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HLAA LOS ANGELES

TOWN HALL MEETING

APRIL 23, 2016.

HEAR CENTER, PASADENA

PAT: IT'S A LITTLE BEFORE 10:00. IF WE CAN START FINDING OUR SEATS.

WE WANT TO THANK HAMILTON FOR SUPPLYING OR COFFEE AND BAGELS AND WATER AND REFRESHMENTS FOR US THIS MORNING.

WE ALSO HAVE A CAKE THAT LISA DROPPED [GIGGLES] GOING TO GIVE HER GRIEF ABOUT HAVING DROPPED THE CAKE -- BUT SMASHED UP A LITTLE BIT OR NOT, IT IS AN HONOR OF GRACE'S 97TH BIRTHDAY.

[APPLAUSE]

WE MISSED YOU AT YOUR LAST MEETING BUT I KNOW YOU WERE OFF WITH YOUR FAMILY UP NORTH.

SO WE'RE A FEW WEEKS LATE FOR YOUR BIRTHDAY, BUT CONGRATULATIONS AND WE'LL REALLY HAVE A BLOWOUT WHEN YOU HIT A HUNDRED.

GOOD MORNING, EVERYONE.

MY NAME IS PAT WIDMAN. I'M THE PRESIDENT OF THE LOS ANGELES CHAPTER OF THE HEARING LOSS ASSOCIATION OF AMERICA. AND I'M REALLY EXCITED TO SEE SO MANY OF YOU HERE. WE SEE SOME NEW FACES WHO HAVE COME TODAY FOR A PRESENTATION BY HAMILTON, A CALIFORNIA TOWN HALL MEETING.

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DEBRA AND HER CREW ARE GOING TO TELL US MORE ABOUT THE PROGRAM OF WHAT THE STATE PROVIDES FOR US WITH HEARING ASSISTIVE TECHNOLOGY, FOR THOSE OF US WITH HEARING LOSS, AND OTHER PROGRAMS.

SO WE ARE REALLY GLAD YOU ARE HERE WITH US TODAY.

JUST A FEW QUICK POINTS. CHAPTER BUSINESS BEFORE I TURN THE FLOOR OVER TO HAMILTON AND THEIR CREW.

AS YOU KNOW, YOU PROBABLY ALREADY READ OR IF YOU HAVEN'T, WANT TO AGAIN THANK EVERYONE WHO PARTICIPATED IN LAST WEEK'S GARAGE SALE FUNDRAISERS. I WANT TO THINK LISA BETH AND JOE FOR PROVIDING THE LOCATION.

[APPLAUSE]

COOKING UP SUPERB HAMBURGERS AND REALLY MAKING US FEEL AT HOME AT THEIR HOUSE. WENDI WAS INSTRUMENTAL IN ORGANIZING IN GETTING EVERYBODY TOGETHER AND GETTING THE VOLUNTEERS. SO IT WAS A VERY SUCCESSFUL DAY. WE HAD PERFECT WEATHER FOR IT. THE WIND STOPPED JUST PERFECTLY IN BETWEEN. AND WE RAISED OVER A THOUSAND DOLLARS. SO THAT'S REALLY AN EXCITING THING TO HAVE SPENT THE DAY AND IT PRETTY MUCH PAYS FOR OUR CAPTIONING.

WE WANT TO THANK MELODIE FOR BEING HERE AND PROVIDING OUR CAPTIONS THIS MORNING.

[APPLAUSE]

SOME MORE OF THE BUSINESS THAT WE WANT TO TALK ABOUT. ONE OF THE THINGS THAT'S COMING UP IS WE TALKED ABOUT IT AT THE LAST MEETING IN MARCH, WAS THE ELECTIONS THAT WE HAVE IN SEPTEMBER.

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THE STEERING COMMITTEE HAS BEEN TALKING ABOUT WAYS FOR US TO HAVE OUR LEADERSHIP AND HOW TO KEEP THE CHAPTER RUNNING EFFECTIVELY. WE ARE THINKING ABOUT MAKING A MUCH SMALLER STEERING COMMITTEE THAN WHAT HAD BEEN AT ONE TIME NINE MEMBERS AND MAYBE EVOLVING INTO ONLY THREE OR FOUR MEMBERS OF THE STEERING COMMITTEE WITH COMMITTEES DOING A LOT OF THE EVERSED STUFF.

THESE EVERYDAY -- THESE COMMITTEES WOULD BE LIKE LAST SATURDAY. A COMMITTEE FOR THE GARAGE SALE. IT IS OVER, IT'S DONE. YOU DON'T HAVE TO WORRY AGAIN. THERE THEN THERE'S A COMMITTEE FOR MAYBE THE CHRISTMAS PARTY OR THE HOLIDAY PARTY.

SO THE COMMITTEES AREN'T GOING TO BE REQUIRING A LOT OF MEETINGS AND TALKING AND STUFF. THEY ARE GETTING THE JOB DONE AND MOVING ON.

SO WE'LL BE TALKING ABOUT THAT MORE IN THE NEXT COUPLE OF MONTHS. AND I WELCOME YOU AGAIN TO GIVE US YOUR FEEDBACK IF YOU HAVE SOME IDEAS ON HOW YOU'D LIKE TO SEE THE CHAPTER RUN.

AS YOU KNOW, NEXT MONTH THE 4TH SATURDAY OF THE MONTH FALLS ON MEMORIAL DAY WEEKEND. AND SOMETHING WE'VE DONE EVERY YEAR SINCE WE STARTED CHAPTER 12 YEARS AGO WAS HAVE A BARBECUE OR PICNIC OR SOME SORT OF PARTY ON THAT WEEKEND.

KAT AND DANNY HAVE INVITED US TO COME TO THEIR HOME IN MONTROSE STARTING AT NOON ON MAY 28 FOR A BARBECUE AND SWIM PARTY. THE CHAPTER WILL PROVIDE THE MAIN FOOD, THE HAMBURGERS AND HOT DOGS AND SOME OF THE DRINKS, WE INVITE YOU TO BRING A

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SIDE DISH OR DESSERT TO IT. AND YOUR SWIMSUIT AND YOUR SUNBLOCK AND COME HAVE ONE OF OUR FAMOUS HLA A PARTIES.

SO WE LOOK FORWARD TO YOU BEING THERE.

LISA HAS THE SIGN-UP. IF YOU WILL PASS THIS AROUND OR IF YOU FIND IT TODAY DURING THE BREAK TIMES, PLEASE SIGN UP. IF YOU KNOW WHAT YOU'RE GOING TO BRING, JUST SO WE CAN START GETTING A HEAD COUNT. SINCE WE DON'T HAVE ANOTHER MEETING IN BETWEEN, THIS WILL REALLY HELP US TODAY IF YOU LET US KNOW. AND IT CAN ALSO LET US KNOW ON THE YAHOO GROUP IF YOU HAVEN'T HAD A CHANCE TO SIGN UP THERE.

I KNOW WE JUST HAD A FUNDRAISER. WE RAISED \$1000 LAST WEEK. BUT THE MAIN AMOUNT OF MONEY THAT WE RAISE AS A CHAPTER AND AS AN ORGANIZATION THROUGH HEARING LOSS ASSOCIATION IS THE Walk4Hearing. IT'S IN LONG BEACH AGAIN. JUNE 11. A SATURDAY. AND IT IS ALWAYS A GREAT, FUN DAY. WE HAVE A GOOD TIME. IT IS A BEAUTIFUL PLACE RIGHT ON THE MARINA WALKING AROUND THE QUEEN MARY. IT COULDN'T BE A MORE APPROPRIATE SETTING FOR AN ENJOYABLE DAY.

WE INVITE YOU TO BE PART OF OUR TEAM, THE LA STARS, AND TO ASK FOR DONATIONS FROM YOUR FRIENDS AND FAMILIES, CO-WORKERS, YOUR AUDIOLOGIST, YOUR HAIRDRESSER, DENTIST -- ANYBODY WHO WILL SUPPORT YOU IN PARTICIPATING IN THE WALK.

APPROXIMATELY 40% OF THE FUNDS THAT ARE RAISED ON THE WALK COME BACK TO US AS A CHAPTER. THE BALANCE GOES TO THE NATIONAL ORGANIZATION FOR THEM TO PROVIDE SERVICES AND SUPPORT AND ALL OF THE THINGS THAT NATIONAL DOES.

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SO I'M GOING TO PASS AROUND THESE BROCHURES THAT MELODIE KINDLY BROUGHT FROM THE KICK-OFF LAST WEEK. AND WE HOPE THAT YOU'LL SIGN UP.

BUT, WE DON'T HAVE -- HAVEN'T REGISTERED OUR TEAM YET ONLINE AND WHAT I NEED IS SOMEBODY WHO IS WILLING TO BE THE TEAM CAPTAIN. KAT HAS DONE IT FOR MANY, MANY YEARS. I THINK SHE CAN TELL YOU IT IS NOT REALLY A WHOLE LOT OF WORK. IT IS KIND OF A CHEERLEADER-TYPE THING, YOU GET PEOPLE GOING AND YOU ASK FOR THEM TO GET THEIR DONATIONS GOING.

SO, IF YOU ARE WILLING TO HELP US OUT AND BE THE TEAM CAPTAIN SO WE CAN GET REGISTERED ON THE WALK WEBSITE, I'D REALLY APPRECIATE IT.

AND THEN WE CAN REALLY GET GOING AND GET SOME FUNDS. THIS LAST COUPLE OF YEARS WE RAISED \$6- TO \$8,000 IN DOING THIS. AND THIS REALLY HELPS RUN OUR PROGRAM HERE AS A CHAPTER. THIS ALLOWS US TO DO SO MANY THINGS. SCHOLARSHIPS, PARTIES, JUST EVERYTHING THAT REALLY MAKES OUR CHAPTER SO UNIQUE AND SUCH A GOOD ORGANIZATION TO BE PART OF.

SO, I WILL PASS THESE AROUND. AND THEN IF YOU ARE WILLING AND ABLE TO HELP US BE THAT CAPTAIN, OR A CO-CAPTAIN, PLEASE LET ME KNOW AND WE'LL GET YOU SET UP WITH THE INFORMATION AND ALL OF THE DETAILS.

SO WITH THAT IN MIND, I THINK THERE'S -- THAT'S ALL WE NEED TO THROW AT YOU. AT THIS POINT JUST A REMINDER THAT IN JUNE WHEN WE GO BACK TO OUR REGULAR SATURDAY MEETING, YOUR STEERING

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COMMITTEE AND SOME OF THE REST OF YOU WILL BE IN DC FOR THE NATIONAL CONVENTION, HARD OF HEARING LOSS ASSOCIATION.

WENDI HAS VOLUNTEERED TO RUN THE MEETING AND DANNY HAS SAID HE WILL OPEN AND CLOSE. BUT THOSE THAT ARE NOT GOING, WE NEED YOUR HELP TO GET THE ROOM SET UP, GET THINGS PUT OUT AND CLEANED UP AFTERWARDS. SO PLEASE LET ME KNOW IF YOU ARE WILLING TO HELP OUT ON THAT TOO.

WITH THAT, GOING TO TURN THE MIC OVER TO KEN AND LET HIM INTRODUCE WHAT HE DOES FOR THE CALIFORNIA PHONE PROGRAM AND INTRODUCE OUR GUESTS TODAY.

KEN: THANK YOU. FOR THOSE OF YOU THAT DON'T KNOW ME, MY NAME IS KEN CLUSKEY, AND I'M THE TREASURER OF HLA A LOS ANGELES CHAPTER. AND I AM ALSO A MEMBER OF THE TADDAC COMMITTEE FOR THE STATE OF CALIFORNIA. TADDAC FOR TELECOMMUNICATIONS ACCESS FOR THE DEAF AND DISABLED ADMINISTRATIVE COMMITTEE.

LONG ACRONYM.

BUT WHAT WE HAVE TODAY IS, WE HAVE AN OPEN HOUSE PRESENTATION AND ALSO AN EFFORT TO GAIN FEEDBACK IN HOW THE CALIFORNIA RELAY PROGRAM CAN IMPROVE AND HOW WE USE IT AND HOW IT IS HELPFUL TO US.

WHAT I DO ON THE COMMITTEE IS THE TADDAC COMMITTEE ACTS AS AN ADMINISTRATIVE ADVISORY COMMITTEE FOR THE PROGRAM. AND THE PROGRAM IS ACTUALLY UNDER THE CPUC, THE CALIFORNIA PUBLIC UTILITIES COMMISSION. SO WE ADVISE THE CPUC.

AND NOW I'D LIKE TO INTRODUCE SOME OF THE REPRESENTATIVES THAT ARE HERE FROM CALIFORNIA RELAY.

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DEBRA ROGERS, SHE'S THE SOUTHERN CALIFORNIA OUTREACH COORDINATOR. AND CHRISTA CERVANTES, THE CALIFORNIA ACCOUNT MANAGER.

