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Technology News and Commentary for Deaf and Hard of Hearing People

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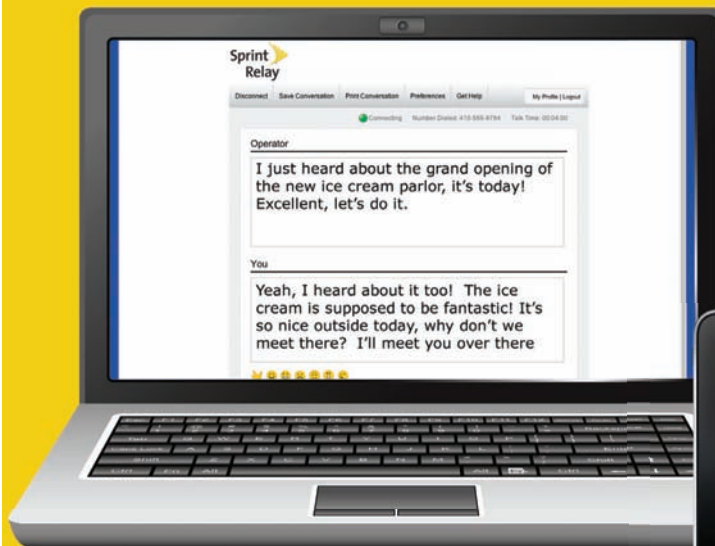
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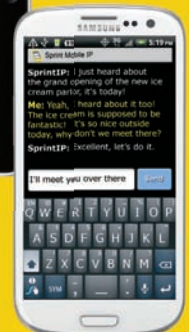
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## TDI'S MISSION

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

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**Shaping An Accessible World**



## Board Views



**SHEILA  
CONLON-MENTKOWSKI**

*TDI President and  
Western TDI Region-Elected  
Board Member*

**“FCC to be mindful of economies of scale in an environment ... so that providers are attracted to the market, are adequately compensated for their services, are competitive, and have incentives to innovate.”**

## **“And Then There Was One: What Actions Can We, as Consumers, Take?”**

The focus of this issue of TDI World is on IP Relay and updates on this form of relay service. Shock waves were generated in the deaf, hard of hearing, and deaf-blind communities in mid-October when Purple sent a letter to the FCC announcing its intent to cease its IP Relay service effective November 14, 2014 citing FCC action as their primary reason for shutting down this service. This act left Sprint as the only active IP Relay service provider in the USA.

In the past, there were as many as 4 IP Relay service providers: AT&T, Hamilton, Sorenson, and Purple as well as Sprint. IP Relay, along with traditional TRS, CPTS, and VRS were an array of relay services that enabled a variety of people who are deaf, hard of hearing, and deaf-blind to choose among these services and use to meet their needs when accessing the telephone network. The majority of deaf-blind consumers preferred Purple over other IP Relay providers due to its accessibility for their unique needs. The American Association of the Deaf Blind (AADB) and the Deaf Blind Citizens in Action (DCBA) are taking the lead in asking the FCC for assistance in maintaining older and developing newer methods that will benefit the deaf-blind population who rely on text based relay services. The AADB and DCBA issued a joint statement to the FCC requesting restoration and access to their “functional equivalency” to the telecommunications network pursuant to Title IV of the Americans with Disabilities Act (ADA).

As Claude Stout notes in his column, we must support and work with the deaf-blind community in their efforts with the FCC and the industry to keep

IP Relay services alive and robust in the market. To that end, TDI, NAD, and HLAA raised the issue in a face-to-face meeting with the FCC officials on October 29. They contended that IP Relay continues to be a vital form of relay services for the deaf and hard of hearing population, possibly more so for those who are deaf-blind or have low vision. They also shared strong concerns about the FCC potentially collecting private information about IP Relay calls, citing that it would be a violation of the confidentiality of our relay calls. They asked the FCC to be mindful of economies of scale in an environment with much less IP Relay minutes, so that providers are attracted to the market, are adequately compensated for their services, are competitive, and have incentives to innovate.

Also, NAD went a step further by sending a letter of concern the FCC Chair, Tom Wheeler, expressing concerns and addressing two crucial issues:

1. To hold the FCC to its obligation to ensure no relay communications are ever shared with anyone outside of the call; and
2. Ask the FCC to heed the needs of IP Relay callers and support their needs during the transition time.

Chairman Wheeler responded thanking NAD for calling his attention to the concerns of the deaf, hard of hearing, and deaf-blind consumers about access to IP Relay services and the privacy of these calls. Wheeler said that the departure of other IP Relay Service providers up until now was not the FCC’s action but the

*Continued on page 3*

## BOARD VIEWS Continued from page 2

companies' decision to cease their IP Relay services "rather than work with the FCC to eliminate fraudulent calling practices." He also stated that the FCC "has never asked and never will ask Purple or any other provider to monitor the content of your calls." He stressed that the content of IP Relay calls and all types of relay calls are to be kept confidential by all providers. "The law requires this and all consumers of TRS can be assured that the FCC will require it as well. " Chairman Wheeler "recognizes that

IP Relay is essential to many deaf-blind consumers, and for some such consumers, it is the only method of placing and receiving telephone calls. We are committed to ensuring access to IP Relay for this population, and are diligently working around the clock to explore options for improving the accessibility of IP Relay services for deaf-blind consumers." He goes on to elaborate that the FCC's "Consumer and Governmental Affairs Bureau informed him that they have reached out to people who are deaf-blind to gather information about the features that this population needs to effectively use IP Relay services and

that these efforts will continue until technological and other solutions are found to achieve this goal". Wheeler letter 11/17/2014.

TDI is working closely with the AADB, DCBA, NAD, and other organizations and consumers to ensure the "functional equivalency" to the telecommunications network needed by the deaf-blind constituency.

If you need to contact the FCC, TDI, or AADB, check Claude's column in this issue for more details.

*All for access,  
Sheila*



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## Capitol Commentary



BY CLAUDE STOUT  
TDI Executive Director

**“At least we have one provider in the market, but we cannot stay content about it. While we salute Sprint for staying on, we must encourage other companies to join in the market for IP Relay.”**

## Preserving Competition and Choices with Various Forms of TRS

We chose to cover IP-Relay for this ‘TDI World’ issue. Purple’s exit from the IP-Relay market had created a flurry of events and reactions from the TRS user community, more so from the deaf-blind population.

We deeply regret that Purple is leaving the IP-Relay market, but we are glad that Sprint is staying on in the market. At least we have one provider in the market, but we cannot stay content about it. While we salute Sprint for staying on, we must encourage other companies to join in the market for IP-Relay. Even Sprint says so. Why? It is about us consumers experiencing competition and choices with any one form of TRS. We have six providers in VRS, five brand-name services in captioned telephone relay (landline or IP), and two providers in 711 (TTY-voice).

Some of you may ask why we are seeing the IP-Relay market being whittled down to one provider. There are a number of factors:

- a. There was some alleged fraud that the FCC uncovered with at least two providers. Those providers see no point staying in the market and risk being fined substantially for their operating inefficiencies.
- b. The per-minute reimbursement rate has been cut little by little over the years, causing a few providers to simply leave the market because they no longer can sustain a decent profit from providing IP-Relay.
- c. As so happens with new technologies that come our way, some of us simply stopped using IP-Relay as our main form of TRS. Some of us sign regularly, that VRS become our choice of TRS, or if we speak enough to be understood and want others to

hear our voice, we take IP-CTS as our preferred mode of TRS.

Still, IP-Relay cannot be viewed as the “old, archaic” form of TRS, it remains a vital form of relay for some of us, especially our friends and colleagues who are deaf-blind or have low vision.

They depend entirely on IP-Relay, particularly using AOL AIM features to make calls, or to get calls from their hearing contacts. Many of them cannot use VRS, because they can’t see enough to get the most out of it, nor do they speak enough to be understood in order to use captioned telephone relay services. We must support the deaf-blind community in their efforts with the FCC and the industry to keep IP-Relay alive in the market.

In the next few months, we will work with the FCC to make sure two major events occur that will give undivided attention to the needs of the deaf-blind community. One is that the FCC acts on a petition filed a few years ago for a new, separate form of TRS, that is to provide a new relay service mechanism for some in the deaf-blind community that haven’t used any one form of relay. Can you believe this is still occurring in today’s times? There are some in the deaf-blind community that have no residual hearing or vision. Simply put, they cannot see nor hear to have the capacity to use any one form of TRS that is available in today’s market. They need communication facilitators to take part in the phone calls. The facilitators can be interpreters or support service providers (SSPs) that come to their homes, or meet them halfway in community service centers to assist them to make or receive the relay calls. The facilitators would fill in the “gap”, that is they serve as their “ears” or “eyes.” Then things will go much better,

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**CAPITOL COMMENTARY** Continued from page 4

and they go conquer the world. Second, the FCC hosts a “deaf-blind” summit, or such this combined with those who are deaf and mobile-disabled. The summit would help give full attention to the needs and issues of the deaf-blind in relay services, and the benefits they can get from the deaf-blind national equipment distribution program, etc. We have some deaf-blind citizens that say again and again that while they are elated to get new equipment or technology, it doesn’t fulfill their needs as a whole until they get some training on how to use it well. We give attention also to those who are deaf and mobile-disabled. They have certain needs in VRS, for example, in that the interpreters need to be more supportive for them as they facilitate the relay calls for them and their hearing contacts.

While the major attention is on the need of the deaf-blind community to retain IP-Relay as their choice of TRS, we must understand that IP-Relay remains as a back-up choice for the rest of us for certain situations. For instance, we have had a deaf guy who once got stuck in the elevator, and he could not use mobile VRS, nor IP-CTS. Luckily, he resorted to using IP-Relay from his mobile device, and help arrived for him in good time. I often get feedback from a few others that say they use IP-Relay simply because the communication agents voiced back exactly verbatim what they type to their hearing contacts that are on the other end of the call. They also made choices for a variety of reasons, and we especially cannot disregard the capacity to choose for our TRS users. What’s even more so: every one of us is different in preferences, needs, and issues that we have in daily life. America is about embracing diversity, and TRS must be a part of this equation.

