font and style so I can read it more easily.

I also have used Nextalk Internet relay services, adjusting the font and the contrast to meet my low-vision needs. I also frequently use instant messaging (IM). Again, I can adjust the font and contrast to meet my needs. It is a convenient tool to reach people. Sometimes it is easier to talk to people using IM and Internet relay services than Video Relay Service. I also use state telecommunications relay services from time to time using a large print TTY. English is my first language and sometimes it's easier to understand highly technical concepts in words rather than in signs.

I also use videophones and Video Relay Services. These services are great because they produce conversations at a very natural pace, which is difficult with text-to-voice relay services. I need VRS interpreters and other people who use sign language to wear high-necked, high-contrast clothing so I can see their signs more easily. I have had occasions where I needed to transfer to a different interpreter or request my friends to put on a dark

smock or top so I can see them more easily, which is why I actually prefer text-to-voice relay for certain calls. However, if my special needs are in place—for example, interpreters who are appropriately dressed and who fingerspell more slowly for me — Video Relay Services really work best for me. I had a phone interview recently for a job that was a

Continued on page 24

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ACCESSIBILITY Continued from page 22

particularly successful experience—it led to a face-to-face interview! In this phone call, I asked ahead of time for the interpreter to wear dark clothing and to fingerspell more slowly, and the results were great. Well, I didn't get the job, but at least I was one of the finalists.

So technology really helps me in my everyday life; I hope to try out some of the newer technology soon!

— Elizabeth Spiers
Richmond, VA

TIM KINDBLADE

Technology has definitely made a huge impact on my business, Kindblade Construction, specializing in home repairs, remodeling and improvements.

When I started the business in 1990 all I

had was a TTY, the Oregon Relay Service (text-to-voice), email on my Macintosh computer and a one-way pager. I was restricted to doing my communications (TTY or email) at home before or after work. Later, I had a small portable TTY that I could take with me to job sites but I had to ask permission to use their phones. Eventually, I couldn't do that anymore because customers were switching from analog to digital phones. Then two-way pagers came along and I got several for my crew and family so we could keep in touch. My crew eventually bought them from me.

Today, I have a videophone, the video relay service, a Blackberry that can send and receive emails, pictures and text, and a much quicker and more powerful computer that lets me do research, and find and share information on the Internet. The TTY is still a backup, but I haven't used it in years. All the new

technologies have greatly improved my ability to communicate with my customers by phone, text or email and to keep in contact with my crew and suppliers. I am also in contact with both Deaf and hearing colleagues for sharing advice and problem solving. The Blackberry is great for text and email, not so much for Internet use. I use it mainly to communicate with my customers, suppliers and co-workers. I know there are newer smart phones out there that can do VP and surf the Internet. Someday...

— Tim Kindblade
Portland, OR

BILL GRAHAM

I am myself a work of technology: I have bilateral cochlear implants. My first CI, implanted in 1995, works real good and the second one, done in 2007, not so good, despite about a zillion remaps, my bulldog tenacity, and the compassion of medical professionals.

I hear well enough with my good implant to use the phone in many cases, typically as an adjunct to VRS. I use voice-carryover in all my VRS calls; I absolutely love it when I accomplish something seamlessly via VRS, which is most of the time. However, I am not fluent in ASL (Howard Rosenblum affectionately calls my style of signing Crappy Sign Language, or CSL) and before I start each VRS call I tell the interpreter to sign s-l-o-w-l-y, move the mouth big-time, and don't use ASL idioms (TRUE BUSINESS). You'd be surprised how hard this is for some interpreters to do. But that's another story; I'm drifting.

For more than a decade I used Blackberrys, first the 8700g model and then the 9320 Curve. I used them to do all the miraculous things that make life worth living: email, texting, phone calls, surfing the Web, Facebook, and so on. Greater love of a device hath

no man. More recently I thought I'd go cutting edge and got an Android phone, the G-2. You can download some absolutely incredible apps—Google Voice (oh man!), Kindle, ESPN Scorecenter, Angry Birds, etc.—that can put the whole world in the palm of your supplicating hand. But after three months with Android, guess what? I miss my Blackberrys. They were simple and I'm a simple guy. I'm just not geeky enough for Android, I guess. But you can't beat the video....

