

Text version of Claude Stout's Power Point Presentation
No graphics in either version.

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FCC VoIP Solutions Summit

Potential Barriers of IP-Enabled Services

Affecting People who are Deaf, Late-Deafened, or Deaf-Blind

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Claude L. Stout, Executive Director

Telecommunications for the Deaf, Inc.

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Functional Equivalency

- IP-enabled services such as VRS bring us near-functional equivalency of voice calls
- Traditional TRS is based on old technology
- VRS calls are seamless and quicker
- VRS calls convey nonverbal information
- VRS should be the new standard

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Policy Issues

- "255" access regulations needed even if no other regulations are used
- Broadband policy needs to account for video telephony
- Local and Interstate TRS funding mechanisms needs to be revamped to collect VoIP revenue
- VoIP does not recognize boundaries

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Market Economics

- Deaf & Hard of Hearing people in all economic brackets
- Access features in all, not just high-end products and services
- We should not be stuck with old pre-IP products and services
- Access to technology means freedom for people with disabilities

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R & D Collaboration

- Our needs must be considered as part of initial research and development, not an "afterthought"
- Most companies have not contacted us consumer organizations for
–Needs assessment

- Design and development
- Marketing activities
- We can test new products and services, and help implement new ideas

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Feature Options

- Wide range of hearing loss and vision loss
- IP Services not limited to TTY or text
- Additional capabilities possible
 - Enhanced audio and text
 - Video and tactile features
- Need ability to change text display
 - Type of fonts
 - Font color and size
 - Background color and opacity
 - Peripheral devices such as Braille readers

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VoIP Integrity Issues

- Data is broken into packets and sent over Internet – is it always intact?
- Consumers agree to 1% error rate
- Incomplete information can be fatal
- Security concerns must be addressed
 - Scams and fraudulent use
 - Firewalls hinder the use of accessible technology

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9-1-1 Technologies

- Public Safety responders must adapt to new technologies
- ADA only covers TTY and VCO calls
- Relay calls cause delays
- E-mail, pagers, instant messaging, relay and video not supported
- Location identifiers inadequate for IP technologies

