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The Evolution of Accessible Telecommunications and its Impact in the Workplace

Device and screen images stimulated

Objectives for Today

- Explain the difference between state and federally-funded relay services currently available
- Identify two trends in relay services for employees in the workplace
- Identify one communication service that is available for purchase by businesses to promote a disability-inclusive culture in the workplace

History of Relay Services

- Title IV of the Americans with Disabilities Act created Telecommunications Relay Services
- TRS enables people who are Deaf, Hard of Hearing, DeafBlind, or with a speech disability to communicate with standard telephone users.
- The conversation is relayed between the two parties by a specially-trained relay operator.



Speech-to-Speech Service (STS)

- STS allows people with speech disabilities to talk directly with their caller.
- A specially-trained relay operator repeats words, as needed.
- No special equipment is required.
- Available in all states as a part of the State Relay Services.



CapTel State Relay Services

- CapTel phones allow people with a hearing loss to read captions while on a special phone
- State CapTel programs do not use the INTERNET.
- Discounted or no-cost phones often made available by the State.
- Available in all states as a part of the State Relay Services.



Relay Conference Captioning (RCC)

- Designed for deaf or hard of hearing participants to join conference calls, webinars and meetings
- Services are available in several states. Participants must reside or work in the state that provides services
- Requires bookings in advance to secure captioners for your meetings
- Web-based solution
- Transcripts available

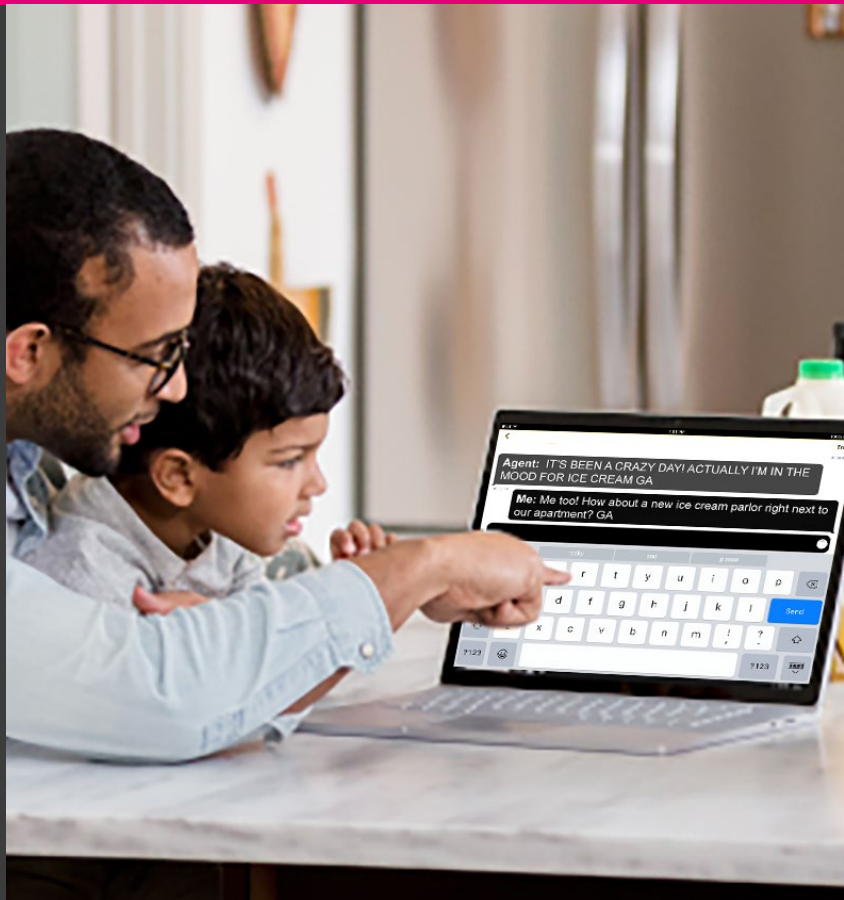


Internet-based Relay Services

- Internet-based relay services are overseen by the FCC and include:
 - Video Relay Service
 - IP Relay Service
 - IP Captioned Telephone Services (IPCTS)
- Registration or documented need often required
- Increased demand during COVID as employees work from home

IP Relay

- Text-based operator relay service
- Uses internet on a PC, tablet or smartphone
- Registration required
- Phone number assigned to access IP Relay web and mobile app
- Braille accessible
- One US provider



Video Relay Service

- Federally-funded service
- Video-based ASL relay service
- Uses video equipment or webcam on your device(s)
- Registration required
- Phone number assigned
- Four (4) Providers



IP Captioned Telephone Service (IPCTS)

- Federally-funded
- Internet-enabled
- Allows use of home phone number
- Feature-rich devices, including:
 - Captioned voicemail
 - Easy-to-dial contact list
 - Adjustable tone control
 - Amplification



Teleconference Captioning

- Creates inclusive work culture
- Supports Conference calls, presentations and webinars
- In-demand with virtual environment (work from home/remote locations)
- Benefits include:
 - Transcripts
 - Customizable background colors/font size
 - Web-based (internet access)
 - Shareable with other team members

Summary

- Accessible communication is crucial to creating an inclusive work environment
- Accessible communication broadens hiring opportunities to another qualified, diverse population
- These services demonstrate an organizational commitment to workplace accommodation
- Services enable people with hearing, vision, and/or speech disabilities to fully engage with the organization
- For more info: [T-Mobile.com/access](https://www.t-mobile.com/access)



Connect. Communicate. Empower.SM

CAPTEL: FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service.

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