One more point, I want to make clear about competition and choices. We

do not make decisions alone. Our hearing contacts do sometimes influence which form of TRS we use together to have a phone conversation. I am not talking about oppression or discrimination. It is about how much more convenient any one form of TRS it is for us to participate fully in the phone conversation. For example, I prefer to use VRS because I sign as my main mode of communication. But sometimes it doesn’t work well with my hearing contacts, and for that, I have been willing to resort to using other forms of TRS. For instance, my daughter, Abby, prefers that I use IP-CTS. She prefers to hear my voice, as she would normally hear from me when conversing in person. If I converse with her via VRS, sometimes she would feel she was talking with someone not her daddy. This is because an interpreter in this VRS situation chooses to use words or phrases, which may not reflect whom I am or the mannerisms that I regularly use.

I am hoping you get the gist of the points I make here. No one else, including FCC, cannot dictate which form of TRS we select to use. Deciding on the kind of relay calls we make or receive is our decision to make alone. It is no different from whom we decide to make friends with, to pick which brand name car to buy, or select a doctor to

address our health needs.

Please do let the FCC know how you feel about the competition and choices you have in TRS. If you feel trapped and do not know how to get in touch with the FCC, let us know at TDI. We are more than happy to help you pass along the word to the FCC.

America has been great for over 235 years, simply because our forefathers had this brilliant vision for us. We have this one great provision in the Declaration of Independence, issued on July 4, 1776 as follows: “We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness.”

TDI will continue to work actively on TRS issues with industry, the FCC, and other consumer groups, particularly American Association of the Deaf and Blind, Cerebral Palsy and Deaf Organization, and other groups representing those who are deaf-blind, or are deaf and mobile-disabled. If you have any questions or have some ideas, please do feel free to get in touch with us. America has always been yours, and so is TDI.





# We Are NOT Losing IP Relay!



Federal Communications Commission (FCC) has confirmed that the IP Relay service will continue, as reflected in a recent letter from FCC Chairman Wheeler to Andrew Phillips of National Association of the Deaf. The letter is included after this article. FCC has let us know that they also are in the process of releasing a video in American Sign Language (ASL) that will explain the IP Relay situation. We will share it in our eNote when it becomes publicly available. In the meantime, we at TDI feel it appropriate to address several concerns shared by consumers with TDI. We offer this article, provided in a "Frequently Asked Questions" (FAQ) format, as there's much to cover.

## Did all IP Relay services shut down on November 14th?

No. Although Purple's IP Relay services have ceased as of November 14th, Sprint continues to accept new IP Relay customers. To register visit [www.mysprintrelay.com](http://www.mysprintrelay.com). Currently, Sprint is now the only IP Relay provider.

## Will Purple, Hamilton Relay, or Sorenson be bringing back their IP Relay services at some point?

That's a good question, and is one we're not able to answer at this time with so much movement in the relay services industry. Whether those companies decide to resurrect their

IP Relay services will depend on the service providers and FCC. One thing is certain: If Purple, Hamilton Relay, or Sorenson decide to bring back their IP Relay services, they will need to re-apply for certification to be eligible for reimbursement again, and this process will take time. It is TDI's hope the providers are able to work something out with FCC so customers are able to have a choice of IP Relay providers once again.

## That brings up a question: A customer mentioned that at some point, Sprint wasn't accepting new registrations and was not processing ported customers from Purple to Sprint. Is this still the case?

Sprint is currently accepting new registrations, as well as processing customers porting over from Purple to Sprint. Keep in mind Sprint will make every effort to verify new legitimate IP Relay users coming over to its service. People just now signing up for Sprint IP Relay are encouraged to keep in mind that with Purple's quick exit, Sprint is doing their best to take on customers as fast as they can while making sure new registrants are eligible, and to be patient with Sprint.

## What about accessibility for the deaf-blind at Sprint?

The FCC is actively working with American Association of the Deaf-

Blind (AADB) and other consumer organizations -- in addition to Sprint -- to make sure that IP Text Relay is accessible to the DeafBlind as well. Sprint has confirmed that they want to ensure that equipment/software is compatible to Sprint IP Relay. Sprint has asked that you should please feel free to share your input on how Sprint can enhance the Deaf-Blind user experience by contacting [relayuserregistration@sprint.com](mailto:relayuserregistration@sprint.com).

## What has TDI done in regards to IP Relay and the deaf-blind?

TDI has stressed to FCC that IP Relay continues to be a vital form of relay services for the deaf and hard-of-hearing population, especially for those who are deaf-blind or who have low vision. We also strongly recommend that FCC makes immediate contact with the leaders of the deaf-blind community, particularly the new president of AADB, Mark Gasaway, to discuss the recent Purple IP Relay situation, and to review transitional measures that will be taken to address their concerns.

Glad to see TDI is on the ball! Let's talk about Sprint. What has Sprint said on the matter of accessibility for the deaf-blind?

This was included in a statement issued by Sprint:

*"In response to concerns from users*

*Continued on page 7*



Continued from page 6

*who are Deaf-Blind, Sprint Relay has reached out to the American Association of the Deaf Blind (AADB) and Helen Keller National Center (HKNC) to determine what steps we can take together to ensure people who are Deaf-Blind have the ability to use Sprint's IP Relay service without barriers. With respect to Instant Messaging (IM), while Sprint does not currently offer IM services through AOL or Google Talk, Sprint does provide a free mobile IP application for Android and iOS devices. We will continue to work with AADB and HKNC to look for ways to enhance our Deaf-Blind user experience."*

**So what exactly did TDI do about this matter?**

On October 29, 2014, TDI, National Association of the Deaf (NAD), and Hearing Loss Association of America (HLAA) met with officials from FCC's Consumer and Governmental Affairs Bureau (CGB) to discuss grave concerns we had with IP Relay. We gave FCC officials our take on the recent developments, which resulted in Purple's impending exit from the IP Relay market on November 14, 2014. We encouraged the FCC to send an official statement to the users of Telecommunications Relay Service (TRS) about Purple's IP Relay situation. We stressed that IP Relay continues to be a vital form of relay service for the deaf and hard-of-hearing population.

While TDI appreciates the FCC's statements regarding their concern for privacy, we shared strong concerns

about FCC potentially collecting private information about IP Relay calls, either directly or via an intermediary. We are very opposed and believe it is a violation of the confidentiality of our relay calls. Thus, we asked the CGB to follow up with the Office of the Managing Director, FCC, and RLSA, and instruct RLSA not to collect information about the content of calls. We also emphasized our position by filing a formal ex parte with FCC stating the same position. FCC responded by assuring TDI that the IP Relay would continue and that they were doing everything within their ability to ensure continued access to this service by Sprint for the time being. They also addressed TDI's concerns about privacy by pointing to several provisions in their regulations that guaranteed the confidentiality

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## How to Contact FCC:

1-888-225-5322 Voice: toll-free

1-888-835-5322 TTY: toll-free

1-844-432-2275 or 202-810-0444 ASL: via VP

1-866-418-0232 FAX: toll-free

## FCC Hours are:

10:00 AM to 5:30 PM Eastern Time

Monday to Friday

## To write a letter, send to:

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

**More contact information is available at:**

**<http://www.fcc.gov/contact-us>**



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of calls and the privacy of customer information.

### **Since Purple is concerned, do I have to worry about my privacy with Sprint?**

The following was included in a statement issued by Sprint:

*"We also want to take this opportunity to address some concerns raised recently about the sharing of call content with the FCC. The answer is simple: Sprint does not share ANY call content. The FCC has never asked us to share call content. Furthermore, content from IP Relay calls is never stored by Sprint. It is important to note IP Relay calls are assisted by an operator. Calls may be monitored for quality assurance and fraud protection purposes. Rest assured, Sprint understands this important privacy issue, and we are committed to protecting the integrity and confidentiality of IP Relay calls."*

Also, in a letter to NAD, FCC stated:

*"Let me also set the record straight on what the FCC does -- and does not -- ask for from TRS providers. [...] I can assure you that the FCC has never asked, and will not ask Purple or any other TRS provider to monitor the content of your calls."*

Our rules are very clear on this, while TRS communication assistants by the very nature of their transcription know of the content; they are prohibited from disclosing the content of any relayed conversation, keeping records of the content of a conversation beyond the duration of a call, and intentionally altering a relayed conversation. While the FCC does require TRS providers to submit information to support their requests for payment from the TRS Fund, in order to ensure that Fund money is

being used for its intended purposes of providing communications services to individuals who are deaf, hard of hearing, or have speech disabilities, that information is not about the content of the calls. Understanding the transcription process involved, we are committed to ensuring that TRS users have the same expectation of privacy as every other individual making a phone call. Our rules protect that privacy, and require TRS providers to protect it as well. The law requires this, and all consumers of TRS can be assured that the FCC will always require it as well."

### **Great. Good to know efforts are being made to protect our privacy. Is this also why Sorenson, Purple, Hamilton, and others left the IP Relay industry?**

Purple, Sorenson, Hamilton, and others left the IP Relay industry for individual reasons that apply to their company's businesses. Each had their own reasons for leaving. Included within these reasons may have been that this service has been subject to considerable fraud and abuse. As a consequence, a significant number of minutes in the recent past were from illegitimate callers. Some companies also cited low reimbursement rates, which they felt made it financially difficult to continue IP Relay operations. The FCC conducts a rate proceeding each year and says that the rates it establishes for each type of TRS is based on the costs for these services. The next FCC rate proceeding on TRS will occur in the late spring/early summer 2005.

Sprint is committed to remain in the IP Relay market and has no plans to exit the market. Sprint has made a filing at the FCC seeking an increase in the IP Relay compensation rate. Sprint is hopeful that the FCC will grant the requested rate adjustment and act on this request in a timely manner.

Sprint's main focus right now is to ensure it is onboarding customers as quickly as possible given Purple's exit.