BUT BEFORE I TURN THE MICROPHONE OVER TO THEM, I JUST WANT TO SAY, BRING SOMETHING UP. HOW MANY PEOPLE IN THIS ROOM WERE PRINCE FANS? ARE OR PRINCE FANS? FOR THOSE OF YOU THAT DON'T KNOW, PRINCE PASSED AWAY A COUPLE OF DAYS AGO. IT IS A VERY SAD THING. BUT HIS LIFE REALLY SHOULD BE CELEBRATED. HE WAS AN AMAZING ENTERTAINER, AN AMAZING ARTIST AND HE TOUCHED SO MANY PEOPLE'S LIVES, INCLUDING MINE WHEN I WAS YOUNG.

SO I'M JUST GOING TO -- WANT TO SAY A COUPLE MORE WORDS, VERY SHORT WORDS TO COMMEMORATE HIS LIFE.

"DEARLY BELOVED, WE ARE HERE TO FIGURE OUT HOW TO GET THROUGH LIFE, THIS THING CALLED LIFE. SO LET'S GO CRAZY."

[APPLAUSE]. . .

I'D LIKE TO TURN OVER THE MICROPHONE.

DEBRA ROGERS: HI, MY NAME IS DEBRA ROGERS. GIVE ME A MINUTE TO TURN THINGS BACK ON.

I'M GOING TO HAND THIS TO YOU FOR A SECOND, KEN.

PAT: YOU WANT TO USE THE OTHER? THE CLIP-ON?

DEBRA ROGERS: THAT WOULD BE GREAT.

CAN YOU HEAR ME OKAY? LETTING TECHNOLOGY CATCH UP TO US.

MY NAME IS DEBRA ROGERS. THANK YOU SO MUCH FOR BEING HERE TODAY AND THANK YOU FOR YOUR HELP, HLA-LA TO GET THIS GOING

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HERE AT THIS LOCATION. I REALLY APPRECIATE YOUR SUPPORT, AND FOR CO-HOSTING THIS WITH ME.

SO THIS IS OUR CALIFORNIA TOWN HALL MEETING. AND I'M SORRY, I'M GOING TO ADJUST MY HEARING AIDS. I AM ACTUALLY TALKING IN A MAJOR SPEAKER INTO MY OWN EAR. SO -- [GIGGLES]. I HAVE TO FIGURE OUT HOW TO MAKE ALL OF THAT WORK.

RIGHT NOW I YELLING AT MYSELF.

SO I AM HERE FROM HAMILTON RELAY. MY TITLE HERE IS OUTREACH COORDINATOR. MY JOB IS TO COME AND PRESENT AT DIFFERENT ORGANIZATIONS AND GROUPS ABOUT HAMILTON, HAMILTON CapTel AND RELAY AND THE SERVICES WE PROVIDE FOR PEOPLE WHO ARE DEAF, HARD OF HEARING, OR HAVE DIFFICULTY -- VISION -- DIFFICULTY SEEING.

SO I'M GOING TO TELL YOU A LITTLE BIT ABOUT CALIFORNIA RELAY SERVICE. I'M GOING TO SHARE THESE SERVICES THAT WE OFFER AND ALSO PROVIDE MY CONTACT INFORMATION.

AM I STANDING IN FRONT OF THE -- OKAY.

SO I'M GOING TO SHARE MY CONTACT INFORMATION. I'M BASED OUT OF SAN DIEGO, BUT I TRAVEL ALL UP AND DOWN THE COAST FROM THE BOTTOM OF FRESNO ALL THE WAY DOWN.

SO ABOUT CALIFORNIA RELAY SERVICE. INCLUDING SPEECH-TO-SPEECH IS FUNDED THROUGH THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM. THAT'S A PROGRAM OF THE CALIFORNIA PUBLIC UTILITIES COMMISSION. HAMILTON RELAY IS A DIVISION OF HAMILTON TELECOMMUNICATIONS BASED IN AURORA AND WE ARE CELEBRATING OUR 25TH YEAR OF PROVIDING RELAY SERVICE. WE

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ARE COMMITTED TO CUSTOMER'S CHOICE, RESPONSIVENESS AND SERVICE.

SO ABOUT RELAY. SO RELAY SERVICE FOR INDIVIDUALS AGAIN WHO ARE DEAF, HARD OF HEARING, OR HAVE DEAF/BLIND OR DIFFICULTY SPEAKING. EXCUSE ME.

RELAY IS CREATED THROUGH THE HELP THROUGH A.D.A., AND ALSO SCC MAN MANDATED IN 1993. WE USE SPECIALIZED EQUIPMENT, WHICH I'LL BE SHARING TODAY. AND RELAY SERVICE FOR PEOPLE IS AVAILABLE 24/7.

SO TRADITIONAL RELAYS SERVICE INCLUDE TTY, VOICE CARRY OVER, HEARING CARRY OVER, SPEECH-TO-SPEECH, DEAF/BLIND SERVICES AND SPANISH RELAY AND A CAPTION TELEPHONE.

I'M GOING TO TALK A LITTLE BIT ABOUT EACH OF THESE SERVICES. AND I'M GOING TO TELL YOU HOW IT WORKS.

SO WE HAVE YOUR STANDARD TELEPHONE USER, RIGHT HERE IS OUR C.A. WE HAVE THE RELAY OPERATOR, ALSO KNOWN AS THE COMMUNICATION ASSISTANT. AND WE HAVE THE RELAY USER. THIS GENTLEMAN IS USING A TTY FOR HIS COMMUNICATION.

SO WHEN THIS PERSON MAKES A CALL, THEY CAN ACTUALLY MAKE A CALL DIRECTLY TO THE PERSON THEY WANT TO CALL. THE RELAY OPERATOR, OTHERWISE KNOWN AS THE COMMUNICATION ASSISTANT, HELPS WITH THAT CALL BY TYPING EVERYTHING THAT THE STANDARD TELEPHONE USER IS SAYING.

SO LITTLE BIT MORE ABOUT THE COMMUNICATION ASSISTANTS. THEY FACILITATE THE CALL ACCORDING TO FCC AND STATE REGULATIONS. THEY FOLLOW INDIVIDUAL USER PREFERENCES. THEY DO NOT ENGAGE IN

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A PERSONAL CONVERSATION AND ALL OF THE INFORMATION IS KEPT
CONFIDENTIAL.

SO A LITTLE BIT ABOUT TTY RELAY.

TTY USERS TYPE THEIR MESSAGES AND READ THE OTHER PERSON'S RESPONSES. THIS REQUIRES SPECIALIZED EQUIPMENT. THE TTY. YOU DIAL 711 FOR THESE RELAY SERVICES. YOU PROVIDE THE C.A. WITH THE NUMBER THAT YOU'RE GOING TO CALL. AND THE C.A. WILL INTRODUCE RELAY AND FACILITATE THE CALL. THEY USE GA AND SC, "GO AHEAD" AND "STOP KEYING" TO START AND STOP THEIR PART OF THE CONVERSATION.

SO WE ALSO HAVE VOICE-CARRY OVER FOR INDIVIDUALS WHO HAVE HEARING LOSS AND PREFER TO USE THEIR OWN VOICE ON THE PHONE. THEY USE ADAPTIVE EQUIPMENT, TTY OR VCO PHONE. THE VCO USER SPEAKS DIRECTLY TO THE OTHER PARTY AND OPR TYPES THE OTHER PERSON'S RESPONSE FOR THE VCO USER TO READ.

WE ALSO HAVE HEARING CARRY OVER FOR INDIVIDUALS WHO CAN HEAR BUT ARE UNABLE TO SPEAK ON THE PHONE. THE ADAPTIVE EQUIPMENT IS THE TTY OR HEARING CARRY OVER PHONE. THE HCO USER LISTENS DIRECTLY TO THE OTHER PARTY. HCO USER TYPES THE RESPONSES AND THE C.A. VOICES WHAT THE HCO USER SAYS.

WE ALSO HAVE SPEECH-TO-SPEECH. THIS IS FOR INDIVIDUALS WHO HAVE DIFFICULT SPEAKING OR BEING UNDERSTOOD ON THE PHONE. NO SPECIALIZED EQUIPMENT. THE C.A. WILL RE-VOICE AND CLARIFY WHAT THE USER SAYS AS NEEDED.

WE ALSO HAVE THE SPEECH-TO-SPEECH USER TRAINING LINE. THIS IS USED TO HELP PEOPLE WHO ARE GOING TO BE USING THE STS SERVICE TO MAKE THAT CALL BECOME CLEAR AND MORE CONCISE AND TO HELP

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FACILITATE THE CALL. THIS IS AVAILABLE 24/7. AND AGAIN IT FAMILIARIZES WITH THE ETIQUETTE AND STANDARD PROCEDURES FOR USING STS SERVICES.

YOU ALSO HAVE VISUALLY ASSISTIVE SPEECH-TO-SPEECH. VA-STTS. THIS IS DESIGNED FOR INDIVIDUALS WHO HAVE DIFFICULTY SPEAKING AND ARE BEST UNDERSTOOD BY THE C.A. WHEN THEY CAN BE SEEN. THIS REQUIRES TELEPHONE SERVICE, COMPUTER AND WEB CAM AND A SKYPE SERVICE ACCOUNT.

THIS IS DBS, DEAF/BLIND SERVICES. HEARING AND VISION LOSS. THE SPECIALIZED EQUIPMENT IS A TELEBRAILLE. THE DBS USER TYPES THE MESSAGES TO THE C.A. AND THE OTHER PARTY'S RESPONSES ARE TYPED TO BE READ IN BRAILLE. AND THIS ALSO HAS A TYPING SPEED BUFFER. WHAT THAT IS, IS THAT ALLOWS THE TYPING TO COME THROUGH SLOWER OR FASTER WHATEVER IS BETTER FOR THE PERSON RECEIVING THE MESSAGES.

WE ALSO HAVE SPANISH RELAY. SPANISH-BASED RELAY SERVICE. IT IS AVAILABLE FOR ALL CALL TYPES. IT INCLUDES TRANSLATION BETWEEN SPANISH AND ENGLISH.

AND WE ALSO HAVE A THING CALLED A CUSTOMER PROFILE. THE CUSTOMER PLACES THE PREFERENCES -- YOUR GREETINGS AND MESSAGES, CONNECTION MODE, PREFERRED SERVICES USED ON EVERY RELAY CALL, LONG DISTANCE PROVIDER, SPEED DIAL NUMBERS AND MORE -- AGAIN, TO HELP FACILITATE THE CALLS TO MAKE IT RUN SMOOTHLY, SIMILAR TO A REGULAR PHONE CALL THAT PEOPLE WITH NORMAL HEARING WOULD BE ABLE TO HAVE.

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SO NOW WE HAVE THE CAPTIONED TELEPHONE. CapTel. THIS IS DESIGNED FOR INDIVIDUALS WITH HEARING LOSS WHO SPEAK FOR THEMSELVES. THE USER LISTENS WHILE READING CAPTIONS OF WHAT'S SAID TO THEM. THIS REQUIRES SPECIALIZED TECHNOLOGY AND A CAPTIONING ASSISTANT. THIS IS ONE OF OUR CapTel PHONES THAT WE HAVE. AND I'LL BE SHOWING SOME OF THOSE TODAY.

I EVEN USE ONE OF THESE PHONES IN MY OFFICE.

SO SOME OF THE FEATURES ABOUT CapTel. YOU HAVE THE EXTRA LARGE DISPLAY. YOU'VE GOT AMPLIFICATION, THE BUILT-IN ANSWERING MACHINE, WHICH IS REALLY NICE. SO IF SOMEBODY LEAVES A MESSAGE, YOU CAN COME BACK AND READ THE CAPTIONS OF THE MESSAGE.

CALLER I.D. CAPABLE. YOU CAN SAVE AND REVIEW THE CAPTIONS. AND YOU'VE GOT THE ONE-TOUCH BUTTON RIGHT HERE FOR CUSTOMER SERVICE IF YOU ARE HAVING SOME DIFFICULTY WITH THE CAPTIONS OR SOME QUESTIONS ABOUT SERVICE, YOU CAN PUSH ONE BUTTON AND START THAT CALL. IT CONNECTS YOU DIRECTLY TO CUSTOMER CARE.

SO WE HAVE A CapTel 840. THE TELEPHONE SERVICES ANALOGUE AND REQUIRES A STANDARD ELECTRICAL POWER. THIS IS FOR PEOPLE WHO ARE NOT USING THEIR CAPTIONED PHONE THROUGH THE INTERNET. THE 840 CapTel IS AVAILABLE FOR THEM.

THIS IS CONTACT INFORMATION FOR THE CTAP, CALIFORNIA TELEPHONE ACCESS PROGRAM. AND I ALSO HAVE SOME BROCHURES THAT I CAN GIVE YOU THAT WILL HAVE THIS INFORMATION AS WELL.

SO THE FOLLOWING INTERNET-BASED SERVICES ARE PROVIDED BY HAMILTON RELAY. IT IS NOT A PART OF CALIFORNIA ACCESS PROGRAM OR CALIFORNIA RELAY SERVICE.

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SO THE ADDITIONAL HAMILTON CapTel OPTIONS: WE HAVE A CapTel PHONE 840i. 2400i, WHICH IS BLACK ONE. AND HAMILTON CapTel FOR PC AND MAC. SMARTPHONES AND TABLETS.