Another of my favorite forms of telecommunication access is remote CART (communication access realtime translation or, as many people call tend to call it, realtime captioning). I have used remote CART at business meetings for many years, both meetings over the phone and in person. Once I had a meeting in Dublin and the CART writer was in Nevada. When we started the meeting it was 3 a.m. Nevada time; when we ended it was around noon. And the CART writer was still going strong. Awesome work, awesome access.

So yes, accessible technologies have changed my life...or taken over my life, depending on your perspective. TDI has had a lot to do with that, so... THANK YOU, TDI: Keep up your great, persistent work! (And when you get a chance, give me my life back...)

Bill Graham
Cary, IL

The comments of these five people clearly demonstrate the importance of TRS and other accessible technologies in helping deaf and hard of hearing people be more independent. TDI encourages innovation and accessibility in all areas of telecommunications so that all of us can enjoy a higher quality of life. If you discover an accessible website or online tool that many of us may not be aware of, please do share these unexpected gems with TDI World. Onward!

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WARNING: Please be aware that currently, some numbering limitations of US911 based 911 video calls may prevent automatic retrieval of your location information to 911 emergency authorities. The resulting need to gather this information and convey it to emergency responders manually increases the amount of time for those calls, as well as the risk of error. For this reason, if you do not have a registered 10-digit telephone number, or reside in an area where a geographically appropriate telephone number could not be readily provided to you, the Z™ recommends for you to dial 911 from a TTY or use a traditional TTY relay service to make 911 calls.

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TDI In Action

March - May 2010

TELECOMMUNICATIONS ACCESS

■ On March 2, 2010, TDI had an ex parte meeting with the officials from the Consumer and Governmental Affairs Bureau (CGB) and the Disability Rights Office (DRO) at the Federal Communications Commission (FCC). The consumer groups complimented the FCC on clarifying some rulings regarding compensation. However, those rules were not completely vetted with them. The consumer groups recommended that CGB and DRO consult with consumer groups as a routine part of future rule-making efforts.

■ A Petition for Clarification and Declaratory Ruling on Communications Assistant Transparency was filed on March 9. At issue was a new California state Public Utility Commission (PUC) policy, intended to maintain privacy, that required all third parties to announce themselves in every phone call. Consumer groups noted this policy had a potential adverse impact on calls made through the relay, especially those with captioned telephones. The user experience during those calls would be disrupted by the communication assistant announcing his or her presence on every call and detract from the ideal functional equivalency paradigm.

■ On March 15, TDI signed on to a letter by Hearing Loss Association of America (HLAA) supporting Williams Sound Corporation's Petition for Declaratory Ruling, asking the FCC to clarify and alleviate confusion on radio spectrum bandwidth allocation for assistive listening devices that are



also used for simultaneous language interpretation.

■ On March 20, TDI presented expert witness testimony on functional equivalency and other relay issues in the case of Barbara Jane Howard vs. Board of Pharmacy, State of Alabama. Employed by Walmart as a licensed pharmacist, Ms. Howard was permitted to accept prescription orders from customers at the counter, but was prohibited by the state Board of Pharmacy from accepting orders over the phone because the relay interpreter was considered as an unlicensed pharmacist and should not be "taking prescription orders." The court ruled in favor of Ms. Howard, and she is now able to accept prescriptions independently in person over the counter or on the phone.

■ TDI, HLAA and other consumer groups met with the CGB staff at the FCC on March 25 to discuss making land-line captioned telephone mandatory in all 50 states and to improve outreach to other federal agencies. Similar meetings with the legal staff of Commissioners Baker, Clyburn and McDowell took place on April 8.

■ On March 29, TDI and other consumer groups filed an application to review one portion of the FCC's declaratory ruling made on February 25 addressing VRS calls placed to and from an employee or contractor of a VRS provider. The consumer groups contended that the CGB adopted a new rule without going through its customary public comment and review process.

■ Also on March 29, TDI and other

consumer groups sent in a request to the FCC for an extension of a waiver and allow the temporary use of toll-free numbers in the Internet Telecommunications Relay Service (iTRS) database. While the CGB had proposed a total ban on toll-free numbers, the consumer groups were pushing for a partial ban with the understanding that some deaf users may have legitimate business reasons for having a toll-free number.