### **Good to know efforts are being made to preserve IP Relay. I previously used Sorenson and Purple for my IP Relay needs. Now that they're gone, how do I sign up for Sprint? Is there anything I should know?**

Fortunately, it isn't too difficult to sign up for Sprint. TDI has included a TechBytes article in this issue that guides people in signing up for Sprint. Feel free to check out the article after this article!

Sprint also had this to say:

*"New customers looking to register with Sprint IP Relay service should visit [mysprintrelay.com](http://mysprintrelay.com). Customers can also obtain registration information in an alternative readable format by sending an email to [relayuserregistration@sprint.com](mailto:relayuserregistration@sprint.com).*

*[...]*

*With Purple Communications discontinuing IP Relay service on November 14th, we have been receiving a significant increase in requests for registration. Pursuant to the FCC regulations, Sprint is required to register and verify the identity of each new customer who signs up with Sprint. Upon completing the initial "New Profile/Registration," Sprint Relay Customer Service will contact registrants on next steps after identity verification is completed. Due to the influx of new requests for registration, we anticipate longer than normal wait times. We appreciate your patience during this process. For those users looking to port an existing IP Relay service number, we will do our best to meet these requests; however, it may take even longer to process these port requests.*

*Sprint will implement a more*

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streamlined approach that should lead to a faster verification process for most applicants while ensuring proper verification. With this new streamlined approach, applicants will provide basic identity information for third-party verification (similar to a credit check). The third-party verification

system will produce "out of wallet" challenge questions that only the applicant will be able to answer. If the applicant is able to answer the challenge questions, Sprint may issue a 10-digit phone number (or port-in the customer's number) and the new customer can begin using Sprint IP Relay.

Alternatively, if the third-party

verification system is unable to produce an identity match, then Sprint Relay will ask for identity and address documentation. Sprint is expanding the acceptable forms of documentation. Rather than accepting only driver's license and utility bill documentation, Sprint may accept alternative forms of identity documentation (e.g., passports and state ID cards) and address documentation (e.g., tuition statements and voided checks with the applicant's name and address). As a final step, Sprint may conduct a video phone discussion with the applicant to confirm identity and eligibility."

**Okay, so it's easy to sign up. But we'll have to expect a short waiting period before our account is completely ready to be used. Good to know that Sprint is already in progress of making the sign up process faster! So does this mean Sprint will be the only IP Relay provider from now on?**

Glad you asked! We at TDI are firm believers in a balanced market in which several competitors exist. As mentioned earlier in this article, we have asked FCC to take the idea of a balanced market into consideration when we filed an ex parte with FCC expressing TDI's concern on the situation. NAD also followed up with the FCC. In a letter to NAD, FCC stated:

*"The FCC is committed to eliminating misuse and restoring the integrity of IP Relay service so that all consumers with disabilities can have the full communications access guaranteed by the ADA. We [FCC] generally agree that where possible, competition and choice of providers serves consumers best. However our efforts to provide a multivendor IP relay environment has been hindered by the failure of*

## How to Contact Relay Providers

### Sprint Relay

E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

Fax: 877-877-3291

Voice: 800-676-3777

Speech-to-Speech: 877-787-1989

TTY: 800-676-3777

Spanish: 800-676-4290



### Sorenson Communications

E-mail: [vrscomments@sorenson.com](mailto:vrscomments@sorenson.com)

Videophone: 801-386-8500

Voice: 866-756-6729



### Hamilton Relay

E-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

Fax: 402-694-5110

Voice/TTY: 800-618-4781



### Purple Communications

E-mail: [Support@purple.us](mailto:Support@purple.us)

Voice/Videophone: 877-885-3175



Continued on page 20





TOM WHEELER  
CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

November 17, 2014

Mr. Andrew Phillips  
Policy Counsel  
National Association of the Deaf  
8630 Fenton Street, Suite 820  
Silver Spring, MD 20910

Dear Andrew:

Thank you for bringing to my attention the concerns of the deaf and hard of hearing community about access to IP Relay service and the privacy of IP Relay calls. I share your concerns and your commitment to maintaining this form of telecommunications relay service (TRS) and protecting the privacy of TRS calls and user information. As a result of our discussions with the remaining IP Relay provider, Sprint, we can assure you that there will be no interruption in the provision of IP Relay service.

The Americans with Disabilities Act (ADA) guarantees functionally equivalent relay service to all people who are deaf, hard of hearing, deaf-blind, and speech disabled. Since 1991, it has been the Commission's goal to ensure that every such individual has the communications access he or she needs to fully participate in all aspects of society.

At the same time, some forms of TRS have been subject to significant fraud and abuse in recent years. This is particularly true of IP Relay service. Unfortunately, many individuals without a hearing or speech disability have fraudulently used IP Relay to make telephone purchases using stolen credit cards, to place fake emergency calls, and to call banks and other financial institutions to obtain confidential information about their customers. As many in the community know, as a consequence, the value of this service for the consumers who truly need it has declined considerably in recent years because many businesses and individuals have come to routinely reject all IP Relay calls, even legitimate ones.

The FCC is committed to eliminating misuse and restoring the integrity of IP Relay service so that all consumers with disabilities can have the full communications access guaranteed by the ADA. We generally agree that where possible, competition and choice of providers serves consumers best. However our efforts to provide a multivendor IP relay environment has been hindered by the failure of some providers to effectively verify the identities and eligibility of such fraudulent callers. In fact, several IP Relay companies have paid millions of dollars to settle investigations of their practices. Although there is only one IP Relay provider still offering these services, the departure of the other providers was not our choice. It is unfortunate that most IP Relay providers have chosen to terminate their IP Relay service rather than work with the Commission to eliminate fraudulent calls.

November 17, 2014  
Page 2 of 2

Let me also set the record straight on what the FCC does – and does not – ask for from TRS providers. Purple Communications, the most recent provider that chose to stop providing IP Relay services rather than commit to providing a fraud-free service, recently explained this decision to its customers by asserting that “the FCC has informed Purple that [it] must monitor call content and details” in a way that would violate the FCC’s own call-handling and functional equivalency rules in order to be paid for its IP Relay services. I can assure you that the FCC *has never asked, and will not ask* Purple or any other TRS provider to monitor the content of your calls.

Our rules are very clear on this, while TRS communications assistants by the very nature of their transcription know of the content, they are prohibited from disclosing the content of any relayed conversation, keeping records of the content of a conversation beyond the duration of a call, and intentionally altering a relayed conversation. While the FCC does require TRS providers to submit information to support their requests for payment from the TRS Fund, in order to ensure that Fund money is being used for its intended purposes of providing communications services to individuals who are deaf, hard of hearing, or have speech disabilities, that information is not about the content of the calls. Understanding the transcription process involved, we are committed to ensuring that TRS users have the same expectation of privacy as every other individual making a phone call. Our rules protect that privacy, and require TRS providers to protect it as well. The law requires this, and all consumers of TRS can be assured that the FCC will always require it as well.

Finally, I wish to address your concerns about the need to provide IP Relay service in a manner that is accessible to deaf-blind users. We recognize that IP Relay service is essential to many deaf-blind consumers and, for some such consumers, is the only method of placing and receiving telephone calls. We are committed to ensuring access to IP Relay for this population, and are diligently at work around the clock to explore options for improving the accessibility of IP Relay service for deaf-blind consumers. For example, the Consumer and Governmental Affairs Bureau informs me that they have reached out to people who are deaf-blind to gather information about the features that this population needs to effectively use IP Relay service. We will continue these efforts until we find technological and other solutions to achieve this goal.

Again, I want to assure you that the Commission is committed to ensuring the availability of IP Relay service to people who are deaf, hard of hearing, deaf-blind, and speech disabled, and to ensuring the privacy and confidentiality of IP Relay calls. Thank you for bringing to our attention these critically important issues.

Sincerely,



Tom Wheeler  
Chairman

## Tech Bytes



**DON CULLEN**

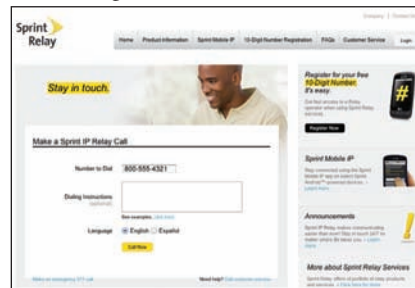
Managing Editor, TDI World

Welcome to our  
Tech Bytes section!  
This section is TDI's  
opportunity to share bite-  
sized chunks of awesomely  
interesting tech, apps,  
and services that  
we think you'd love  
to know about!

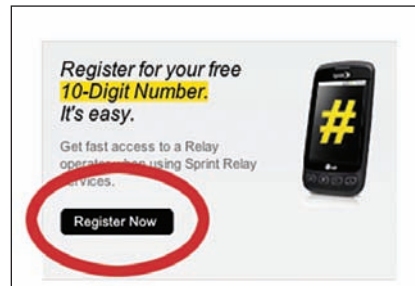
## How to Sign Up with Sprint IP wwRelay?

Now that the IP Relay industry now consists of only Sprint due to the departure of other relay providers, many has been left wondering how to sign up with Sprint now that they've lost their previous providers, and as to where to go from there. Fortunately, while time consuming, the process is easy.

First, using a computer, open your internet browser and go to [www.sprintip.com](http://www.sprintip.com). You should see something like this:



Next, find this at the top right of the page:



You will then see this:



At this point, the next step will be to create a new account by registering.

Click on 'Create New Profile/Registration'. If you're not able to find it, or rather save time and just head directly to the registration page, here's the web address: <https://www.mysprintrelay.com/Register>

You will see a form that asks for:

- Login ID**

- This is your username. It can be anything you want. For example, JohnDoe74
- The login ID must be between 8 to 50 characters. It can include letters, numbers, or an email address. It may be easier to simply use your email address as your login ID.

- Password**

- This is your password. Keep this private.
- The password must be between 8 to 10 characters, which can include letters and numbers.