I'M GOING TO SHARE A LITTLE BIT ABOUT EACH OF THOSE AND ANSWER ANY QUESTIONS YOU HAVE AT THE END AS WELL.

SO WE HAVE THE CapTel 840i REQUIRES ANALOGUE OR DIGITAL SERVICE. HIGH-SPEED INTERNET AND STANDARD ELECTRICAL POWER.

WE ALSO HAVE THE 2400i, THIS IS MY PERSONAL FAVORITE. I HAVE THE BLACK ONE IN MY OFFICE. I DON'T KNOW IF I MENTIONED IT AT BEGINNING, BUT I DO WEAR HEARING AIDS. SO IN ORDER FOR ME TO TALK ON THE PHONE I CAN USE CAPTIONS AND READ WHAT THE OTHER PERSON IS SAYING, WHICH HAS ACTUALLY BROUGHT ME BACK ON THE PHONE.

I WAS NOT USING THE PHONE FOR A SHORT PERIOD OF TIME BECAUSE EVERYONE MUMBLED. I DON'T KNOW IF ANYBODY MUMBLES IN YOUR LIFE, BUT THEY ALL DO FOR ME.

SO, AGAIN, SO THIS IS A PHONE THAT I USE. REQUIRES HIGH-SPEED INTERNET AND A STANDARD ELECTRICAL POWER.

WE ALSO HAVE HAMILTON CapTel FOR PC OR MAC WHERE YOU CAN ACTUALLY LOG DIRECTLY INTO HAMILTON CapTel WEBSITE. LOG ON, USE A REGULAR PHONE. I CAN BE TALKING ON THE PHONE, HEARING WHAT I CAN HEAR, AND READING THE CAPTIONS DIRECTLY ON THE LAPTOP.

THE CAPTIONS AGAIN ARE THE CAPTIONS OF WHAT THE OTHER PERSON IS SAYING TO ME. SO FOR EXAMPLE, WHEN I CALL MY DOCTOR AND THEY TELL ME WHEN MY DOCTOR APPOINTMENT IS, I DON'T HAVE TO SIT THERE AND SAY "CAN YOU SAY THAT AGAIN? TUESDAY OR

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THURSDAY?" I'M READING THE CAPTIONS AND THAT HELPS ME WITH THE CALL.

YOU MUST HAVE A COMPUTER OR LAPTOP TO USE THIS SERVICE, HIGH-SPEED INTERNET, ANY PHONE, STANDARD OR MOBILE, AND THE HAMILTON CapTel ACCOUNT.

SO WE ALSO HAVE A HAMILTON CapTel FOR SMARTPHONES. THIS GIVES YOU THE OPPORTUNITY TO GO ANYWHERE AND BE ABLE TO TALK ON THE PHONE AND READ THE CAPTIONS ON A CALL. I USE THIS FOR AN ANDROID AND IPHONE, I HAVE BOTH. YOU NEED A SMARTPHONE. YOUR VOICE AND DATA PLAN, HAMILTON CapTel APP, THE HAMILTON CapTel ACCOUNT AND A HANDS-FREE HEADSET. FOR THOSE THAT HAVE HEARING AIDS SIMILAR TO MINE, I CONNECT THROUGH A PERSONAL LOOP, SO I PUT THE PERSONAL LOOP ON, CONNECT IT TO MY HEARING AIDS, TALK ON THE PHONE, AND I CAN READ THE CAPTIONS DIRECTLY ON MY SMARTPHONE.

WE ALSO HAVE HAMILTON CapTel FOR TABLETS WHERE YOU CAN PLACE AND RECEIVE CALLS ANYWHERE THAT YOU CAN CONNECT TO THE INTERNET. WHAT YOU NEED IS AN IPAD OR ANDROID TABLET, ANY PHONE, AGAIN STANDARD OR MOBILE, HIGH SPEED INTERNET CONNECTION, THE HAMILTON CapTel APP AND ACCOUNT.

SO THE INTERNET-BASED CapTel AVAILABILITY YOU CAN ORDER THIS USING A CERTIFICATION ORDER FORM OR THE STATE DISTRIBUTION PROGRAM OR MAKE A DIRECT PURCHASE.

FOR EXAMPLE, MY MOM DOES NOT HAVE HEARING LOSS BUT SHE WANTED TO KNOW WHAT KIND OF PHONE I WAS USING NOW, SO SHE ACTUALLY PURCHASED ONE OF THESE PHONES FOR \$75. SHE DOESN'T

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NEED THE CAPTIONS. SHE ORDERED THE PHONE. SHE HAS IT AVAILABLE AND USES IT THROUGH THE RELAY SERVICE.

BUT FOR THOSE OF US THAT NEED THIS PHONE, WE DO HAVE THE ORDER FORM THAT YOU CAN ACTUALLY ORDER THIS AND IT IS NO COST TO YOU.

IN ORDER TO DO, AGAIN THE CapTel FOR PC SMARTPHONE OR TABLET, YOU CAN REGISTER FOR AN ACCOUNT. HERE'S THE INFORMATION FOR THE WEBSITE. AND THEN AGAIN I CAN PROVIDE THAT AS WELL ON MY -- WITH THE BROCHURES THAT I HAVE FOR YOU.

SO HAMILTON ALSO HAS A RELAY AWARDS PROGRAM. WE HAVE OUR "BETTER HEARING AND SPEECH RECOGNITION" AWARD. WE HAVE A RECIPIENT IN THE ROOM I BELIEVE,

[LAUGHTER]

YOU RECOGNIZE THAT WONDERFUL LADY RIGHT HERE.

WE ALSO HAVE THE "DEAF COMMUNITY LEADER" AWARD AND THE \$500 HIGH SCHOOL SCHOLARSHIP AWARD.

THIS IS ME JUST GRADUATING FROM HIGH SCHOOL -- NO. JUST KIDDING.

[LAUGHTER]

AS YOU SEE PAUL HERE, I MEET A LOT OF PEOPLE, AND THEY GO, "PAUL USED TO BE HERE." "I'M THE NEW PAUL," SAYING I'M CUTER THAN HIM, SO.

SO CALIFORNIA RELAY OUTREACH, AGAIN, WE DO PRESENTATIONS, WE DO DEMONSTRATIONS ON OUR EQUIPMENT. WE ALSO GO INTO

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DIFFERENT BUSINESSES AND DO RELAY-FRIENDLY BUSINESS PROGRAMS WHERE I GO AND TALK TO DIFFERENT BUSINESSES ABOUT CapTel, ABOUT HAMILTON RELAY. A LOT OF PEOPLE HAVE NEVER HEARD OF IT. A LOT OF PEOPLE GET CALLS WHERE THEY ARE HEARING, "BY THE WAY THIS CALL IS GOING TO BE CAPTIONED BECAUSE I'M LISTENING AND READING THE CAPTIONS," AND THEY ARE LIKE, "WHAT IS THAT?"

SO MY JOB IS TO GO TO DIFFERENT ORGANIZATIONS AND TEACH ABOUT THAT AHEAD OF TIME.

WE ALSO HAVE A 9-1-1 DISPATCH TRAINING WHICH IS VERY SIMILAR. I GO AND I SHARE ABOUT HAMILTON RELAY AND CapTel.

AND THEN OF COURSE CUSTOMER CARE. I VISIT DIFFERENT CUSTOMERS THAT EITHER ARE STARTING TO USE CapTel, OR NEED SOME ADDITIONAL INFORMATION ABOUT THE RELAY SERVICE. IN MY OFFICE I HAVE TWO GENTLEMEN THAT COME AND VISIT ME EVERY ONCE IN A WHILE. THEY HAVE THEIR HAMILTON ON THEIR SMARTPHONE, THEY WANT TO MAKE SURE IT IS WORKING. THEY HAVE QUESTIONS. THEY BRING A FRIEND. SO I HAVE A COUPLE OF PEOPLE THAT ACTUALLY COME INTO MY OFFICE TO GET A LITTLE MORE ONE-ON-ONE INFORMATION ABOUT THE HAMILTON SERVICES.

THIS IS MY CONTACT INFORMATION.

AND HERE'S SOME PICTURES OF SOME COMMUNITY OUTREACH. YOU CAN SEE ME UP THERE IN THE TOP. THAT'S LAST YEAR'S Walk4Hearing IN SAN DIEGO.

I ALSO DID A STAND-DOWN WHERE I WENT AND VISITED AN EXPO FOR VETERANS.

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AND AGAIN THERE'S ANOTHER EXAMPLE, HAMILTON RELAY AT Walk4Hearing EVENT.

AND ANY QUESTIONS, COMMENTS, CONCERNS OR COMPLIMENTS -- COMPLIMENTS CAN DEFINITELY COME TO ME --

[LAUGHTER]

-- BUT THERE'S MY CONTACT INFORMATION. I ALSO HAVE MY BUSINESS CARDS SO THAT I CAN PASS THOSE OUT AS WELL IF YOU HAVE ANY SPECIFIC QUESTIONS. BUT ACTUALLY RIGHT NOW, WHAT WE CAN DO, IS BECAUSE THIS IS A CALIFORNIA TOWN HALL, I'D LIKE TO OPEN IT UP IF YOU HAVE ANY QUESTIONS, EITHER ABOUT MY PRESENTATION, ABOUT SOME OF THE INFORMATION, OR IF YOU USE A CapTel OR A HAMILTON RELAY AND HAVE SOME CONCERNS OR QUESTIONS, LET'S OPEN ITS UP TO THAT.

>> GEORGIA: I WOULD LIKE TO HAVE CLARIFICATION ABOUT -- HAMILTON RELAY, YOU WORK FOR HAMILTON RELAY. SO YOU ARE NOT ASSOCIATED WITH THE CALIFORNIA CTAP PROGRAM? CALIFORNIA --

DEBRA ROGERS: CALIFORNIA RELAY SERVICE?

>> GEORGIA: YEAH. SO YOU ARE NOT ASSOCIATED WITH THEM?

DEBRA ROGERS: WE ARE ASSOCIATED WITH THAT.

CHRISTA? DO YOU WANT TO HELP WITH THIS?

CHRISTA IS ALSO MY COUNTERPART HERE.

>> CHRISTA: IT IS A LITTLE CONFUSING.

OKAY. SO CALIFORNIA RELAY SERVICE IS PROVIDED BY THE STATE OF CALIFORNIA. HAMILTON IS THAT PROVIDER. SO WE'RE THE PEOPLE

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THAT PROVIDE THE COMMUNICATIONS ASSISTANTS AND THE OUTREACH PEOPLE AND THE ACCOUNT MANAGERS LIKE ME. AND THE STATE OF CALIFORNIA PAYS US TO DO THAT THROUGH -- SO WE ARE CALIFORNIA RELAY. THERE USED TO BE A MULTI-VENDORING SITUATION WHERE YOU HAD AT&T AND ALSO HAMILTON AND YOU COULD CHOOSE WHICH ONE YOU WANTED TO USE FOR YOUR RELAY SERVICE. SO THAT'S WHY IT IS A LITTLE BIT CONFUSING, BECAUSE THERE ISN'T TWO PROVIDERS ANYMORE. IT IS JUST HAMILTON THAT PROVIDES RELAY FOR THE WHOLE STATE.

AND SO WE ARE WORKING ON -- WITH THE STATE OF CALIFORNIA TO TRY AND KIND OF MELD THAT TOGETHER SO THAT THERE ISN'T AS MUCH CONFUSION ABOUT "THIS IS HAMILTON RELAY" AND "THIS IS CALIFORNIA RELAY."

SO REALLY DEBRA WORKS WITH THE STATE OF CALIFORNIA, THE PUBLIC UTILITIES COMMISSION, THE CALIFORNIA PHONES PROGRAM -- ALL OF THAT TO HELP PROMOTE THAT IN THE STATE AS WELL AS THE HAMILTON SERVICES THAT WE PROVIDE THROUGH THE INTERNET THAT THE STATE EQUIPMENT PROGRAMS DO NOT PROVIDE.

DOES THAT ANSWER YOUR QUESTION? [GIGGLES]

REALLY IT IS ONE AND THE SAME. IT IS ONE AND THE SAME. WE ARE PROMOTING CALIFORNIA RELAY BECAUSE WE GET, WE MAKE THE CALLS FOR CALIFORNIA. SO WHEN YOU CALL IN, IT IS TO A HAMILTON C.A. THAT DOES YOUR CALL. SO, WE WORK FOR THE STATE OF CALIFORNIA.

KEN: I WANTED TO FOLLOW UP REALLY QUICK.

EVERY SO OFTEN THE STATE OF CALIFORNIA GOES OUT AND GOES THROUGH A BIDDING PROCESS TO HIRE A CONTRACTOR LIKE HAMILTON

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CapTel. THEY JUST WENT THROUGH THIS PROCESS. SO, THE CONTRACT IS GOING TO GO UNTIL THE END OF THIS TERM AND THEN IT WILL GO OUT AGAIN.

BUT IT IS A COMPETITIVE BIDDING PROCESS THE STATE OF CALIFORNIA GOES THROUGH.