■ On May 10, TDI issued an eNote containing a message from the FCC responding to concerns raised by VRS providers over the proposed interim rates. Misinformation had been circulating that the upcoming reduction in rates would lead to a collapse of the VRS industry. The FCC states that it supports all forms of TRS, including VRS, which is one of the most functionally equivalent ways for deaf people to make calls using sign language. The commission also states that the new proposed rates would ensure that the industry is operated more efficiently. Despite the lack of access to provider cost data, TDI stressed the importance of maintaining the functional equivalent experience for all TRS users. TDI followed up with a vlog on this same topic on May 13.

■ On May 12, TDI and other consumer groups met with officials from CGB and DRO to discuss the recent proposed interim rates and urged that functional equivalency must be met. The consumer groups also covered the dilemma posed by VRS provider employees and contractors that are in a unique position where their calls are not considered reimbursable but deductible as a cost of doing business. Other topics included the

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TDI In Action March - May 2010

Continued from page 26

California PUC requirement that captioned telephone calls must be announced to alert the called party that someone else is listening in on the call.

- On May 14, TDI and other consumer groups filed comments on the 2010 VRS Rate Public Notice. They stressed that functional equivalence is the standard by which every action proposed or taken by the Commission and TRS providers should be assessed. The FCC needs to ensure that the rates established do adequately compensate TRS providers for the services they are providing and for other services necessary to move us further toward full functional equivalence. The consumer groups also filed reply comments in this proceeding supporting AT&T and Speech Communications Assistance by Telephone, a consumer organization promoting speech-to-speech (STS) relay that support increasing the rates for STS to go toward an outreach campaign for people with speech disabilities.

- Claude Stout, TDI Executive Director, gave a presentation titled VRS and VRI: Benefits and Challenges for Consumers at the National Symposium on Video Interpreting at Gallaudet University on May 25. His presentation focused on the consumer experience while using Video Relay Service (VRS) and Video Remote Interpreting (VRI). During the presentation, Mr. Stout identified the benefits and challenges of both services and analyzed how they empower consumers who are deaf and hard of hearing in their daily lives. He also pointed out various factors that contribute to successful adoption and use of VRS and VRI

such as the interpreting profession, video technology, government regulations, supply and demand, training and outreach.

MEDIA ACCESS

- TDI and Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN) signed on to a letter from the Association for Airline Passenger Rights (AAPR) to the U.S. Department of Transportation Secretary Ray LaHood. That letter, dated March 15, 2010, urged LaHood to rectify a missed opportunity of requiring captions on in-flight entertainment for deaf and hard of hearing passengers while requiring access on airline safety videos, thus creating an unequal set of standards.



- In an eNote on March 24, TDI invited subscribers to take a survey sponsored by The WGBH/Carl and Ruth Shapiro Family National Center for Accessible Media (NCAM) to explore automated methods to assess closed caption quality on live newscasts by measuring how certain errors impact how we watch the news on TV.
- TDI issued another eNote on May 14, announcing the FCC's new contact information for video programming distributors to aid consumers in reporting captioning problems directly to the station as well as the FCC. Viewers can now find contact information based on their zip code and how they receive

their television service through antenna, cable, fiber optics or satellite service.

INFORMATION TECHNOLOGY & BROADBAND ACCESS

- On March 10, 2010, TDI and other consumer groups participated in the Accessibility for People with Disabilities Conference sponsored



by the FCC in its efforts to implement the National Broadband Plan (NBP), one of President Obama's priorities. Discussion centered on the NBP Public Notice #25, which will guide the FCC in the nation's migration from the old circuit-switched networks to an all Internet protocol network.

- On April 27, TDI was present at the Alliance for Public Technology's (APT) annual Susan G. Hadden Award Presentation. The award presentation and luncheon marked a major turning point for APT as they recognized the COAT Bill (the 21st Century Communications and Video Accessibility Act) and the National Broadband Plan. APT also announced that they were changing their name to the National Broadband Resource Center.
- On May 12, TDI presented testimony at the U.S. Access Board Hearing on Refresh of Information Communication Technology (ICT) Standards and Guidelines. The purpose of the hearing was to review the applicable regulations such as Section 508 of the Rehab Act and

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(Revised (01/06/2011))



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Section 255 of the Telecom Act and see if they are still relevant despite the rapid changes in technology. TDI contended that the rapid uptake and convergence of wireless technology, network computing and Internet Protocol-enabled devices has altered the information, electronics and telecommunications (IET) landscape, and that equal access to electronic content at Federal agencies has not always kept pace. TDI agreed with the Board's decision to mandate access to official communications stored on off-site servers and disseminated through third-party websites. TDI also pointed out that the Access Board's new methodology and guidelines should improve access to content even as technology changes, and that the Board should remain flexible and routinely evaluate the scope of the guidelines concerning access to electronic content.