- Retype Password**

- This simply is asking you to re-type what the password you chose. This is to make sure there is no typo in the password.

- Security Question**

- This is for in case you forget your password. Simply choose a question, then type the answer to this question in the Security Answer field.

Login ID *	<input type="text"/>
Password *	<input type="password"/>
Retype Password *	<input type="password"/>
Security Question *	No question was selected.
Security Answer *	<input type="text"/>
<input type="button" value="Submit"/>	

All done filling out the field? Hit submit!

Continued on page 14



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100114

## TECH BYTES Continued from page 12

Sprint Relay is so excited to meet you and want to know about you!

They're asking for your name, address, email, date of birth, and your phone number. There will be four checkboxes that aren't immediately obvious as to what they are for. Two of those MUST be checked.

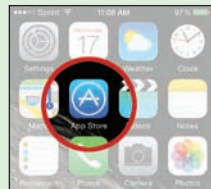
- **'Do Not Receive Info'**
  - This is for whether you want to get promotional emails from Sprint.
  - This is optional; if you want it, check the box. Otherwise, leave it blank.
- **'I acknowledge that I have read and understand the advisory regarding 10 digit phone numbers.'**
  - The 'advisory' word is actually a link to a PDF article that explains the system behind 10 digit phone numbers, and how it applies to IP Relay. Review it, and confirm you've read it and understand it before checking the box.
  - This box is required, so you need to check it by clicking on it before you can proceed.
- **'I certify that I am eligible to receive a 10-digit relay number because I am deaf, hard of hearing, or have a speech disability.'**
  - This is self-explanatory. If you meet one of those three

## TechBytes Extra: Sprint Relay on iPhone (iOS)

If you already know how to install apps on your phone, simply go to the app store, do a search for Sprint IP, and install it. Keep in mind you'll have to already have a registered and verified account with Sprint Relay before you're able to use the apps.

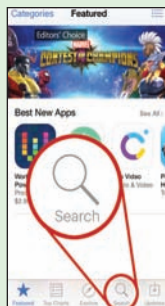
If you don't know how to install apps on your phone, then you're in the right place!

The first step is to open the App Store. Find an icon that looks like this:



Touch the icon. The App Store will open. At the bottom bar, you will see a search button.

It has the picture of a magnifying glass on it.



Touch that. A search box will come up. Touch that search box, and begin typing for Sprint Relay. It should show a listing for the Sprint IP Relay app. Touch that.

It will bring you to the Sprint IP Relay app store page that gives information about the app.

Touch the 'GET' button. It will change into a button that says 'Install'. Touch the button again. On some iPhones, it may not say 'GET', but will say 'FREE' instead. The process is the same here.

Once you press 'Install', it will pop up a box asking for your Apple password. This is Apple's way of making sure it is you, and that you are giving it permission to install the app. Type in your password. If you are not able to remember your password and would like to reset it, you can go to Apple's website to reset your password: <https://iforgot.apple.com/>

Once you've successfully installed the app, you will see the Sprint Relay app icon on your home screen.

Touch that icon. It will open the Sprint IP Relay app. Log in using the same Username and Password that you used/registered at mysprintrelay.com. Enjoy!

If you'd like to know more about how to use the app, feel free to hit the 'Customer Service' button in the app, or email Sprint at [Relayuserregistration@sprint.com](mailto:Relayuserregistration@sprint.com).

conditions, check the box. If you don't meet one of those conditions, then you're not eligible to get a 10 digit relay number. If you feel you should be, please do get in touch with FCC and let them know!

- This box is required, so you need to check it by clicking on it before you can proceed.
- **'I want online or mobile services'**

- Cryptic statement, indeed. What it means is that if you want to be able to use IP Relay via internet, or use mobile services such as IP Relay app on your phone, then you'll need to check the box by clicking on the box.
- This is optional; if you use State TTY relay services and

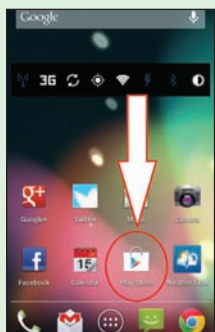
Continued on page 15

## TechBytes Extra: Sprint Relay on Android

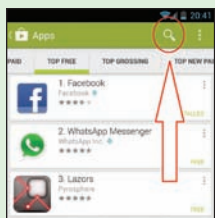
If you already know how to install apps on your phone, simply go to the play store, do a search for Sprint IP, and install it. Keep in mind you'll have to already have a registered and verified account with Sprint Relay before you're able to use the apps.

If you don't know how to install apps on your phone, then you're in the right place!

The first step is to open the Play Store. Find an icon that looks like this:

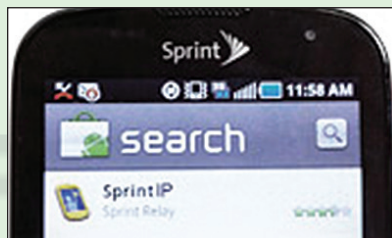


Touch the icon. The Play Store will open. At the top bar, you will see a search button. It has the picture of a magnifying glass on it.



Touch that. A search box will come up. Touch that search box, and begin typing for

Sprint IP. You should see Sprint IP come up in the search list.



Tap that. It will then show you information about the app, along with an install button.

Touch the 'INSTALL' button. It will ask you to confirm. Go ahead and confirm.

Once you've successfully installed the app, you will see the Sprint Relay app icon on your screen.

Touch that icon. It will open the Sprint IP Relay app. Log in using the same Username and Password that you used/registered at mysprintrelay.com. Enjoy!

If you'd like to know more about how to use the app, feel free to hit the 'Customer Service' button in the app, or email Sprint at Relayuserregistration@sprint.com.

your identity. This may take several business days to complete. We apologize for the inconvenience. Thank you for using Sprint Relay."

Congratulations! You've finished the first part of the sign up process! All that remains is to wait for Sprint to contact you. When I completed the form, I immediately got two emails from Sprint. The first email stated:

"Dear Don,

Thank you for contacting Sprint IP Relay. Sprint is receiving a large number of registration requests and will follow up with you as soon as possible.

We appreciate your patience as we work through the registration and verification processes required by the FCC.

We look forward to serving you.

Sprint Relay Customer Service.

relayuserregistration@sprint.com"

The second email also said the same. The difference was the first email confirmed my Login ID. The second email confirmed my name and my address.

If you're wondering as to the status of your registration, you can email Sprint Relay at relayuserregistration@sprint.com. Keep in mind though that Sprint Relay has advised consumers that there will be a delay of several business days due to a large number of registration requests as a result of the other providers exiting the industry.

Sprint has provided a FAQ web page that addresses the most frequently asked questions. This can be found at: [http://www.sprintrelay.com/sprint\\_relay\\_services/faq.php](http://www.sprintrelay.com/sprint_relay_services/faq.php)

### TECH BYTES Continued from page 14

aren't interested in using IP Relay online or using their mobile services, leave the box unchecked.

- ALERT: Sprint will ask you to verify your identity. This is Sprint's way of making sure you're an actual person and actually eligible to use the relay. FCC requires providers to do verification in an effort

to reduce relay fraud.

All done filling out the form? Hit submit!

If everything has been done correctly, and assuming you checked the box for getting online and mobile services, you will see this message:

"Your profile registration is now complete, but your identity still needs to be identified. A customer service agent will manually verify



# Update: Text to 911

On August 8, 2014, Federal Communications Commission (FCC) announced the approval of rules that required text messaging providers to enable Americans to text 911 in an emergency.

Per FCC's press release:

"Building on commitments made by America's four largest wireless carriers to support text-to-911 by May 2014, the new rules will ensure that all remaining wireless carriers and certain IP-based text application providers are prepared to support text-to-911 by the end of the year. After that time, if a 911 call center requests text-to-911, text messaging providers will have six months to deploy the service in that area."

With 7 out of 10 cell phone users relying on text messages, and with deaf, hard of hearing, and speech challenged citizens heavily relying on text messaging, it is clear that FCC's action in this regard will go a long way in saving lives and improving 911 accessibility considerably.

FCC further added via their press release:

*"The Commission's text-to-911 requirements apply to wireless carriers and 'interconnected' text messaging providers (i.e., those which enable consumers to send text messages to and from U.S. phone numbers). This includes providers of 'over the top' applications that support texting to and from phone numbers but not, for example, messaging apps that only support communications among users of games or social media."*

FCC also issued what's called a "Third Further Notice of Proposed Rulemaking" that asks for comment on the continued evolution of

*text-to-911, including the delivery of location information and support for text-to-911 when roaming.*

*Even from the day of FCC approving the rules for text-to-911, it has already begun to yield fruit, which is recognized by FCC's press release:*

*"Although text-to-911 availability is currently limited, it is rapidly expanding. More than one hundred 911 call centers serving portions of 16 states and two entire states (Vermont and Maine) are now accepting emergency texts, and there are already reports of lives saved. To help protect consumers as text-to-911 is deployed, the Commission previously adopted rules requiring text messaging providers to send an automatic 'bounce-back' text message to consumers who try to text 911 where the service is not available."*

FCC Chairman Tom Wheeler issued a statement, in where he said:

*"Today, we are taking actions that allow 911 to keep pace with new technology, that sets the stage for enabling even more functionality on the 911 platform, and, most importantly, that will save lives."*

*Texting has become a widely adopted communications tool and is the principal means by which many people with disabilities communicate. Last year, in fact, Americans sent 1.91 trillion traditional text messages. And beyond that huge number, multiple interconnected text providers have begun competing with the text service provided by CMRS carriers.*

*This past January, the Commission unanimously adopted a Policy*

**ROAMING:** When a consumer is in an area where the consumer's carrier is not available, but other carriers are available, the consumer's phone can simply hop onto those alternate networks in order to continue to have access. Ordinarily, roaming is not free; there may be charges from the consumer's carrier for roaming. A consumer has the option to disable roaming to avoid charges; FCC is asking the public to comment on whether carriers should permit text-to-911 even when the consumer has opted out of roaming.