>> GEORGIA: SO, FROM WHAT I UNDERSTAND IS, OKAY, I HAVE A CapTel PHONE BUT IT IS NOT CONNECTED TO MY COMPUTER OR MY INTERNET. AND IT'S AN ANALOGUE CapTel PHONE, WHICH IS USELESS ANYMORE BECAUSE MY PHONE SYSTEM HAS GONE TO DIGITAL. SO I NEED TO REPLACE THAT PHONE WITH AN INTERNET DIGITAL-TYPE PHONE. BUT I CAN'T GET IT THROUGH THE STATE. BUT I CAN GET IT THROUGH YOU.

>> CHRISTA: YEP.

>> GEORGIA: BUT YOU ARE ONE AND THE SAME. SO THAT'S -- I'M JUST -- IS THAT IMPORTANT FOR ME TO REALLY UNDERSTAND THE DIFFERENCE? I'M JUST A LITTLE CONFUSED.

>> CHRISTA: THAT'S BETTER THAN RUNNING AROUND FOR ME.
(TALKING ABOUT THE MIC)

THE DIFFERENCE IS THAT THE CALIFORNIA PROGRAM IS NOT SET UP TO DISTRIBUTE ANY TELEPHONES THAT ARE INTERNET-BASED. THAT'S ONLY FOR ANALOGUE PHONES. THEY ALSO HAVE A LOT OF DIFFERENT PRODUCTS THEY DISTRIBUTE FOR MOBILITY ISSUES AND VISION. AND WE HAVE A REPRESENTATIVE FROM THE PROGRAM HERE. AND HE CAN TALK TO YOU MORE ABOUT ALL OF THE DIFFERENT TYPES OF EQUIPMENT THAT THEY CAN OFFER.

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BUT IT IS RESTRICTED TO ONLY LANDLINE SERVICE. AND I BELIEVE, DAVID, IT IS BECAUSE OF CALIFORNIA LAW IS WHY IT IS THAT WAY? IS THAT CORRECT?

AND SO --

>> DAVID: YES.

>> CHRISTA: SO WHAT YOU NEED TO DO SINCE THEY CANNOT PROVIDE YOU WITH A TELEPHONE THAT WORKS WITH THE INTERNET BECAUSE OF THAT RESTRICTION, YOU CAN COME TO HAMILTON AND WE CAN HELP YOU WITH THAT. AND THERE ARE SEVERAL WAYS, AS DEBRA SAID, TO GET THEM. YOU CAN DO A THIRD-PARTY CERTIFICATION WHICH BASICALLY MEANS YOU GO TO YOUR AUDIOLOGIST OR HEARING CARE PROVIDER AND HAVE HIM SIGN THE FORM THAT SAYS THAT YOU NEED THIS. AND THEN YOU CAN GET THE EQUIPMENT FOR FREE.

IF YOU DON'T WANT TO DO THAT FOR SOME REASON, YOU CAN PAY \$75 FOR THE PHONE. AND THEN YOU CAN USE AN INTERNET-BASED PHONE THAT WILL WORK WITH THE DIGITAL PHONE LINES OR IF YOU HAVE A BUNDLED SERVICE.

SO STOP AND TALK TO DEBRA. SHE'LL BE HAPPY TO HELP YOU WITH THAT.

>> GEORGIA: THANK YOU.

>> MIKE: HI, I'M GOING TO NOT TRY TO SOUND LIKE A CHEAP PERSON. BUT I DON'T EVEN KNOW ANYBODY WHO HAS A LANDLINE ANYMORE. THERE'S A FEW.

SO IF I DON'T HAVE A LANDLINE, I CAN'T HAVE THE PHONE THAT YOU'RE JUST DESCRIBING. THAT STILL REQUIRES A LANDLINE. SO IF I'M

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USING A SMARTPHONE OR A TABLET, DOES THE ACCOUNT YOU MENTIONED HAVE A FEE?

DEBRA ROGERS: NO. IT IS STILL FREE.

>> CHRISTA: NO. THERE IS NO MONTHLY FEE FOR THE ACCOUNT. BASICALLY THE ACCOUNT IS JUST SET UP BECAUSE YOU HAVE TO ANSWER SOME QUESTIONS THAT SELF-CERTIFY THAT YOU NEED THE SERVICE. BECAUSE THE FCC DOESN'T WANT LITTLE TIMMY IN HIGH SCHOOL MESSING AROUND AND PLAYING WITH CapTel WHEN HE DOESN'T REALLY NEED IT. BECAUSE WE DO GET REIMBURSED FOR THE MINUTES THROUGH THE FCC.

SO YOU HAVE TO ANSWER AND SELF-CERTIFY THAT YOU NEED THE SERVICE. AND SO THAT'S WHY YOU HAVE TO SET UP AN ACCOUNT. BUT THERE'S NO FEE.

IF YOU MAKE LONG DISTANCE CALLS OR, LET'S SAY WHATEVER YOUR CELL PHONE PLAN IS, SO IF YOU GET ALL OF YOUR CALLS FOR FREE, THEN ALL OF YOUR CALLS ARE FOR FREE.

REALLY THE ACCOUNT IS JUST TO BE SET UP SO THAT WE CAN SAY, "YEP, MIKE SAYS HE NEEDS THIS SERVICE." AND IF WE FIND OUT MIKE WAS NOT TELLING THE TRUTH, [GIGGLES] -- THEN THE FCC WON'T COME BACK ON US AND SAY, "WHY ARE YOU LETTING MIKE MAKE THESE CALLS?" WELL, MIKE SAID HE NEEDED IT.

>> MIKE: HOW DOES MIKE PROVE IT IF I'M QUESTIONED?

>> CHRISTA: YOU WON'T BE. THE CHANCES ARE THAT YOU WON'T BE UNLESS YOU ARE ROBO-DIALING AND MAKING 900 CALLS A MINUTE OR SOMETHING STRANGE LIKE THAT IS GOING ON THAT WOULD TRIGGER THAT YOU DON'T REALLY NEED IT.

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>> MIKE: OKAY. I DO. SOON.

>> CHRISTA: GOOD. THAT'S WONDERFUL. TALK TO DEBRA, SHE CAN HELP YOU WITH THAT.

>> MARY: I HAVE A SPECIAL QUESTION THAT MIGHT BE -- NOT BE APPLICABLE TO MOST PEOPLE HERE. I WEAR A DIGITAL HEARING AID. WHEN IT BREAKS DOWN, AND I'M HAVING IT REPAIRED I HAVE TO GO TO AN ANALOGUE. DOES THAT MEAN I HAVE TO GET TWO OF EVERYTHING? ONE ANALOGUE AND ONE DIGITAL OF WHATEVER IT IS THAT I NEED?

>> CHRISTA: NO, BECAUSE THE HEARING AID AND THE PHONE ARE SEPARATE. SO -- HOW DO I WANT -- WHEN YOU'RE USING --

DEBRA, YOU EXPLAIN THIS.

WHEN YOU ARE USING YOUR HEARING AID, IF IT HAS BLUETOOTH AND ALL OF THE -- I'LL SAY "BELLS AND WHISTLES" THAT MAKE IT EASIER FOR YOU TO USE THE PHONE, IS THAT DIFFERENT THAN IF YOU HAVE AN ANALOGUE HEARING AID AND WHAT'S THE DIFFERENCE, DO YOU KNOW?

DEBRA ROGERS: I CAN'T FULLY EXPLAIN THE TECHNICAL DIFFERENCE BETWEEN ANALOGUE AND DIGITAL. I CAN TELL YOU IF YOU NEED TO BE USING YOUR ANALOGUE HEARING AIDS, LET'S SAY THIS IS MY PHONE TO MAKE THIS CALL, THEN YOU WILL BE ABLE TO PLUG IN A HANDS-FREE DEVICE LIKE EAR BUDS WHERE I WOULD HAVE THE EAR BUDS PLUGGED IN.

>> MARY: I CAN'T WEAR EAR BUDS, UNFORTUNATELY. THEY DON'T WORK FOR ME.

DEBRA ROGERS: ARMANDO, ARE YOU RAISING YOUR HAND?

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>> ARMANDO: AND I'M WITH CALIFORNIA TELEPHONE ACCESS PROGRAM. WE ARE A PROGRAM UNDER CPUC AS WELL AS DDTP. AND IN REGARDS TO YOUR QUESTION, MA'AM, YOU HAVE TWO SETS OF HEARING AIDS. YOU HAVE THE ANALOGUE HEARING AIDS AND YOU HAVE THE BLUETOOTH –

>> MARY: NO BLUETOOTH.

>> ARMANDO: WHAT TYPE OF HEARING -- OKAY. WAS YOUR QUESTION ABOUT BLUETOOTH OR JUST DIGITAL?

>> MARY: WHETHER I NEED TO BUY TWO OF EVERYTHING OR WHETHER ONE ADAPTS FROM ANALOGUE TO DIGITAL. WHETHER I JUST NEED ONE. AND I'M NOT ON LANDLINES ANYMORE, I'M ON CELL PHONES. WHAT WOULD I NEED A DIFFERENT SYSTEM FOR THE CELL PHONE WHEN I'M WEARING THE DIGITAL AND A DIFFERENT ONE WHEN I'M WEARING THE ANALOGUE?

>> ARMANDO: GLAD YOU TOLD ME THE QUESTION. I WASN'T TOO SURE. WHEN IT COMES TO HEARING AIDS, YOU HAVE A DIGITAL SIGNAL AND THEN YOU HAVE WHAT ARE CALLED ANALOGUE SIGNALS. THE BEST WAY TO DESCRIBE THEM IS A DIGITAL SIGNAL, IF YOU ALL HAD WALKIE-TALKIES BEFORE, THAT TYPE OF SOUND IS THE TYPE OF SOUND THAT'S SOMETIMES BEING PRODUCED BY THE HEARING AID.

ANALOGUE IS MORE OF A WARMER SOUND. WHAT I MEAN BY WARMER SOUND IS YOUR TRADITIONAL ROTARY PHONES. OKAY. MY GRANDMA USED TO HAVE A PRINCESS PHONE, AVOCADO GREEN -- YOU DON'T SEE THOSE ANYMORE. BUT SHE LOVED THE SOUND BECAUSE THE SOUND WAS SO WARM TO HER.

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WHEN WE SWITCHED HER OVER TO A PHONE THAT WAS A DIGITAL PHONE, IT WAS MORE OF A CORDLESS PHONE, THE SOUND WAS A LITTLE HARSHER.

SO TO ANSWER YOUR QUESTION, NO, YOU DO NOT HAVE TO GET TWO. BUT YOU WILL NOTICE A DIFFERENCE IN THE SOUND. YOU'LL STILL BE ABLE TO UNDERSTAND IT. BUT A LOT OF MY CLIENTS WHO HAVE DIGITAL HEARING AIDS WILL SOMETIMES TELL ME, "OOH, THAT HURTS," BECAUSE THEY ARE NOT USED TO THAT SOUND. IT SOUNDS TOO SHARP TO THEM. SO SOMETIMES THEY HAVE TO GO AND GET EITHER THE HEARING AIDS READJUSTED OR THEY HAVE TO FIND A SPECIAL TYPE OF TELEPHONE THAT WILL GIVE THEM A MUCH WARMER SOUND THAN WHAT THEY ARE GETTING. SO I HOPE THAT ANSWERS YOUR QUESTION.

>> MARY: SO BASICALLY BUY ONE THING AND WORK FOR BOTH SYSTEMS?

>> ARMANDO: YES. THE BLUETOOTH, SOMETIMES IT'S THE CONNECTION FROM THE PHONE TO THE HEARING AID. THE ANALOGUE BASICALLY IS MORE OF A CORDED CONNECTION TO YOUR PHONE. WHEREAS A BLUETOOTH, IT IS BEING SENT FROM YOUR PHONE TO YOUR HEARING AID -- WHICH A LOT OF AUDIOLOGISTS ARE NOW GIVING OUT ARE BLUETOOTH BASED HEARING AIDS. SO WE'RE NOT SEEING AS MANY ANALOGUE SIGNAL TYPE HEADPHONES.

KEN: I WANT TO EXPAND ON THAT.

ALL OF OUR PHONES ARE HEARING AID COMPATIBLE, CORRECT? WHICH BASICALLY MEANS THAT YOU CAN USE A T-COIL FOR CONNECTIVITY PURPOSES. SO, ALL OF OUR PHONES AND MOST PHONES AND EVEN IN CELL PHONES THEY ARE HEARING AID COMPATIBLE, WHICH

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MEANS IF YOU TURN YOUR HEARING AID ON THE T-COIL MODE -- AND THAT'S ASSUMING THAT YOU HAVE A T-COIL IN YOUR HEARING AIDS, NOT ALL HEARING AIDS HAVE T-COILS. AND EVEN SOME HEARING AIDS HAVE T-COILS AND YOUR AUDIOLOGIST DOESN'T TELL YOU ABOUT THEM. SO THAT'S VERY IMPORTANT IS TO FIND OUT IF YOUR HEARING AIDS HAVE T-COILS. IF THEY DO, YOU CAN CHANGE MODES AND HOLD THE PHONE UP TO YOUR EAR AND IT WIRELESSLY CONNECTS TO YOUR HEARING AID.