- On the following day, May 13, the FCC hosted a disability access workshop, "Expanding Access with Wireless Technology." During the first panel, Claude Stout gave a short presentation on how mobile communications access issues affect people with disabilities with disparities in access to technology, and offered ways in which new technologies can offer opportunities to meet the diverse communication needs.

9-1-1 ACCESS & EMERGENCY PREPAREDNESS

- TDI joined emergency communications and other public safety officials from 36 states in

Participants at the Consumer Advocacy Training Seminar in Colorado



from left to right, Suzanne Robinson, Karen Keil, Dr. Roy Miller, Linn S. Tearney, Dana Hoover, Heidi Zimmer, Ami Garry, Peter DeHaas, David Anthony, Rob Loveless, Debbie Mohnney, Kandy Rose, John Hayden, Julie McGuire, Yvonne Brown, Mary Pat Graham-Kelly, Kelly Gibbs, Samantha Gartrell, Terri Rose, Cliff Moers, Fatima Silvestre, Geraldine Francini, Rebecca Rosenthal, Noel Rivera, Leslie Ralphe, Sharon Hayes, Bernard Steinberg, and Claude Stout.

a letter dated March 10, 2010, to the U.S. House and U.S. Senate committees that oversee 9-1-1 regulations. The letter applauded Congressional efforts to enact the ENHANCE 911 Act of 2004 and the New and Emergency Technologies (NET) 9-1-1 Improvement Act of 2008, which basically penalizes states that divert funds intended for 911 to other unrelated purposes.

- On March 23, the E9-1-1 Stakeholder Council convened at Gallaudet University. Presentations covered the Wireless 9-1-1 via SMS Relay by Norman Williams and Dr. Judy Harkins, and the Next Generation 1-1-2 in Europe using Real-time Text by Erik Zetterström from Omnitor in Sweden.
- On April 6, 2010, TDI issued a vlog about the work of the Community Emergency Preparedness Information Network (CEPIN) and its upcoming online course that will be available later in the year.



- FEMA Administrator Craig Fugate gave the keynote speech at the Inclusive Hurricane Preparedness Conference in Biloxi, Mississippi. That two-day conference was the first of its kind sponsored by CEPIN.

CONSUMER ADVOCACY

- On March 9, 2010, TDI issued an eNote applauding the FCC's appointment of Karen Peltz Strauss, a long time consumer advocate, to the Deputy Chief post in the CGB

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where she will oversee the agency's relationship with consumers, including those with disabilities. Ms. Peltz Strauss was the recipient of the TDI Breunig Humanitarian Award in 1993 and is the namesake of the Strauss Public Policy Award which began in 2007.



Karen Peltz Strauss

- TDI was represented at a gala honoring the 15th Anniversary of the American Association of People with Disabilities (AAPD) and the 20th Anniversary of the Americans with Disabilities Act that took place on March 10.
- TDI hosted a 2-day Consumer

Advocacy Training Seminar in Colorado on March 27 and 28. TDI gratefully appreciates Sorenson Communications' sponsorship of this event where 30 people attended.

■ TDI Executive Director Claude Stout made a presentation to the Public Policy and Advocacy class at Gallaudet University on April 20. The students were very attentive as he explained about TDI's role in the daily lives of deaf and hard of hearing people and in the development of the 21st Century Communications and Video Accessibility Act.

- TDI was present at the inauguration of Gallaudet University's tenth

President on May 12. Dr. T. Alan Hurwitz, a former TDI Board Member, mentioned TDI as a valuable community resource in his remarks to a crowd of students, faculty, staff, alumni and other supporters.

INDUSTRY COLLABORATION

- TDI participated in AT&T's Consumer Advisory Panel on April 23, 2010, at AT&T's Innovation Center in Washington, D.C. Among other things, AT&T discussed their position on the National Broadband Plan and the industry campaign to reduce texting while driving.



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