Continued from page 16

*Statement and Further Notice of Proposed Rulemaking* which reflected a very straightforward philosophy: as technologies and consumer behavior continue to change, the FCC needs to make sure 911 changes with them. We proposed that not only should all carriers enable text-to-911, but all interconnected text providers should as well. In other words, if a consumer can use an app to text to a phone number, she should be able to text to the most important phone she may ever use – 911.

What we've learned in the ensuing months has reinforced why that philosophy is so important. For example, we know that text-to-911, where it is available, is a lifesaver. In Hamilton County, Ohio, a young woman was contemplating suicide, and a friend urged her to call for help. She didn't want her parents to hear her on the phone, though, so she texted instead, and received counseling that may have saved her life. In Collier County, Florida, which only recently started supporting text-to-911, a woman was having a medical emergency and called 911 three times, but was unable to speak. She then texted, "Help me," and first responders were finally dispatched. And in Vermont, which supports texting statewide, a woman was injured while hiking alone on a remote trail. Although cell phone coverage was not good enough for her to make a voice call, she was able to text 911 and through that exchange direct first responders to her location.

In light of these facts, the actions we take today make perfect sense. In the Order, we adopt rules that ensure 911 keeps pace with changing technology by requiring that all interconnected text providers have

the capability of delivering a text to 911. In the Further Notice, we seek comment on proposals to address how non-interconnected text services should be dealt with. Text messaging has become increasingly utilized by mobile users, and it should be able to serve those consumers in a time of need.

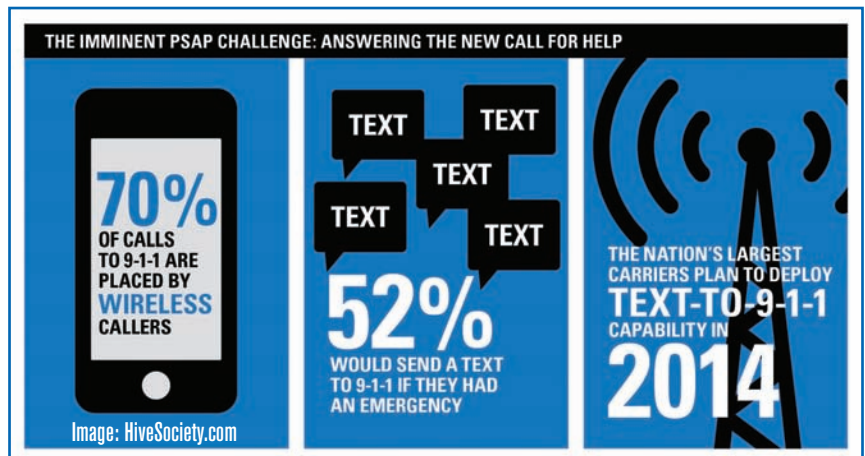
When we adopted the Policy Statement in January, I spoke of the regulatory "see-saw," which holds that if industry acts in the public interest, FCC involvement will be low, but if the public interest is not being served, the Commission will not hesitate to act. On text-to-911, it's time for the Commission to act.

The four nationwide wireless carriers voluntarily committed to support text-to-911 by May 15, 2014, and as promised, they now support text-to-911 throughout their networks. But no other providers have offered voluntary commitments to implement text-to-911. This is disappointing. No company can hang up on 911, so today's Report and Order will require all wireless providers and interconnected text providers to support text-to-911. For those carriers that voluntarily implemented the service, our rules should not change their course or impose any undue burdens.

Importantly, these rules apply to certain over-the-top, interconnected text providers as well as the traditional CMRS carriers.

While the FCC and certain parts of the industry are stepping up to meet their responsibilities, we need more state and local governments to step up and ensure that the 911 fees that consumers pay as part of their monthly phone bills are being directed to ensuring that public safety answering points, or PSAPs, have the resources they need to stay current. Today, text-to-911 is supported by more than 100 PSAPs serving 18 states (including the entire states of Vermont and Maine). Those numbers have improved since January, but significantly more work needs to be done.

The message to providers, the public safety community, and, most importantly, consumers, should be crystal clear: the Commission will not stand idly by and allow public safety to become an afterthought just because technologies change. Americans should not have to worry about whether the platforms and services they use for everyday communications can reach 911 in an emergency."



## Update: Video Clip Captioning on Internet

On July 11, 2014, Federal Communications Commission (FCC) approved rules that require closed captioning of video clips are posted online. FCC issued a press release on the matter:

“The Federal Communications Commission today approved new rules that will require closed captioning of video clips that are posted online. The new rules further the purpose of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA) by helping to ensure equal access to all forms of programming by individuals who are deaf or hard of hearing when they watch video content online.

Specifically, the rules extend the Commission’s IP closed captioning rules adopted in 2012, which cover full-length videos online, to video clips if the original programming was shown on television in the United States with captions. The new rules apply to video programming distributors that air programming – including broadcasters and cable and satellite distributors— on television and then post clips of that programming on their own website or via their own mobile app. The new rules do not extend to third party websites or apps.

Compliance deadlines vary based on the type of video clip. Specifically, a deadline of:

- January 1, 2016, will apply to

“straight lift” clips, which contain a single excerpt of a captioned television program with the same video and audio that was presented on television;

- January 1, 2017, will apply to “montages,” which occur when a single file contains multiple straight lift clips; and
- July 1, 2017, will apply to video clips of live and near-

before the applicable compliance deadline because compliance for this category of video clips is considered to be economically burdensome.”

FCC did not stop there though! FCC also issued what’s called a “Second Further Notice of Proposed Rulemaking” that asks for comment on four related issues, which include:

Currently, third party distributors are not subject to the order; comments are invited on how IP closed captioning rules should apply to those third party distributors

Should the grace periods that apply to video clips of live/near live programming be decreased/ eliminated over time as technology advances make it easier to post video clips with captions promptly?

How should the rules apply to “mash-ups”, in where a video consists of one or more video clips from captioned programming?

If a video has not been on TV yet, but will be captioned when it is finally shown on TV, but this video is posted online by a distributor before showing it on TV (known as “advance” video clips) – how does the rules apply to this?

FCC Chairman Tom Wheeler issued a statement, in where he said:

*“As today’s item demonstrates,*



A Video Clip with Captions

live television programming, such as news or sporting events. Distributors will have a grace period of 12 hours after the associated live video programming was shown on television and eight hours after the associated near-live video programming was shown on television before the clip must be captioned online in order to give distributors flexibility to post time-sensitive clips online without delay.

- Finally, the requirements do not apply to video clips that are in the distributor’s online library



Continued from page 18

*we've made significant progress on improving close captioning. Earlier this year, the Commission acted to enhance quality standards for closed captioning on TV that had been languishing at the FCC for over a decade. [...]*

*Accessibility of programming must evolve with technology in order for us to maintain our commitment to*

*universal access. When the number of U.S. households viewing TV programming exclusively on the Internet is poised to surpass the number viewing only via antenna, and 77% of Internet users regularly watch video clips online – often to get news, sports, and entertainment programming, it's time to update our closed captioning rules to reflect these changes. Today's order does just that and will ensure millions of Americans who "hear with their*

*eyes" have greater access to video information on the Internet.*

*Today's order does just that and will ensure millions of Americans who "hear with their eyes" have greater access to video information on the Internet."*

TDI's gratitude goes out to Senator Markey and Senator Pryor for their efforts in pushing for this to happen. Significant progress, indeed!

# Keep in touch.



Visit TDI's new, interactive website at **www.TDIforAccess.org**  
And help us shape an accessible world.



Continued from page 9

*some providers to effectively verify the identities and eligibility of such fraudulent callers. [...] Although there is only one IP Relay provider still offering these services, the departure of the other providers was not our choice. It is unfortunate that most IP Relay providers have chosen to terminate their IP Relay service rather than work with the Commission to eliminate fraudulent calls."*

### **What is TDI's position about competition for IP Relay?**

We at TDI want to see a healthy, robust and very accessible IP Relay environment and have urged – and will continue to urge – FCC to

take measures to ensure IP Relay accessibility at the highest level. Also, we continue to encourage the FCC to be mindful of economies of scale in an environment with much fewer IP Relay minutes, so that providers are attracted to the market, are adequately compensated for their services, are competitive, and have incentives to innovate. We also are mindful of the persistent fraudulent use of IP Relay by non-eligible users who are not deaf or hard of hearing and we stand ready to work with the FCC on strengthening the IP Relay service so that it continues to serve as a vital tool for communications needs and is, at the same time, immune to fraud and abuse.

TDI will continue in our efforts to work with FCC and industry to

increase competition for IP Relay services, and to support FCC in its efforts to balance the fight against fraud and meet consumer needs for communication access. Balance is crucial if consumer choice and accessibility is to be protected. We are confident that our fellow consumer organizations will also do the same with FCC.

Please feel free to contact FCC if you have more questions. Also, if you want to start using IP Relay, please contact Sprint, who is currently the sole provider. Other companies – Sorenson, Purple, and Hamilton Relay, may consider jumping back in the market if regulatory conditions, compensation methodology, and compensation rates are further revised and thus become more favorable.

## SEASON'S GREETINGS FROM TDI



HAPPY  
*Holidays*



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# Noteworthy News



## STRATUS VIDEO INTERPRETING AND ZVRS LAUDED AT TAMPA BAY BUSINESS 100 AWARDS; PARENT COMPANY CSDVRS HONORED WITH “MOST INNOVATIVE” AWARD

CEO Sean Belanger accepts Tampa Bay Business 100 Award and Most Innovative Company Award on behalf of Stratus Video Interpreting and ZVRS, crediting Apple's role in technology development and the subsequent growth of the company's video remote interpreting (VRI) services.