JUST LIKE THE SAME TECHNOLOGY THAT WE ARE EXPERIENCING RIGHT NOW WITH THE LOOP. THE SAME TECHNOLOGY.

BUT, SO, YOUR HEARING AIDS, THE QUESTION WOULD BE, DO YOUR ANALOGUE HEARING AIDS HAVE T-COIL CAPABILITY? DO THEY HAVE T-COILS, AND THEN DO YOUR DIGITAL ONES? THEN YOU ALSO HAVE TO TAKE INTO CONSIDERATION THE SOUND IN DIGITAL AND ANALOGUE QUALITY. SO JUST ELABORATE A LITTLE BIT MORE.

>> ARMANDO: TO PIGGY-BACK ON THAT. WITH THE TELEPHONE ACCESS PROGRAM, WE HAVE WHAT IS KNOWN AS A NECK LOOP. WHICH BASICALLY IS A DEVICE THAT YOU PUT AROUND YOUR NECK. YOU CONNECT YOUR TELEPHONE AND THIS CONNECTS TO YOUR HEARING AIDS VIA THE T-COIL. OKAY. HOWEVER, THERE ARE DEVICES OUT THERE BECAUSE A LOT OF THE HOME-BASED PHONES ARE NOW OFFERING BLUETOOTH CAPABILITY. SO A LOT OF THE HEARING AIDS HAVE THE BLUETOOTH, SO THEY HIT THE TOP BUTTON AND THE HEARING AID AUTOMATICALLY GOES INTO THAT MODE.

BUT THIS DEVICE HERE IS THE ONE THAT GIVES YOU THE WARMER SOUND BECAUSE IT IS CONNECTED TO YOUR PHONE VIA A CABLE. SO I WANTED TO SHOW YOU FOR OUR PROGRAM WE HAVE SUCH A DEVICE AS WELL. THANK YOU.

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>> JUDY: WHEN I SUBSCRIBE TO THE INTERNET SERVICE, WILL THAT CHANGE -- I DON'T KNOW HOW TO WORD THIS. WILL THIS CHANGE MY PROGRAM, IN OTHER WORDS, DO I HAVE TO ASK FOR MORE GIGABYTES TO --

DEBRA ROGERS: [CHUCKLES] I'M SORRY. NO, I WASN'T LAUGHING AT YOU. YOU WON'T HAVE TO ASK FOR MORE GIGABYTES. THIS SHOULDN'T CHANGE YOUR CURRENT DATA PLAN. THE REASON I LAUGHED IS UNLESS YOU TALK ON THE PHONE ALL NIGHT NOW THAT YOU CAN TALK ON THE PHONE.

BUT NO, YOU SHOULD NOT HAVE TO CHANGE YOUR PLAN. IF YOU CURRENTLY HAVE A DATA PLAN, IT'S GOING THROUGH THAT DATA PLAN. DID THAT ANSWER YOUR QUESTION?

>> JUDY: I THINK SO.

DEBRA ROGERS: I APOLOGIZE FOR LAUGHING AT YOU. I SAID YOU ARE GOING TO BE ON THE PHONE SO MUCH. YOU ARE LIKE, "I HAD TO CHANGE MY PLAN."

MIKE?

>> MIKE: CERTAIN PROGRAMS ACTUALLY SUCK DATA NOT JUST MINUTES FROM YOUR PHONE. LIKE I'LL LISTEN TO MY AUDIBLE WHEN I CAN HEAR IT ON MY PHONE AND IT DRAINS IT AT TWICE THE SPEED AS JUST SURFING THE INTERNET. I THINK SHE MIGHT BE ASKING IS IT GOING TO DO ANY KIND OF DEBT OF DATA JUST FOR HAVING THE APP ON HER PHONE OR THE COMPUTER?

DEBRA ROGERS: I DON'T THINK YOU'LL NOTICE A SIGNIFICANT DIFFERENCE. I STARTED USING HAMILTON THREE YEARS AGO AND WE

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HAVE TO KEEP AN EYE ON OUR DATA BECAUSE WE HAVE THREE YOUNG MEN ON OUR PLAN. AND IT -- IT DOESN'T DRAIN YOUR DATA.

CHRISTA?

>> CHRISTA: THE OTHER THING I MIGHT SUGGEST --

I USUALLY SPEAK TOO LOUD NOBODY NEEDS A MICROPHONE TO HEAR ME. I'M SORRY.

THE OTHER THING THAT I SUGGEST AND THAT I DO MYSELF IS, IF I HAVE WI-FI WHEREVER I'M AT, I CONNECT TO THAT. BECAUSE THEN IT WILL GO THROUGH THE WI-FI AND IT'S NOT USING YOUR DATA. I ALWAYS DO THAT WHEREVER I'M AT. AND THAT'S A BIG HELP. THEN YOU DON'T HAVE TO WORRY ABOUT IT BECAUSE YOU CAN USE YOUR WI-FI TO DO IT.

>> JUDY: I DON'T HAVE WI-FI AT HOME. I LIVE IN ACTON, WHICH DOESN'T HAVE VERY GOOD CONNECTION TO THE TOWERS. SO, DO YOU HAVE A LIST OF HIGH-SPEED INTERNET GROUPS THAT ARE COMPATIBLE SO I CAN SEE IF THE GROUP I USE WILL BE USEFUL? BECAUSE I CAN'T HOOK UP TO SKYPE. MY PROGRAM IS TOO SLOW. BUT I CANNOT HOOK UP TO AT&T. SO DO I HAVE A PROBLEM?

DEBRA ROGERS: UM, I'M SORRY. I'M TRYING TO UNDERSTAND YOUR QUESTION. LIKE DO WE HAVE SPECIFIC -- NO. DO WE HAVE SPECIFIC INTERNET PROVIDERS THAT WE RECOMMEND?

>> JUDY: I CANNOT SUBSCRIBE TO AT&T, THEY WANT TO SELL ME HIGH-SPEED INTERNET. BUT THEY DON'T HAVE A TOWER TALL ENOUGH TO REACH MY HOUSE. SO THE COMPANY THAT I DO USE CANNOT GIVE ME SKYPE BECAUSE THEY ARE TOO SLOW.

[GIGGLES]

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WILL THEY WORK – I --

DEBRA ROGERS: CHRISTA?

>> CHRISTA: IT SHOULD STILL WORK. THERE MAY BE A SLIGHT DELAY WITH THE CAPTIONS COMING BACK TO YOU BECAUSE OF THE SLOWER INTERNET. BUT IT SHOULD STILL WORK. YOU SHOULD STILL BE ABLE TO GET THE CAPTIONS. YOU SHOULD BE FINE. YOU SHOULDN'T HAVE ANY PROBLEM WITH THAT.

>> MARY: MAY I CLARIFY SOMETHING. RIGHT NOW I HAVE MY SMARTPHONE AND I HOLD IT UP TO MY EAR BECAUSE I HAVE THE T-COIL. AND SOMETIMES PEOPLE SPEAK TOO FAST AND THEIR WORDS SLUR INTO EACH OTHER AND I TELL THEM "SLOW DOWN. I DIDN'T HEAR YOU" OR THE BACKGROUND NOISE ON THEIR SIDE AND I HAVE TROUBLE HEARING THEM. WITH WHAT YOU HAVE, I WOULD HAVE CAPTIONS ON MY PHONE? THAT MEANS THAT I'M LISTENING HERE AND THEN I HAVE TO GO BACK AND FORTH READING AND LISTENING AND READING AND LISTENING AND READING AND LISTENING? IS THAT HOW IT WORKS?

DEBRA ROGERS: THAT'S ONE WAY A PERSON CAN DO IT. ANOTHER WAY IS WITH THE EAR BUDS IF YOU HAVE THAT. AND AS ARMANDO MENTIONED A TBT NECK LOOP. I HAVE THE NECK LOOP THAT ACTUALLY CONNECTS TO MY HEARING AIDS -- BLUETOOTH. SO THAT I CAN BE READING THE CAPTIONS WHILE I'M HEARING THE CALL THROUGH MY HEARING AIDS.

CHRISTA?

>> CHRISTA: I JUST THOUGHT IF EAR BUDS DON'T WORK FOR YOU, YOU CAN USE HEADPHONES IF YOU WANT TO TO DO YOUR CALL. IF YOU

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CAN'T PUT EAR BUDS, YOU CAN USE HEADPHONES THAT WILL PLUG INTO YOUR PHONE.

>> MARY: CAN YOU USE A NECK LOOP?

KEN: REAL QUICK QUESTION.

YOU CAN USE A NECK LOOP WITH YOUR T-COILS, MARY. YOU CAN USE A NECK LOOP.

BUT I HAVE A QUESTION, DO YOU HAVE A RECOMMENDATION OR A LIST OF POSSIBLY OR EVEN DOES THE PROGRAM HAVE AMPLIFIED NECK LOOPS THAT WORK BEST WITH THE CapTel PHONE?

DEBRA ROGERS: ARMANDO WILL ANSWER THAT ONE.

>> ARMANDO: THANK YOU, DEBRA.

I DO HAVE A LOT OF CUSTOMERS WHO DO USE THE CapTel OR THE CAPTIONING ON THEIR CELL PHONE. A LOT OF THEM WILL USE THE NECK LOOP BECAUSE YOU HAVE THE T-COIL SO THAT WILL SEND THE SIGNAL UP TO YOUR EARS. MY DAD USES CapTel. AND MY DAD BOUGHT HIMSELF THESE BLUE SKULL BLUETOOTH HEADPHONES, WHICH IT IS FUNNY, WHEN YOU SEE MY DAD WALKING AND HE'S TALKING TO MY BROTHER OR SISTER HE HAS A GIANT SKULL. SO ALL OF THE KIDS LOOK AND SAY THAT'S PRETTY COOL.

BUT THE HEADSET THAT HE'S USING GOES OVER HIS ENTIRE EAR, SO HE IS ABLE TO CLEARLY HEAR THE CALL AND THEN READ THE CAPTIONING AS WELL.

BUT ALSO THE NECK LOOP DOES ALSO WORK. AGAIN, THE DIFFERENCE WITH THE NECK LOOP AND SAY A BLUETOOTH SET IS THAT YOU HAVE THIS CORD COMING FROM THE NECK LOOP TO YOUR PHONE.

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SO, YOU ONLY HAVE SO MUCH AREA TO HAVE YOUR PHONE. WITH THE BLUETOOTH YOU HAVE THE CAPABILITY OF BEING ABLE TO STAND IT ON A TABLE AND READ WHAT THE PERSON IS SAYING AND THEN RESPOND BACK. BECAUSE THE BLUETOOTH HEADPHONE SPEAKERS ALSO HAVE A BUILT IN MICROPHONE SO PEOPLE CAN ALSO PICK UP YOUR VOICE AS WELL. SO HOPEFULLY THAT ANSWERS YOUR QUESTION.

KEN: JUST A FOLLOW UP. THE BLUETOOTH NECK LOOP THAT YOU'RE WEARING --

>> ARMANDO: THIS ISN'T BLUETOOTH. JUST A STANDARD ANALOGUE WITH A CORD. SO IT GOES INTO THE HEADPHONES OF THE CELL PHONE. SORRY. THIS RIGHT HERE, I'M SORRY, THIS IS WHAT WE HAVE AN ANALOGUE SIGNAL. SO --

>> MITZI: THIS NECK LOOP IS BLUETOOTH. THIS PICKS UP BLUETOOTH AND YOUR T-COIL PICKS IT UP.

DEBRA ROGERS: I'M GETTING MY EXERCISE OVER HERE.

>> MITZI: THIS IS THE JENTAFON, IT IS BLUETOOTH CONNECTED TO YOUR PHONE AND THEN IT IS A NECK LOOP THAT CONNECTS TO YOUR --

[LAUGHTER]

AND THEN THE NECK LOOP CONNECTS TO YOUR T-COILS. SO YOU DON'T HAVE TO PLUG THIS INTO YOUR PHONE. IT'S COMMUNICATING WITH YOUR PHONE BY BLUETOOTH. AND I UNDERSTOOD THAT THE STATE PROGRAM WAS REVIEWING THESE TO GIVE THESE AWAY FOR FREE? IS THAT HAPPENING?

>> ARMANDO: I BELIEVE, I HAVE TO CHECK THE DATES. I'M NOT EXACTLY SURE.

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>> DAVID WEISS: TODAY RIGHT NOW WE ARE IN A TESTING PERIOD. SO IT IS A PILOT PROGRAM RIGHT NOW. WELL, CURRENTLY RIGHT NOW IT IS IN THE TESTING PROGRAM -- PILOT PROGRAM RIGHT NOW. SO IT HASN'T YET STARTED SO WE ARE NOT GIVING THEM OUT CURRENTLY. WE ARE IN THE TRIAL PERIOD. DOING RESEARCH STILL. SO I DON'T HAVE ANY INFORMATION TO GIVE OUT TO YOU CURRENTLY.

KEN: SO THE --

>> MITZI: CURRENTLY THEY ARE AVAILABLE FOR PURCHASE, AND I DO SELL THEM. I DO WANT EVERYONE TO KNOW ABOUT THE STATE PROGRAM. THEY ARE REVIEWING THEM AND YOU -- IF YOU WAIT, YOU MAY GET IT FOR FREE.