**Clearwater, FL (PRWEB)  
November 19, 2014**

Clearwater-based video communications firm CSDVRS, LLC was recently honored by the Tampa Bay Business Journal at an awards ceremony celebrating the achievements of the area's top 100 privately held businesses. As the parent company behind Stratus Video Interpreting and The Z® Video Relay Service (ZVRS), CSDVRS holds the number 77 spot in the Tampa Bay Business 100 and was one of just a few companies to receive a special recognition award, being dubbed as the “Most Innovative” company among the honorees. The success of CSDVRS and its inclusion in the Tampa Bay Business 100 is largely attributed to its subsidiary Stratus Video Interpreting, which boasted outstanding growth in 2013 and is on track to grow 400% in

2014.

The Tampa Bay Business 100 Awards ceremony was held October 23 at the Grand Hyatt Tampa Bay and was well attended by local business leaders. CEO Sean Belanger accepted the Tampa Bay Business 100 Award and Most Innovative Award on behalf of Stratus Video Interpreting and ZVRS, and was interviewed onstage by Tampa Bay Business Journal Editor-in-Chief Alexis Muellner about the companies' history of innovation.

While the business' original incarnation and earliest work in video relay service (VRS) for the deaf and hard-of-hearing dates back to the mid-1990s, Belanger recounted how the intervention of Steve Jobs and a team of Apple engineers helped drive the development of Z's mobile VRS application. “When Apple introduced its FaceTime video calling service, I knew the technology could be of tremendous benefit to our clients,” he asserted. “However, we struggled with how to go about implementing it.”

Belanger decided to appeal directly to Apple co-founder Steve Jobs. “I sent him a very concise email about who I was and what I did, and said we needed help. Four days later, I received a call from a guy who said, ‘I’ve been told to help you. I don’t know why; I don’t know who you are. I work for Apple and I can’t tell you who told me

to call you.’”

Shortly afterward, Apple sent three engineers to Clearwater to meet with Belanger; and a week later, Z's mobile VRS app was operational. It officially launched on July 26, 2010 – which also marked the 20th anniversary of the Americans with Disabilities Act.

After perfecting its VRS offerings for the deaf and hard-of-hearing, the company decided to leverage its video communication technology and expand its interpretation services to address the needs of individuals with limited English proficiency (LEP). To that end, CSDVRS spun off a new business unit called Stratus Video Interpreting in 2012. Stratus offers on-demand video remote interpreting (VRI) services in more than 175 spoken and signed languages.

“While ZVRS created a strong foundation for our business, I believe Stratus will drive our future growth,” predicted Belanger. “When we introduced Stratus in 2012, we started off with virtually zero revenue. By 2013, we earned a little over \$1 million in revenue; this year, we’re at \$4 million. I anticipate equally strong growth in the coming years as more organizations discover that our interpretation services offer an effective and affordable way to comply with government mandates for equal language access.”

Stratus video remote interpreting combines the benefits of face-to-face interpretation with the convenience and affordability of over-the-phone interpreting (OPI). The company's on-demand video interpretation services offer solutions for a wide range of industries, and haven already proven successful in court systems, the Federal government and healthcare. In fact, Stratus has grown its client roster from 20 hospitals in 2012 to more than 500 healthcare facilities today.

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“On behalf of CSDVRS, I’m grateful to have been recognized by the Tampa Bay Business Journal for our company’s growth, leadership and innovation,” said Belanger. “It has always been our mission to overcome language barriers and foster better communication between cultures. As ZVRS and Stratus Video Interpreting continue to grow, my team and I take pride in knowing that we are helping to improve the lives of deaf, hard-of-hearing and LEP individuals nationwide. I pledge to maintain our focus on quality, service and innovation, so our customers will always have access to the best interpretation services and the latest technology available.”

Article Source: <http://www.prweb.com/releases/2014/11/prweb12335745.htm>

Author: Karla Jo Helms

## TODAY'S TECH: HOW A DEAF-BLIND LAWYER USES TECHNOLOGY TO REPRESENT HER DISABLED CLIENTS

Haben Girma isn’t your typical lawyer. For starters, she’s a Harvard Law graduate. But that’s not all. She was also named a White House “Champion of Change” in 2013. To top it off, she serves as a Skadden Fellowship Attorney at Disability Rights Advocates. Pretty impressive for someone who is only 26 years old — especially when you consider she’s both deaf and blind.

That’s right — Haben is a deaf-blind lawyer. But she hasn’t let her disabilities get in her way. If, despite her pedigree, you remain unconvinced of her tenacity, listen to her recent TEDx talk where she discusses her education and her advocacy work at DRA. If, after watching her speak, you’re not blown away by her dedication and perseverance, then I’m not sure what will impress you.

According to Haben, none of her

achievements would be possible if it wasn’t for technology:

“It would be significantly harder for me to practice law without the technology available to me today. I rely heavily on screenreaders to read text and the braille display is crucial for communication. These technologies offer opportunities and allow for an independence that did not exist in the past. It’s really exciting how new technologies open up new opportunities.”

Without access to a number of different types of technologies, Haben would be unable to accomplish her work for DRA, an organization that provides free legal representation to people with disabilities whose civil rights have been violated. Her work for DRA helps people with the full spectrum of disabilities including mobility, sensory, cognitive, and psychiatric in complex, system-change class-action cases and is something she’s always wanted to do.

“I applied to law school with the mission of becoming a disability rights lawyer,” she says. “While looking for fellowships during my last year of law school I learned about DRA and the amazing work they do removing access barriers through high impact litigation. The Skadden Foundation awarded me a two year fellowship working alongside the experienced disability rights attorneys at DRA.”

For Haben, the fellowship is the perfect fit. However, her work would be impossible if she did not have access to key technologies which allow her to read and communicate with her colleagues and DRA’s clients.

For reading, she uses a tool called VoiceOver, a technology provided by Apple that makes the information found on a computer screen and obtained from a computer accessible to those who cannot see it. Haben explains how she uses it in her

practice:

“One technology that I rely heavily on is the VoiceOver screenreader for the Mac and iPhone. The screenreader outputs visual information on the screen into audio format or digital braille. The screenreader allows me to write memos, email, and conduct legal research on the computer.”

Another way that Haben uses technology is for communicating with others, whether by phone or in person.

“For communication, I use a braille display paired with a bluetooth QWERTY keyboard. An assistant transcribes audio content during phone calls, conferences, meetings, and I read the captions real-time on my braille display.”

Twenty-first-century technologies are what make her inspirational efforts possible, but it’s her determination and drive that allow her to be so successful. Whether she’s fighting for the rights of others with disabilities at DRA or advocating to make TED talks more accessible to everyone, she’s using technology and working hard to make the world a better, more equitable place for those with disabilities, both online and off.

When I asked her if she had any technology advice for other lawyers, it came as no surprise that her parting wisdom was designed to help other lawyers with disabilities:

“Lawyers with print disabilities should approach technology creatively. Sometimes you can find a way of using emerging technologies in a new way that enhances your practice. Take time to experiment with various options and explore the possibilities.”

So, learn from Haben’s example. Think outside the box, take advantage of technology, and don’t let anything get in your way.

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# Noteworthy News

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Article Source: <http://abovethelaw.com/2014/12/todays-tech-how-a-deaf-blind-lawyer-uses-technology-to-represent-her-disabled-clients/>

Author: Nicole Black

## MARYLAND WOMAN SUES HIPPODROME THEATER ON BEHALF OF DEAF AND HARD OF HEARING

BALTIMORE (WJLA) - A Maryland woman is taking on some big powers in the state, standing up for the deaf and hard of hearing.

Jessica Gill has filed suit against the Hippodrome Theater in Baltimore and the Maryland Stadium Authority, claiming violations of the Americans With Disabilities Act.

Gill is a theater buff and has watched Broadway shows on video since she was a kid. She'd rather see them in the theater, but not every place offers what she needs to hear the show.

"Newsies" is a Broadway hit Gill has been anxious to see when the tour danced through Maryland. But she isn't going. Not because she can't get a ticket, but because she won't be able to fully hear the show.

Gill wanted the Hippodrome Theater to accommodate her severe hearing disability, as required by law, but when it didn't offer captioning after months of asking, she filed suit.

"To know those are some big names and industry players, yeah, pretty scary, but I also believe that you can't impact change without doing something about it," Gill says. "We want the same rights as everyone else."

Howard Rosenblum with the National Association of the Deaf is fighting with Gill to get those rights. His organization wants to send a strong message about the importance of accessibility.

"I think there's a lot of ignorance," he says. "Some places do provide some form of access and believe, 'oh, we've done our job,' so we have to educate a lot of places like this. And these big places should know better."

The Hippodrome told ABC 7 News it didn't have information on the lawsuit, and the Maryland Stadium Authority did not return our call.

Article Source: <http://www.wjla.com/articles/2014/12/only-on-7-maryland-woman-sues-hippodrome-theater-on-behalf-of-deaf-and-hard-of-hearing-109496.html>

Author: Joce Sterman

## SETTLEMENT CONFERENCE SET IN DEAF INMATES' LAWSUIT

LAGRANGE, KY. — A settlement conference has been scheduled in a lawsuit brought by a pair of deaf and hearing-impaired inmates in Kentucky who are seeking to force the Department of Corrections to provide interpreter services for medical visits, video phones that allow deaf callers to see sign language and other hearing devices.

The conference is scheduled for Jan. 27 at the Kentucky State Reformatory in LaGrange.

Inmates Oscar Adams and Michael Knights are seeking class-action status to represent all hearing-impaired inmates in the state system.

There are no solid statistics on how many inmates in Kentucky are hearing impaired or deaf. About one percent of the general population is estimated to have a significant hearing loss, but no one tracks nationally the number of people in prison who have the issue.

Article Source: [http://www.bellinghamherald.com/2014/12/01/4003003\\_settlement-conference-set-in-deaf.html?sp=/99/321/&rh=1](http://www.bellinghamherald.com/2014/12/01/4003003_settlement-conference-set-in-deaf.html?sp=/99/321/&rh=1)

Author: Associated Press

## 911 TEXTING FOR DEAF, SPEECH IMPAIRED LAUNCHES MONDAY

Windsor's Emergency 911 Centre is launching a new service for those who are deaf, hard of hearing or have a speech impairment.

Starting Monday people who fall in these groups will be able to text 911 for help when in trouble.