KEN: ALL RIGHT. THE SPECIFIC QUESTION IS, WHICH AMPLIFIED NECK LOOP CAN YOU USE WITH THE CapTel PHONE? FROM WHAT I UNDERSTAND THE BLUETOOTH CONNECTS TO YOUR CELL PHONE AND OTHER PHONES THAT HAVE THE BLUETOOTH CAPABILITY. AND THE CapTel PHONE DOES NOT HAVE BLUETOOTH CAPABILITY. THE QUESTION IS IF YOU WANT TO BE HANDS-FREE YOU HAVE TWO PLUGS ON THE SIDE OF THE CapTel PHONE, DO YOU HAVE WITHIN THE PROGRAM OR A RECOMMENDATION FOR T-COIL COMPATIBLE, EITHER AN AMPLIFIED NECK LOOP OR HEADPHONES?

>> ARMANDO: AT THIS TIME, NO. I CAN'T -- WE DON'T HAVE A LIST. I CAN TELL YOU THAT A LOT OF MY CUSTOMERS WHO HAVE THE HANDS-FREE WHO WANT TO HAVE THAT WHEN USING THE CapTel WOULD USE THIS RIGHT HERE (HIS LOOP)

AND ONE THING THAT A LOT OF PEOPLE -- ESPECIALLY WITH A LOT OF OUR SPECIALIZED TELEPHONES, YOU ARE CORRECT. THERE ARE TWO

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PORTS. THERE'S A PORT THAT SAYS NECK LOOP AND ANOTHER ONE THAT HAS THE OLD FASHIONED HEADSET WITH THE MICROPHONE PRINTED ON THERE.

THIS LITTLE GUY HERE NOT ONLY ENABLES YOU TO HEAR THE CALL THROUGH YOUR HEARING AIDS, BUT IT ALSO HAS A BUILT IN MICROPHONE, SO YOU ARE ABLE TO SPEAK TO THE PERSON THIS WAY.

NOW, IF YOU ARE USING THE CapTel PHONE, IF YOU WOULD LIKE TO USE THE MICROPHONE, YOU HAVE TO PLUG IT INTO THE HEADSET PORT AND NOT THE NECK LOOP PORT. BECAUSE IF YOU PLUG INTO THE NECK LOOP PORT, YOU DO NOT USE THE MICROPHONE HERE. . . YOU WILL HEAR THE CALLER, BUT YOU HAVE TO RAISE THE HANDSET AND SPEAK TO THE PERSON LIKE THIS. . . (DEMONSTRATING). . .

SO A LOT OF MY CUSTOMERS -- AND I'VE GIVEN A FEW OF THESE OUT TO SOME OF MY CapTel USERS -- THEY ABSOLUTELY LOVE THIS. WHAT THEY OFTENTIMES WILL DO IS PULL THE PORT OUT OF THE CapTel AND THEN PLUG IT MAYBE INTO A MP3 PLAYER. I HAVE A CUSTOMER WHO STILL HAS ONE OF THOSE PORTABLE TELEVISIONS, SO HE'LL PLUG IN THERE SO HE CAN HEAR HIS TV AND WATCH IT WHILE HE'S WAITING FOR THE BUS.

I HOPE THAT ANSWERS YOUR QUESTION.

KEN: SO YOU TAKE A CORD, PLUG IT IN HERE, PLUG IT INTO THE PHONE.

>> ARMANDO: YES. YES.

AT THIS TIME WE DON'T HAVE ANYTHING BLUETOOTH CAPABILITY-WISE EITHER NECK LOOP OR HEADSET.

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BUT WE DO HAVE SOME THINGS THAT ARE BEING TESTED AND REVIEWED. SO YOU ALL MIGHT WANT TO CHECK BACK WITH US IN THE FUTURE AND SEE WHAT WE HAVE TO OFFER.

>> JUDY: DOES MITZI'S -- WHAT DO YOU CALL THAT?

DEBRA ROGERS: THE JENTAFON.

>> JUDY: DOES MITZI'S NECK LOOP, IS THAT COMPATIBLE WITH CapTel?

DEBRA ROGERS: THE JENTAFON IS WHAT I USE. THAT'S ONE THAT I -
- WHEN I KEPT SAYING THE NECK LOOP THAT I'M REFERRING TO, THAT'S THE ONE I USE.

>> JUDY: AND IT GOES TO THE T-COIL. AND HOW LONG WILL IT BE BEFORE CALIFORNIA IS FINISHED WITH THE TRIAL PERIOD?

[LAUGHTER]

DAVID WEISS: I HONESTLY DON'T KNOW. I DON'T HAVE A CRYSTAL BALL, I WISH I DID. UNFORTUNATELY, I DON'T. SO YOU KNOW THE STATE. WE HAVE TO GO THROUGH A PROCESS AND UNFORTUNATELY THAT'S JUST A REQUIREMENT. BUT AS FAR AS THE TIME GOES, I DON'T HAVE AN ANSWER FOR YOU. I'M SORRY.

PAT: WE HAVE TO BREAK FOR A MINUTE. WE ARE GOING TO NEED TO GIVE OUR CAPTIONIST SOME TIME TO REST HER FINGERS. AND HAVE MORE FOOD AND ALL.

PLEASE TRY AND COME BACK AND BE IN YOUR SEATS BY A QUARTER AFTER THE HOUR. THAT GIVES US A CHANCE TO GET MORE INFORMATION AND ASK MORE QUESTIONS.

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ONE OF THE THINGS I DIDN'T TELL YOU AT THE TOP OF THE MEETING IS THERE'S A GROUP WITH MOTHERS AND SMALL CHILDREN THAT ARE USING THE FACILITY TODAY FOR A MUSIC LISTENING PROGRAM. SO SOME OF THE DOORS ARE CLOSED JUST TO KEEP NOISE DOWN. BUT FEEL FREE TO GO AHEAD AND STILL USE THE RESTROOMS OVER ON THIS SIDE. YOU JUST HAVE TO OPEN THE DOOR AND GO THROUGH.

BUT IF YOU ARE HEARING MUSIC, THAT'S WHERE IT IS COMING FROM TOO. SO FIFTEEN --

LISA: I WANTED TO REMIND EVERYONE THERE'S CAKE AND I WAS KIND OF DRIVING A LITTLE FAST AND THE DARN LIGHT TURNED YELLOW SO I HAD TO SLAM ON MY BRAKES AND THE CAKE, IT WAS IN A BOX, BUT THE CAKE KIND OF WENT FLYING. SO GRACE'S 97TH BIRTHDAY WAS ON APRIL 4. IT SAYS "HAPPY BIRTHDAY, GRACE," BUT PAT, OUR PRESIDENT IS HAVING A BIRTHDAY MAY 3. SO THERE'S GOING TO BE CAKE OUT THERE. WE'LL CUT IT UP. BUT IT LOOKS KIND OF SMASHED AND I APOLOGIZE.

PAT: I THINK IT IS FITTING.

[LAUGHTER]

[BREAK AT 11:01; START AT 11:15]

PAT: IT IS A QUARTER AFTER THE HOUR.

WE'RE GETTING LOTS OF CRACKLY SOUND. (LOOP IS CRACKLING)

I APOLOGIZE.

KEN: TESTING? TESTING?

PAT: ARE WE OKAY NOW? JUST THE HAND-HELD? OKAY.

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HOPEFULLY WE WON'T HAVE ANYMORE INTERFERENCE SOUNDS. AS SOON AS EVERYBODY GETS SETTLED IN. SHH SHH SHH. [GIGGLES].

I ALWAYS LOVE THE WAY WE COME TO ORDER AGAIN.

IT IS REALLY DIFFICULT WHEN YOU HAVE HEARING LOSS AND YOU ARE NOT LOOKING AT THE FRONT OF THE ROOM.

OKAY. I'M GOING TO GIVE IT BACK OVER TO OUR GREAT PRESENTERS. BUT I WANTED TO MENTION LISA TALKED AT THE TOP OF THE MEETING ABOUT NEXT MONTH'S BARBECUE AT KAT AND DANNY'S HOUSE.

THIS DIDN'T GET PASSED. SO WHILE YOU ARE INTENTLY LISTENING, PLEASE SIGN UP AND PASS THIS AROUND SO WE CAN GET A HEAD COUNT OF HOW MANY PEOPLE ARE COMING TO THE PARTY NEXT MONTH ON THE 28TH. I'LL START ON THIS SIDE AND YOU GUYS CAN WALK IT AROUND.

DEBRA ROGERS: HI, AGAIN. IS THIS WORKING? OKAY.

SO HI, AGAIN. I'M DEBRA. AND BEING A NORMAL PERSON WITH HEARING LOSS, MY HEARING AID BATTERIES HAVE DIED. I'M NOT HEARING THIS WHOLE CONVERSATION.

>> LISA: DO YOU NEED HEARING AID BATTERIES? I'M SURE SOMEBODY HAS THEM.

DEBRA ROGERS: I CAN WAIT. BUT I APOLOGIZE. IF I TALK TOO LOUD, LET ME KNOW.

I ALSO KIND OF ALSO MISSED A LITTLE PART OF MY PRESENTATION WHERE I HAD A VIDEO. IF YOU ARE OKAY, I'D LIKE TO SHOW THAT NOW.

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I JUST WILL NEED TO MAKE SURE THAT THE AUDIO PART OF IT WILL COME THROUGH. SO WE'LL TRY IT WITH THE MIC AND SEE WHAT WORKS BEST FOR THAT.

KEN: WHERE'S THE MIC?

DEBRA ROGERS: WE'LL GET EVERYTHING WORKING AT ONCE HERE.

[VIDEO; CAPTIONED]

THANK GOODNESS FOR CAPTIONS.

[VIDEO][END VIDEO]

DEBRA ROGERS: SO THAT VIDEO CAN SHOW YOU A LITTLE BIT ABOUT EXACTLY HOW THE HAMILTON CapTel SERVICE WORKS.

OOPS, SORRY.

JUDY, DID YOU HAVE A QUESTION?

>> JUDY: HOW MUCH DELAY TIME IS THERE BETWEEN MY MAKING A STATEMENT ABOUT A RESERVATION AND THE PERSON ANSWERING ME?

DEBRA ROGERS: MOMENTS. THAT SHOWED A REALLY GOOD EXAMPLE OF LITERALLY A TYPICAL CALL, TO WHERE THE DELAY IS MINIMAL. SO THERE IS --

>> JUDY: THERE STILL IS A DELAY?

DEBRA ROGERS: WHAT YOU SAW WAS AN ACTUAL CALL.

>> JUDY: I KNOW BUT IT IS AN ADVERTISEMENT.

DEBRA ROGERS: IT IS, BUT I CAN TELL YOU FROM PERSONAL EXPERIENCE WHEN I GO TO MAKE A CALL AND TALK TO A PERSON, I'M

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GENERALLY NOT WAITING FOR A LONG DELAY TO READ THE CAPTIONS AND I'M ABLE TO HAVE THAT NORMAL CONVERSATION. IT IS AN AD, BUT A GOOD EXAMPLE OF THAT.

ARMANDO: WHEN I SPOKE TO DEBRA ON THE PHONE, HER RESPONSE TIME WAS SO QUICK THAT I WAS SHOCKED ABOUT 20 MINUTES INTO OUR CONVERSATION, I FOUND OUT SHE WAS USING A CAPTIONED TELEPHONE. I WAS STUNNED. NO DELAY WHATSOEVER.

>> LISA: I HAVE A QUESTION ABOUT THAT. BECAUSE I USE THE CapTel AT WORK AND I WORK WITH THE FEDERAL GOVERNMENT, SO I THINK IT IS A DIFFERENT RELAY SERVICE. IT IS SPRINT. AND THE DELAY IS REALLY BAD. I MEAN, IT'S -- ALMOST EMBARRASSING. SO IS THAT BECAUSE OF THE SPRINT RELAY? I MEAN IS THAT SOMETHING I WOULD TAKE UP WITH --

ARMANDO: HERE IN CALIFORNIA? OR BECAUSE -- ALL RELAY RIGHT NOW IS THROUGH HAMILTON RELAY, CORRECT?

CHRISTA: YES AND NO. FEDERAL HAS THEIR OWN CAPTIONING SERVICE THAT THEY ACCOUNT WITH SPRINT TO PROVIDE. SO THAT IS DIFFERENT. THAT'S ON THE FEDERAL LEVEL. IT DOESN'T GO THROUGH CALIFORNIA RELAY. IT DOESN'T INVOLVE HAMILTON.

SO IF YOU ARE HAVING PROBLEMS THE FEDERAL, I WOULD CALL THEIR CUSTOMER SERVICE DEPARTMENT AND TELL THEM THAT YOU ARE HAVING PROBLEMS WITH IT AND WHAT'S GOING ON.

I UNDERSTAND SOMETIMES THE PEOPLE THAT ARE MAKING THE CALLS CAN ALSO HELP FACILITATE THE PROBLEM BECAUSE THEY ARE TALKING WITH THEIR WINDOW ROLLED DOWN ON THEIR CELL PHONE WHILE THEY ARE GOING DOWN THE ROAD. THAT DOESN'T HELP. SO I

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WOULD CALL THEM AND TELL THEM THAT YOU ARE HAVING A LOT OF DELAY AND ASK THEM WHY.

>> LISA: THANK YOU.

>> IF THEY ARE TALKING AND WINDOW IS ROLLED DOWN, AND BACKGROUND NOISE, DOES THAT AFFECT THE CAPTIONING?

CHRISTA: IT COULD AFFECT THE ABILITY FOR THE PERSON CAPTIONING THE CALL TO BE ABLE TO HEAR WHAT'S BEING SAID. IF I HAVE MY WINDOW ROLLED DOWN AND I'M TALKING ON MY CELL PHONE, IT MAY MAKE IT REALLY HARD FOR THE PERSON THAT'S CAPTIONING WHAT I'M SAYING TO HEAR WHAT I'M ACTUALLY SAYING BECAUSE OF ALL OF THE BACKGROUND NOISE.

SO ONE OF THE THINGS THAT EMPOWERS YOU IS IF IT COMES ACROSS THE CAPTIONING SCREEN THAT THEY CAN'T UNDERSTAND OR –

OH, DEBRA, WHAT IS IT THAT THEY SAID? "SPEAKER UNCLEAR."
THANK YOU, THAT'S IT.

SOMETIMES YOU'LL SEE "SPEAKER UNCLEAR." THAT MEANS CAPTIONIST CANNOT UNDERSTAND WHAT THAT PERSON IS SAYING. ONE OF THE THINGS THAT YOU AS A CapTel USER IS VERY WITHIN YOUR RIGHT AND POWER TO SAY, "I CAN'T UNDERSTAND WHAT YOU'RE SAYING. CAN YOU REPEAT IT?" AND HAVE THEM ASK THEM TO REPEAT IT. TAKE CONTROL OF THAT CALL AND SAY, "YOU NEED TO REPEAT THIS." OR IF HE SAYS, "OH, SORRY I'M DRIVING DOWN THE 110 AND I GOT MY WINDOW ROLLED DOWN." "CAN YOU ROLL YOUR WINDOW UP SO I CAN HEAR YOU BETTER?" OR "CALL ME BACK WHEN YOU ARE NOT ON THE ROAD." DIFFERENT THINGS LIKE THAT.

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YES, IT CAN AFFECT THEIR ABILITY TO HEAR. AS WELL AS A BAD CONNECTION.

>> JUDY: I WOULD LIKE TO USE SOME TYPE OF CAPTIONED PHONE AT WORK, SERIOUSLY. SO HOW DO I KNOW IF I'M GOING TO GET A SPRINT OPERATOR VERSUS HAMILTON OPERATOR? I WORK AT Cal State NORTHRIDGE BY THE WAY. WHICH IS NOT THE FEDERAL GOVERNMENT. STATE SCHOOL.

KEN: SPRINT IS JUST CONTRACTED WITH THE FEDERAL GOVERNMENT. THEY DO THE CAPTIONING THROUGHOUT THE WHOLE COUNTRY FOR THE FEDERAL GOVERNMENT.

ONE OF THINGS THAT'S IMPORTANT, WE COME TO THESE MEETINGS AND WE PREACH THIS OVER AND OVER AGAIN, ADVOCATE FOR YOURSELF. AND THAT IS IMPORTANT WHEN YOU ARE ON THE CAPTIONED PHONE. IF YOU ARE NOT GETTING THE CAPTIONS, IF YOU ARE NOT COMMUNICATING THE WAY YOU WANT TO COMMUNICATE, AND I'VE BEEN THERE MANY, MANY TIMES, IT CAN BE FRUSTRATING. BUT, ADVOCATE FOR YOURSELF. AND IT IS SO IMPORTANT TO CONTROL THAT PHONE CALL. IF WHOEVER IS TALKING IS TALKING A MILLION MILES AN HOUR, ASK THEM TO SLOW DOWN. SAY, FIRST THING THAT I DO IS I EXPLAIN TO THEM, "I AM HARD OF HEARING AND I'M READING THIS CONVERSATION ON A CAPTIONED PHONE. IF YOU COULD PLEASE SLOW DOWN IT WOULD ALLOW THE CAPTIONER TO CATCH UP."

AND SOMETIMES THAT'S DIFFICULT, I KNOW. AND SOMETIMES YOU DON'T NEED TO SAY IT. SOMETIMES I FEEL THE DEAD SILENCE AS YOU ARE WAITING FOR THE CAPTIONS TO CATCH UP, WELL, "HMMM, HMMM," WELL, JUST SAY, "CAN YOU HOLD ON A SECOND?" OR -- JUST LET THEM CATCH UP AND TRY TO MANAGE THAT PHONE CALL.

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BUT IT IS SO IMPORTANT IF THE CAPTIONER IS SAYING, LIKE WE JUST WENT OVER, IF IT IS UNCLEAR, SAY, HEY, IF YOU DON'T WANT TO LET THEM KNOW THAT YOU ARE HARD OF HEARING, YOU CAN JUST SAY, "CAN YOU PLEASE REPEAT YOURSELF? I DIDN'T QUITE HEAR THAT."

AGAIN, DON'T BE AFRAID TO LET THE OTHER PERSON KNOW THAT THEY NEED TO REPEAT THEMSELVES. AND ONE THING THAT'S AWESOME ABOUT THE TECHNOLOGY THAT WE HAVE, BLUETOOTH AND EVERYTHING ELSE, THE CONNECTIVITY, IT IS SO CONVENIENT. BUT, IN CERTAIN DEVICES, AND THE WAY PEOPLE USE IT, IT ACTUALLY DECREASES THE QUALITY OF THE SOUND. SOME PEOPLE ARE PUTTING ON THESE HEADPHONES AND TOTALLY NOT TALKING INTO THEM CORRECTLY, AND YOU CAN BARELY HEAR THEIR VOICE AND THE CAPTIONER CAN'T HEAR THE VOICE. OR THE WINDOW IS DOWN. AND THERE'S SO MANY THINGS THAT AFFECT THE QUALITY OF THAT SOUND. SO IT IS UP TO US TO WORK WITH THE CAPTIONER, TO SEE WHAT'S ON THE SCREEN, AND TO COMMUNICATE TO WHOEVER YOU ARE TALKING TO.

THERE'S A SHEET THAT I E-MAILED OUT TO YOU GUYS A COUPLE OF TIMES. THERE ARE TIPS THAT WERE PUT TOGETHER ON JUST HOW TO MANAGE THE CALL AND JUST HAVE A BETTER EXPERIENCE. AND THEY ARE STILL WORKING ON THAT. BUT, IF ANY OF YOU GUYS ARE USERS AND HAVE IDEAS, PLEASE LET US KNOW.

AND, YOU KNOW, THIS IS OUR OPPORTUNITY TO PROVIDE FEEDBACK ON HOW TO BETTER IMPROVE THE SERVICE, BUT ALSO HOW TO BETTER IMPROVE OUR EXPERIENCE. IT'S NEVER GOING TO BE PERFECT. BUT WE CAN WORK TOWARDS A GOOD EXPERIENCE.

>> KAT: I KNOW THAT MOST OF THE COMMUNICATIONS ASSISTANTS FOR THE CAPTIONED PHONES USE VOICE RECOGNITION

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TECHNOLOGY. IS THERE A REASON THEY DON'T USE THE HANDS-ON LIKE MELODIE IS USING? IT SEEMS SO MUCH FASTER AND MORE ACCURATE THAN THE VOICE RECOGNITION. DO YOU KNOW WHY THEY DON'T USE THAT?

DEBRA ROGERS: WHEN YOU ARE USING IT THROUGH CapTel PHONE THERE IS A COMMUNICATION ASSISTANT THAT IS ASSISTING WITH THE CALL. LIKE YOU SAW IN THE VIDEO WHERE THE WOMEN WAS MIMICKING WHAT THE GENTLEMAN WAS SAYING PLACING THE ORDERS.

SO THERE IS A LIVE PERSON DOING THAT. USING VOICE RECOGNITION AND ALSO REPEATING WHAT'S BEING SAID TO GET A MORE ACCURATE CAPTIONING.

>> KAT: I KNOW THAT'S WHAT'S HAPPENING. AND I'M JUST WONDERING WHY THEY DON'T USE THIS TYPE OF TECHNOLOGY THE HANDS-ON TYPING? I'M SURE THERE'S A TECHNICAL WORD FOR IT. BUT -- CART. IT JUST SEEMS SO MUCH MORE ACCURATE AND QUICK.

CHRISTA: CART, IT WILL BE ATROCIOUSLY EXPENSIVE TO HIRE CART REPORTERS TO TRY TO DO ALL OF THE CAPTIONING. BECAUSE THAT IS A VERY, VERY SKILLED, VERY --

DEBRA ROGERS: -- SPECIALIZED.

CHRISTA: SPECIALIZED. THAT'S A GOOD WORD FOR IT.

AND THEY GET PAID WELL AND THEY DESERVE TO GET PAID WELL FOR WHAT THEY DO.

BUT IT JUST WOULD NOT BE FEASIBLE.

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REALLY FOR THE MOST PART, THE VOICE RECOGNITION IS PRETTY ACCURATE DEPENDING ON A LOT OF THE BACKGROUND NOISES, THE THINGS THAT ARE GOING ON.

ONE OF THE THINGS THAT PEOPLE USED TO COMPLAIN ABOUT WAS CITY NAMES. LIKE PEOPLE WOULD SAY -- AND IT PROBABLY HAPPENS OUT HERE BECAUSE YOU HAVE A LOT OF HISPANIC, SPANISH SOUNDING NAMES -- ONE OF THE THINGS THAT I WOULD HEAR IS, "WHY CAN'T THEY PUT THEM ALL IN A DATABASE SO WHEN THEY SAY SAN LEANDRO, IT WILL JUST POP UP AND IT WILL BE SPELLED RIGHT?"

THE REASON FOR THAT IS BECAUSE THINK ABOUT HOW MANY HUNDREDS OF THOUSANDS OF NAMES THERE WOULD BE IN THAT DATABASE FOR THE WHOLE COUNTRY. AND IT WILL NEVER COME UP. IT WOULD TAKE AN HOUR FOR IT TO SEARCH FOR THAT NAME.

SO IF YOU HAVE NAMES THAT YOU KNOW ARE GOING TO BE DIFFICULT TO SPELL -- I'M FROM KENTUCKY. MY LAST NAME IS CERVANTEZ. NOBODY CAN SPELL IT IN KENTUCKY BECAUSE IT IS JUST NOT A COMMON NAME. SO I HAVE TO SPELL IT EVERY TIME I GIVE IT TO SOMEONE, THEY SAY, "HOW DO YOU SPELL THAT?" IF THEY DON'T, THEY ARE GOING TO SPELL IT WITH AN S INSTEAD OF A Z.

I ENCOURAGE YOU TO DO THINGS LIKE THAT AS WELL.

KEN WAS TALKING ABOUT THIS IS YOUR CALL, AND YOU HAVE TO BE IN CONTROL OF IT. AND THE OPERATOR CANNOT -- THERE'S NO WAY POSSIBLE FOR THAT OPERATOR TO SAY TO THE PERSON THAT'S CALLING YOU, "HEY, ROLL UP YOUR WINDOW BECAUSE I CAN'T HEAR YOU." THEY DON'T HAVE THE ABILITY TO COMMUNICATE WITH THAT PERSON. SO YOU HAVE TO DO IT.

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SO IT IS REAL IMPORTANT THAT YOU DO THAT.

THE OTHER THING THAT I WANT TO DO -- AND I WANT TO ANSWER MORE QUESTIONS -- BUT FIRST I WANT TO GIVE LANDRO -- ARMANDO -- I'M GOING LANDRO -- THAT'S NOT HIS NAME -- I WANT TO GIVE ARMANDO A LITTLE BIT OF TIME TO TALK ABOUT CALIFORNIA PROGRAM. BECAUSE THERE'S A LOT OF THINGS, PHONE LINES AND OTHERWISE, THAT THEY CAN HELP PEOPLE WITH HEARING LOSS, SPEECH DISABILITIES, EVEN MOTOR. AND THEN WE CAN ANSWER SOME MORE QUESTIONS IF WE HAVE TIME, OR YOU CAN ALWAYS TALK TO DEBRA OR ARMANDO WITH ANY QUESTIONS THAT YOU MIGHT HAVE IF WE DON'T GET THEM ALL ANSWERED TODAY. I WANT TO GIVE HIM SOME TIME.

ARMANDO: GOOD MORNING. THIS JUST FIVE OR TEN MINUTES. I'M WITH CALIFORNIA TELEPHONE ACCESS PROGRAM. BEING THAT WE ARE A SOUTHERN CALIFORNIA, WE ALSO HAVE A STAGE NAME, CALIFORNIA PHONES. AND YOU SOMETIMES WILL SEE OUR COMMERCIALS ON TELEVISION AND ON RADIO. AND WE'VE BEEN DOING A LOT OF PROMOTION.