"It is something that is being rolled out in the United States where there's texting for the entire population, it's not here yet," said Lori Powers, the Director of the Emergency 911 Centre in Windsor.

She said all people need to do is register their cell phone numbers with their wireless provider.

Powers said dispatchers will listen to noise in the background to make sure the owner of the phone is placing the call.

Windsor will be the fourth community in Ontario to launch a 911 texting service for those who are deaf or have a speech impairment.

She said in the future there will be a 'next generation 911.'

"That will be in the next five years," said Powers. "Eventually we'll be able to receive picture, video, data all kinds of information through 911."

Article Source: <http://www.cbc.ca/news/canada/windsor/911-texting-for-deaf-speech-impaired-launches-monday-1.2853623>

Author: CBC News

## THEATERS PLEDGE TO IMPROVE MOVIE ACCESS FOR DEAF AND HEARING-IMPAIRED

Lisa Yuan, who has profound hearing loss, is photographed wearing Sony's Entertainment Access Glasses on May 4, 2013. Having avoided all but foreign, subtitled movies for nearly 15 years,

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Yuan has enjoyed going to the movies more, utilizing the Sony glasses for their holographic technology. (Jay L. Clendenin / Los Angeles Times)

The nation's theater owners have agreed to make their cinemas more accessible to deaf and hard-of-hearing patrons.

The National Assn. of Theatre Owners has reached an agreement with the the Alexander Graham Bell Assn. and other advocacy groups on a new set of recommendations to the Department of Justice, which is conducting a review of guidelines under the Americans with Disabilities Act.

Among other things, the recommendations would require all digital movie theaters nationwide to install closed-captioning and audio description equipment. The agreement also establishes minimum closed-captioning device requirements and a system for tracking how many patrons use the equipment.

The agreement followed weeks of discussions and represents a compromise over an issue that has sparked clashes in the past.

Over the years, advocacy groups have sued theater chains, alleging they were not doing enough to make their theaters accessible to the deaf and hard-of-hearing community. For their part, theater owners have previously complained about the high costs of installing the equipment, which can range from \$3,000 to nearly \$40,000, depending on the size of the theater.

"These joint comments are the result of decades of efforts from A.G. Bell's members and other deaf advocates to attain captioning access in movie theaters," said John F. Stanton, chairman of the public affairs council of A.G. Bell. "Today is truly a landmark day in



A moviegoer enjoys the action on the screen with captions via the glasses.

captioning access history."

Anna Gilmore Hall, executive director of the Hearing Loss Assn. of America, called it a historic agreement that is a "'Welcome Back' banner for people who had given up going to the movies simply because they could no longer hear."

The Assn. of Late Deafened Adults and the National Assn. of the Deaf also were part of the agreement with the theater owners' trade group.

More than 38 million Americans live with some sort of hearing disability, and only one third of them go to a movie theater at least once a year. That compares with about 70% of Americans overall who went to the movies at least once in the last year, according to industry surveys.

The nation's largest theater chain,

Regal Entertainment, has invested more than \$10 million in glasses developed by Sony Electronics Inc. that use holographic technology to project closed-caption text that appears inside the lenses, synchronized with the dialogue on the screen.

"This partnership between deaf and hard-of-hearing advocates and the movie theater industry has been remarkably productive and promises to yield results that will benefit our patrons and expand access to movie theaters in a real, practical and measurable way," said John Fithian, president of the National Assn. of Theatre Owners.

Article Source: <http://www.latimes.com/entertainment/envelope/cotown/la-et-ct-theaters-hearing-20141121-story.html>

Author: Richard Verrier




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# TDI In Action

June - November 2014

## Definition of abbreviations:

AADB = American Association of the Deaf Blind

ALDA = Association of Late Deafened Adults, Inc.

ASDC = American Society of Deaf Children

CC - closed captioning

CCASDHH = California Coalition of Agencies Serving Deaf and Hard of Hearing, Inc.

CGB = Consumer and Governmental Affairs Bureau

CPADO = Cerebral Palsy and Deaf Organization

CTS - Captioned Telephone Service

DHHCAN = Deaf and Hard of

Hearing Consumer Advocacy Network

DRO = Disability Rights Office

E-911 - Enhanced 911

FCC = Federal Communications Commission

FNPRM - Final Notice of Proposed Rulemaking

HLAA = Hearing Loss Association of America

IP - Internet Protocol

NAD = National Association of the Deaf

NBDA = National Black Deaf Advocates

NG-911 - Next Generation 911

RERC-TA = Rehabilitation Engineering Research Center on

Telecommunication Access

SCAT/SCABT = Speech Communications Assistance By Telephone, Inc.

SoA = Speed of Answer

TAP = Technology Access Program at Gallaudet University

TDM = Time Division Multiplexing, a method of handling electronic communications

TIA = Telecommunications Industry Association

TLPC = Samuelson-Glushko Technology Law & Policy Clinic

TRS - Telecommunications Relay Service

VRS - Video Relay Service

## VRS, Rates, and Industry Reform

- (September 2) NAD filed an ex parte letter expressing concern about lack of video mail interoperability. <http://apps.fcc.gov/ecfs/document/view?id=7521826917>
- (October 1) TDI, AADB, CPADO, CCASDHH, DHHCAN, HLAA, NAD met with the FCC to express support for requiring video mail to be interoperable. <http://apps.fcc.gov/ecfs/document/view?id=60000870884>

## IP CTS

- (August 15) TDI, HLAA, NAD, DHHCAN, ALDA, CCASDHH, AADB supported Sorenson's petition requesting a waiver from collecting SSN information from IP CTS users. <http://apps.fcc.gov/ecfs/>

[document/view?id=7521768211](http://apps.fcc.gov/ecfs/document/view?id=7521768211)

## IP Relay

- (October 31) NAD, HLAA, TDI met with the FCC to discuss IP Relay service and stressed the importance of a healthy, robust and very accessible IP Relay environment <http://apps.fcc.gov/ecfs/document/view?id=60000977919>
- (November 7) NAD sent an email to Chairman Wheeler sharing concerns about the confidentiality of IP Relay calls as well as access for Deaf-Blind people. <http://apps.fcc.gov/ecfs/document/view?id=60000980052>

## TRS

- (May 23) NAD, DHHCAN, CCASDHH, CPADO, AADB filed a comment in response to the FCC Public Notice on the

Interstate TRS Fund administrator's proposed provider compensation rates, funding requirement, and carrier contribution factor for July 1, 2014 through June 30, 2015.

<http://apps.fcc.gov/ecfs/document/view?id=7521151513>

- (May 29) TDI, CCASDHH, NAD, CPADO, HLAA, DHHCAN met with CGB and DRO to discuss a broad range of TRS issues. <http://apps.fcc.gov/ecfs/document/view?id=7521164591>
- (June 20) The TDI Board of Directors sent a letter to Chairman Wheeler on a broad range of TRS issues. <http://apps.fcc.gov/ecfs/document/view?id=7521333974>
- (June 25-27) TDI, DHHCAN, ALDA, NAD, CPADO, AADB, TAP met with the Chairman's office, CGB, DRO, Com. Rosenworcel's

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office, Com. Clyburn's office, Com. O'Riley's office, Com. Pai's office to discuss a broad range of TRS issues <http://apps.fcc.gov/ecfs/document/view?id=7521350815>

- (August 6) TDI, AADB, CPADO, CCASDHH, HLAA, NAD met with CGB, OMD, OSP, the Chairman's office to discuss a broad range of TRS issues. <http://apps.fcc.gov/ecfs/document/view?id=7521752429>

- (September 30) TDI, NAD, ALDA, HLAA< CPADO, CCASDHH, AADB, DHHCAN supported Sprint's petition for a waiver to allow Sprint to load federally assigned telephone numbers into the iTRS directory. <http://apps.fcc.gov/ecfs/document/view?id=60000870063>

## Captioning, Subtitles, and User Interfaces

- (June 5) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, TAP filed an ex parte related to the captioning of IP-delivered video clips. <http://apps.fcc.gov/ecfs/document/view?id=7521224931>

- (June 9) TDI, NAD, AADB, CPADO, DHHCAN, ALDA, HLAA, DCS of SD opposed several closed captioning waiver requests. <http://apps.fcc.gov/ecfs/document/view?id=7521277712>

- (June 11) TDI, NAD, HLAA met with CGB, DRO and the Media Bureau to discuss video clips and closed captioning quality. <http://apps.fcc.gov/ecfs/document/view?id=7521314266>

- (June 16) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, SCT, TAP supported NCTA's request to extend the deadlines for comments

and reply comments in the closed captioning quality rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521318198>

- (June 16) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, SCT, TAP filed an erratum making a minor correction to our filing supporting NCTA's request to extend the closed captioning quality deadlines. <http://apps.fcc.gov/ecfs/document/view?id=7521318249>

- (June 20) TDI Counsel Blake Reid spoke over the phone with the Chairman's office and also CGB about issues related to the video clips rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521343032>

- (June 25-27) TDI, NAD, CPADO, AADB, DHHCAN, TAP met with CGB, DRO, Chairman's office, Com. Rosenworcel's office, Com. Clyburn's office, Com. O'Rielly's office, and Com. Pai's office to discuss video clips. <http://apps.fcc.gov/ecfs/document/view?id=7521350490>

- (July 1) TDI and TAP filed an ex parte on "time sensitive" video clips. <http://apps.fcc.gov/ecfs/document/view?id=7521357806>

- (July 7) TDI filed an ex parte responding to arguments made by the National Association of Broadcasters in the video clips rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521371771>

- (July 9) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, CCASDHH, AADB, SCT, TAP filed comments in the closed captioning quality rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521373906>

- (August 4) TDI, NAD, HLAA met with CGB and DRO to discuss issues related to the closed captioning quality rulemaking.

<http://apps.fcc.gov/ecfs/document/view?id=7521750124>

- (August 8) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, CCASDHH, AADB, SCT, TAP filed reply comments in the closed captioning quality rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521752500>

- (August 26) NAD filed an ex parte in response to BBC World News's allegation that it's not covered by the Closed Captioning Regulations. <http://apps.fcc.gov/ecfs/document/view?id=7521824418>

- (September 26) TDI, DHHCAN, CPADO, ALDA, AADB, HLAA, NAD, CCASDHH filed an ex parte expressing concern about the Los Angeles Unified School District self-exempting from the closed captioning rules and that the "less than \$3,000,000 annual gross revenues" exemption needs to be reconsidered or eliminated. <http://apps.fcc.gov/ecfs/document/view?id=60000868679>

- (October 6) TDI, NAD, HLAA, ALDA, CPADO, DHHCAN, CCASDHH, AADB, SCT, TAP filed comments in response to the Second FNPRM on video clips. <http://apps.fcc.gov/ecfs/document/view?id=60000871651>

- (October 31) TDI, NAD, HLAA met with the FCC to discuss closed captioning quality as well as re-examining the scope of multichannel video programming distributors. <http://apps.fcc.gov/ecfs/document/view?id=60000977986>

- (November 3) TDI, NAD, HLAA, ALDA< CPADO, DHHCAN, CCASDHH, AADB, SCT, TAP filed reply comments the FCC's rulemaking related to IP video clips.

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<http://apps.fcc.gov/ecfs/document/view?id=60000978473>

## TDM-to-IP Transition

- (July 18) TDI, NAD, HLAA, DHHCAN, Telecom-RERC, Clayton H. Lewis filed comments in the Open Internet rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521707584>
- (August 4) NAD, TDI, DHHCAN, ALDA, HLAA, CCASDHH, Telecom-RERC filed comments in response to the FCC rulemaking to inform the preparation of the biennial CVAA report. <http://apps.fcc.gov/ecfs/document/view?id=7521750103>
- (November 13) TDI and NAD met with members from different bureaus to discuss the FCC's open internet proceeding and stressed the need for transparency related to broadband speeds and more <http://apps.fcc.gov/ecfs/document/view?id=60000986040>

## Emergency Accessibility

- (July 14) TDI, NAD, ALDA, CPADO, CCASDHH, DHHCAN, AADB, Telecom-RERC filed reply comments in the Wireless E911 Location Accuracy rulemaking <http://apps.fcc.gov/ecfs/document/view?id=7521387743>
- (August 14) TDI, ALDA, DHHCAN, NAD, DHCC, HLAA, CPADO, CCASDHH, AADB filed comments in the Emergency Alert System rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521760468>
- (August 29) TDI, ALDA, DHHCAN, NAD, DHCC, HLAA, CPADO, CCASDHH, AADB filed reply comments in the Emergency Alert System rulemaking. <http://apps.fcc.gov/ecfs/document/view?id=7521825847>
- (October 30) NAD, AADB, CPADO, TDI met with several commissioners offices as well as the Public Safety and Homeland Security Bureau to discuss wireless

e911 location accuracy. <http://apps.fcc.gov/ecfs/document/view?id=60000978499>

- (November 7) TDI, HLAA, ALDA, NAD participated on panels at the FCC's Wireless Emergency event.

## Other Issues

- (May 16) DHHCAN filed a comment in response to the proposed Rehabilitation Engineering Research Centers priorities. <http://www.regulations.gov/#!documentDetail;D=ED-2014-OSERS-0018-0004>
- (July 15) AADB filed comments in response to the FCC rulemaking to inform the preparation of the biennial CVAA report. <http://apps.fcc.gov/ecfs/document/view?id=7521496100>
- (August 19) HLAA, TDI, ALDA, NAD, Telecom-RERC filed comments on the TIA petition on hearing aid compatibility volume control requirements. <http://apps.fcc.gov/ecfs/document/view?id=7520938640>

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For more information visit  
[www.svrs.com](http://www.svrs.com)



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**TDI Affiliate Membership is open to any business (large or small), nonprofit organization, educational institution (private or public), library, or government agency (federal, state or local).**

Name and Title of Contact Person: \_\_\_\_\_

**(Contact Person's name is for TDI's records only. It will not appear in Blue Book or eBlue Book.)**

Business / Organization Name: \_\_\_\_\_

Description of Business / Organization: \_\_\_\_\_

Street / Mailing Address: \_\_\_\_\_

City, State, and Zipcode: \_\_\_\_\_

(If your address is outside USA) Postal Code, Country: \_\_\_\_\_

**(For each of the following phones, please indicate the primary use of that phone.)**

Main Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TTY ☐ FAX

Alternate Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TTY ☐ FAX

Mobile Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TEXT

E-Mail Address **(Necessary to receive free TDI eNotes)**: \_\_\_\_\_

Alternate E-Mail Address (If any): \_\_\_\_\_

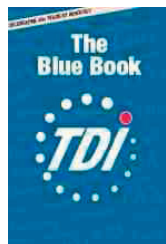
Instant Messaging (IM) Service: \_\_\_\_\_ IM Username (ID): \_\_\_\_\_

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

**Check all items that you want published for others to see:** ☐ Mailing Address ☐ E-mail Address and Website Address  
☐ Instant Messaging ☐ Phones (Includes Main, Alternate and Mobile)  
**(If no items are checked, you will not be listed in the Blue Book or eBlue Book.)**

May TDI send you **TDI eNotes**, the free TDI e-mail newsletter? ☐ Yes ☐ No

**All new listings/updates must be received in writing before October 1 to be included in the next edition of the Blue Book. Allow up to 30 days for processing eBlue Book changes mailed to TDI.**



## Select One TDI Membership Rate:

Affiliate (Business/Nonprofit/School/Library/Government): ☐ 1 Year \$100.00 ☐ 2 Years \$180.00

## Indicate here the TDI Membership Rate that you have selected above:

(Outside USA) Add additional \$15.00 for International Shipping: \$ \_\_\_\_\_

Additional Tax-Deductible Contribution to TDI (Fed Tax # 35-1146784): \$ \_\_\_\_\_

**THANK YOU!**

**GRAND TOTAL:** \$ \_\_\_\_\_

(If Paying by Purchase Order) Attach Purchase Order

(If Paying by Check or Money Order) Make payable to "TDI."

**(There is a \$35 fee for checks returned due to insufficient funds.)**

(If Paying by Credit or Debit Card) Card issued by: ☐ American Express ☐ MasterCard ☐ VISA



Card Number: \_\_\_\_\_ CCV Security Code: \_\_\_\_\_

Name of cardholder: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

**Mail or fax completed application with payment information to:**

**TDI - 8630 Fenton Street, Suite 121, Silver Spring, MD 20910-3803**

**Phone (Video/Voice): 301-563-9112 • FAX: 301-589-3797 • E-Mail: [listings@TDIforAccess.org](mailto:listings@TDIforAccess.org)**

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Revised 03/18/2014



## TDI INDIVIDUAL MEMBERSHIP APPLICATION FORM

*(If you are a business or organization, contact TDI for an Affiliate Membership Application Form.)*

**Check here if this is a renewal** ☐ **Alternate Formats Available**

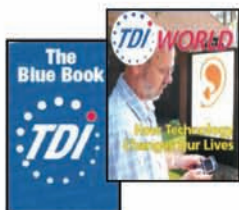
First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Additional person's name desired in listing : \_\_\_\_\_  
 Street or Mailing Address: \_\_\_\_\_  
 City, State, and Zip Code: \_\_\_\_\_  
*(If your address is outside USA)* Postal Code, Country: \_\_\_\_\_  
 E-Mail address *(Necessary for free TDI eNotes)*: \_\_\_\_\_  
 Phone: (\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ TTY ☐ Voice ☐ CapTel®  
 FAX: (\_\_\_\_) \_\_\_\_\_ Mobile (Cell Phone): (\_\_\_\_) \_\_\_\_\_  
 Pager Address: \_\_\_\_\_  
 IM Service: \_\_\_\_\_ IM User ID: \_\_\_\_\_  
 Web Site Address: \_\_\_\_\_

**Check all items that you want published in the Blue Book or eBlue Book:** ☐ Address ☐ E-mail ☐ Website ☐ IM ☐ Phones\*  
 (\*Phones include Video/TTY/Voice/FAX/Mobile/CapTel®)

*(If no items are checked, your contact information will be unlisted and not published.)*

May TDI occasionally send you *TDI eNotes*, TDI's free email newsletter? ☐ YES ☐ NO

*All new listings/updates must be received in writing before January 1 to be included in next Blue Book.  
 Allow up to 30 days processing in eBlue Book for changes mailed to TDI.*



### Select one TDI Membership rate:

	<b>1 Year</b>	<b>2 Years</b>	<b>LIFETIME</b>
Individual – Regular (age below 60):	<input type="checkbox"/> \$40.00	<input type="checkbox"/> \$75.00	<input type="checkbox"/> \$1,000.00
Individual – Senior Citizen (age 60+):	<input type="checkbox"/> \$30.00	<input type="checkbox"/> \$55.00	<input type="checkbox"/> \$1,000.00

### Indicate the TDI Membership Rate that you have selected above:

*(Outside USA)* Add additional \$15.00 for International Shipping: \$ \_\_\_\_\_

Contribution to TDI (Fed Tax # 35-1146784): *Thank you!* \$ \_\_\_\_\_

**GRAND TOTAL:** \$ \_\_\_\_\_

*TDI Members Receive: Listing in the Blue Book, four issues of TDI World and one Blue Book annually, occasional eNotes, and access to the eBlue Book until date of expiration.*

**Sorry, no refunds. Exchanges allowed for defective merchandise.**

*(If Paying by Check or Money Order)* Make payable to "TDI".

*(There is a \$35 fee for checks returned due to insufficient funds.)*

*(If Paying by Credit or Debit Card)* Issued by: ☐ American Express ☐ MasterCard ☐ VISA



Account Number: \_\_\_\_\_ 3-Digit Security Code: \_\_\_\_\_

Name of cardholder: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Mail or fax completed application with payment information to:

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*(Revised (01/06/2011))*



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