NOW, WITH CALIFORNIA PHONES, WE ARE A PROGRAM THAT'S BEEN AROUND SINCE 1979. WE ARE A STATE-BASED PROGRAM UNDER THE CPUC. WE WORK VERY CLOSELY WITH CALIFORNIA RELAY SERVICE. AND WE OFFER SPECIALIZED EQUIPMENT SUCH AS AMPLIFIED TELEPHONES, SIGNALERS, CAPTIONED PHONES, PHONES FOR PEOPLE WITH MOBILITY ISSUES, VISION ISSUES, AS WELL AS COGNITIVE ISSUES.

WE ALSO HAVE DEVICES THAT YOU CAN BASICALLY JUST PICK UP A HANDSET, SAY THE NAME OF A PERSON YOU WANT TO CALL, AND IT WILL DIAL THE NUMBER FOR YOU.

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AND THE BEST PART ABOUT OUR PROGRAM IS ALL OF SERVICES, ALL OF OUR EQUIPMENT, ABSOLUTELY FREE.

NO CHARGE.

AND THE WAY WE CAN DO THAT IS BECAUSE THANKS TO YOUR GENEROSITY, THIS PROGRAM IS SPONSORED BY THE CALIFORNIA TAXPAYERS. SO BECAUSE OF YOU, WE ARE ABLE TO HELP THOUSANDS UPON THOUSANDS OF PEOPLE THROUGHOUT THE ENTIRE STATE OF CALIFORNIA WITH OUR TELEPHONES.

THE WAY A PERSON QUALIFIES FOR A PHONE IS JUST PICK UP ONE OF THE APPLICATIONS, AND I HAVE A FEW HERE. NEXT TIME YOU GO SEE YOUR DOCTOR, YOUR AUDIOLOGIST, OPTOMETRIST, HAVE THEM SIGN IT. YOU CAN BRING IT BACK TO ONE OF OUR OFFICES. WE HAVE VARIOUS OFFICES. THE CLOSEST IS IN THE CITY OF GLENDALE. BRING US YOUR APPLICATION, WE'LL PROCESS YOU. WE'LL SHOW YOU SOME PHONES, AND YOU TAKE YOUR PHONE THAT DAY.

THE OTHER NICE THING IS ONCE YOU ARE REGISTERED, YOU ARE CERTIFIED FOR LIFE. SO IF YOU HAVE ANY ISSUES WITH THE PHONE – IT BREAKS, MALFUNCTIONS, ANYTHING OF THAT NATURE -- BRING THE PHONE BACK TO US. WE ALSO DO FREE HOME VISITS AS WELL. IF WE CAN'T FIX THE PHONE, WE WILL GLADLY EXCHANGE IT FOR ANOTHER PIECE OF EQUIPMENT OR IF YOUR NEEDS HAVE CHANGED.

ANY QUESTIONS SO FAR? NO?

>> JUDY: I HAVE ONE. YOU SAID YOU HAVE CAPTIONED TELEPHONES. SO IS CapTel JUST THE PROVIDER AND YOU SUPPLY THE EQUIPMENT?

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ARMANDO: NO, CapTel -- WITH DEBRA AND -- MY MIND JUST DIED HERE. CHRISTA. THANK YOU.

WE OFFER JUST ONE PARTICULAR MODEL PHONE, WHICH IS THE CapTel 840. THE MODEL THAT YOU SAW ON THE VIDEO EARLIER.

THAT PARTICULAR PHONE DOES REQUIRE A HOME PHONE LINE. NOW CapTel OFFERS OTHER TYPES OF CAPTIONED TELEPHONES THAT YOU CAN GET THROUGH THE STATE AT A REDUCED PRICE OR BY BUYING DIRECTLY FROM CapTel AS WELL.

BUT OUR PHONE BASICALLY YOU NEED ACTUALLY HARD-BASED LINE IN THE HOUSE TO BE ABLE TO USE THAT TELEPHONE. ANY OTHER QUESTIONS?

>> GEORGIA: I DON'T HAVE A QUESTION. I WANT TO GIVE A HIGH FIVE TO THE CALIFORNIA RELAY SERVICE. I WORK FOR THE CITY OF LOS ANGELES FOR 28 YEARS NOW, AND THAT'S HOW I MAKE AND TAKE MY PHONE CALLS IS THROUGH THE RELAY SYSTEM.

ARMANDO: THEY DO AN AWESOME JOB.

>> GEORGIA: AMAZING. I WORK IN ACCOUNTS PAYABLE, AND I TALK TO VENDORS, TALK TO STOREKEEPERS, TALK TO WHOEVER. AND I CAN PRINT EVERYTHING OUT AND HAVE A COPY OF IT. YOU KNOW, IT IS JUST GREAT. SO --

ARMANDO: HAMILTON RELAY IS RIGHT HERE. SO THANK YOU VERY MUCH. QUESTIONS?

>> MITZI: WHAT OTHER HEARING ASSISTIVE DEVICES DOES THE PROGRAM OFFER?

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ARMANDO: RIGHT NOW WE ARE OFFERING JUST THE TELEPHONES. THE CAPTIONING PHONES. WE HAVE DEVICES SUCH AS THE NECK LOOP, SIGNALERS. WE HAVE MOBILITY-BASED TELEPHONES FOR SOME OF OUR RESIDENTS WHO ARE EITHER QUADRIPLEGIC OR PARAPLEGIC.

OTHER THAN THE PHONE REALM ITSELF AND ANY DEVICES YOU CAN CONNECT TO A PHONE, WE UNFORTUNATELY DON'T DO HEARING AIDS OR ANYTHING OF THAT NATURE.

OUR PROGRAM, LIKE I SAID EARLIER, IS IN THE PROCESS OF GOING THROUGH DIFFERENT TYPES OF EQUIPMENT. THEY ARE IN THE TESTING PHASES. AGAIN, KEEP US IN CONTACT. GIVE US A CALL. "HEY, CAN YOU COME DOWN AND DO A FREE PRESENTATION? WE WANT TO SEE WHAT YOU HAVE RIGHT NOW." MAYBE "WE MAY HAVE A CLIENT OR SOMEONE THAT CAN REALLY USE YOUR EQUIPMENT." DID THAT ANSWER YOUR QUESTION?

>> MITZI: YES.

ARMANDO: OKAY. REALLY QUICK TO SHOW YOU HOW MUCH OF AN IMPACT THESE PHONES HAVE, -- SOMEONE HAVE A QUESTION? -- I DO OUTREACH, I'M A FIELD OPERATIONS PERSON, SO I GO TO HOMES AND I ALSO WORK IN THE OFFICE.

AND MY AREA COVERAGE IS ANYTHING FROM SAN LUIS OBISPO DOWN TO THE MEXICAN BORDER UP TO ARIZONA NEVADA BORDER. I'M LITERALLY ALL OVER THE PLACE. I SEE SOME GOOD PARTS OF CALIFORNIA AND OTHERS THAT SAY, "WOW, PEOPLE ACTUALLY LIVE HERE?"

SO ONE OF OUR SERVICE CENTERS, WE HAD A GENTLEMAN COME IN WITH HIS DAUGHTER. THE GENTLEMAN WAS A -- HE WENT TO VIETNAM THREE TOURS. HE'D SEEN THE WORST OF THE WORST. BIG GUY, VERY

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STRONG GUY. HE LOOKED AT OUR PHONES, HE WASN'T – “EH, OKAY, I’LL TRY.” HE TESTED ONE OF OUR PHONES. MIND YOU OUR PHONES CAN MAKE CALLS THREE TO FOUR TIMES LOUDER. BUT THEY ALSO HELP WITH CLARITY. SO HE IN TURN PICKED ONE OF THE CORDED PHONES, HE WAS ABLE TO HEAR OUR TEST RECORDING. HE IMMEDIATELY TOLD OUR, MY OFFICE MATE, “CAN I CALL SOMEONE?” AND WE ARE LIKE SURE. HE GETS ON THE PHONE AND THIS MAN WHO DID THREE TOURS OF DUTY IN VIETNAM, JUST BEGAN TO CRY.

AND SO, HIS DAUGHTER TURNED TO BOTH MYSELF AND MY OFFICE MATE, ANDY, AND BASICALLY TOLD US HE JUST CALLED HIS GRANDDAUGHTER AND HE’S HEARING HER VOICE FOR THE VERY FIRST TIME.

SO THAT RIGHT THERE, I THINK REALLY SYMBOLIZES WHAT CALIFORNIA PHONES IS ALL ABOUT. WE WANT TO GIVE PEOPLE WHO DON’T HAVE THE OPPORTUNITY RIGHT NOW, THE OPPORTUNITY TO MAKE THAT COMMUNICATION, TALK TO THEIR FAMILY, TALK TO THEIR FRIENDS. BECAUSE UNFORTUNATELY WHEN SOMEONE DEVELOPS HEARING LOSS, FIRST THING THAT GOES, “I DON’T WANT TO MAKE PHONE CALLS ANYMORE, BECAUSE EVERYBODY SOUNDS LIKE THEY ARE MUMBLING,” OR “I’M TIRED OF SAYING PLEASE REPEAT, PLEASE REPEAT.” OR IN MY DAD’S CASE HE SPENTS \$3,000 FOR A TV.

WE ARE HERE TO ASSIST, WE ARE HERE TO BRING BACK THOSE LIBERTIES AND FREEDOMS YOU HAD BEFORE.

>> MARY: I TELL YOU WHAT I WOULD LIKE TO HAVE THE STATE OF CALIFORNIA WORK ON. I GO PROBABLY LIKE A LOT OF PEOPLE HERE TO RESTAURANTS, AND I HAVE A BREAKFAST WITH A FRIEND. AND I CAN HARDLY HEAR WHAT SHE’S SAYING BECAUSE OF THE BACKGROUND NOISE.

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IF ONLY THEY COULD HAVE SOME KIND OF CAPTIONING SERVICE THAT WOULD WORK, NOT ON THE TELEPHONE, BUT FOR PEOPLE IN A LOUD SET-UP LIKE THAT. IF SOME GENIUS WOULD FIGURE THAT OUT, YOU WOULD HAVE A LOT OF CUSTOMERS.

CHRISTA: THEY DO HAVE SOMETHING CALLED REMOTE CAPTIONING WHERE YOU CAN HAVE, YOU CAN SET IT UP TO HAVE SOMEBODY CAPTION IT FOR YOU. BUT RIGHT NOW IT IS REALLY EXPENSIVE. SO PEOPLE JUST USE IT FOR WORK. BUT THEY DO HAVE --

>> HOW DOES IT WORK?

CHRISTA: KIND OF LIKE THE CapTel PHONE, BUT IT IS HARD TO EXPLAIN.

[LAUGHTER]

IT IS LIKE ON A CONFERENCE CALL. I'LL LET DAVID EXPLAIN IT. HE'S GOOD AT EXPLAINING THINGS.

DAVID WEISS: I THINK IT REQUIRES USE OF WI-FI, SO YOU HAVE TO HAVE INTERNET ACCESS IN ORDER TO ACCESS THE REMOTE CAPTIONING. BUT ANYONE ANYWHERE CAN USE IT. YOU CAN USE IT VIA LAPTOP THAT CONNECTS TO WI-FI. AND HAVE REALTIME CAPTIONING AVAILABLE WHILE YOU ARE CHATTING WITH YOUR FRIENDS. IT IS EXPENSIVE. PRETTY EXPENSIVE. BUT WE DON'T HAVE THAT IN OUR PROGRAM CURRENTLY. IF YOU'D LIKE, I DO ENCOURAGE YOU TO COMMENT ABOUT THAT. AND WE'LL COLLECT YOUR FEEDBACK. WE'LL INCLUDE THAT AS A PART OF, FOR YOU TO REQUEST THAT WE INCLUDE THAT AS A PART OF THE CALIFORNIA PROGRAM, CALIFORNIA PHONES. AND THEN WE CAN SUGGEST THAT TO THE COMMISSION FOR CONSIDERATION. BUT IT WOULD HAVE TO BE YOUR

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COMMENTS. WE WOULD NOT BE ABLE TO FORCE THE ISSUE. IT WOULD HAVE TO BE YOUR COMMENTS.

ARMANDO: I WANT TO ADD TO THAT. I'VE HAD PEOPLE -- THE OTHER QUESTION IS, "DO YOU HAVE ANYTHING TO DO WITH SELECTIVE HEARING WITH MY HUSBAND?" UNFORTUNATELY, NOT AT THIS TIME. NO.

PAT: DID YOU HAVE A QUESTION, MITZI?

>> MITZI: NO.

I WAS GOING TO ADD -- OKAY. THE REMOTE CAPTIONING SYSTEM THEY ARE REFERRING TO, WHEN GRACE AND I WENT TO THE MEETING OF THE SPEECH LANGUAGE PATHOLOGY WHATEVER BOARD, THE BOARD FOR AUDIOLOGISTS, AND WE TOLD THEM WE ARE COMING AND WE NEEDED CAPTIONING. THEY BOUGHT A SYSTEM, THEY'D NEVER HAD ONE BEFORE AND THEY SET IT UP. IT DELAYED THE MEETING BY ABOUT AN HOUR WHILE THEY SET IT UP. THEY JUST USED MICROPHONES THAT CAME WITH THE SYSTEM. IT CONNECTED VIA THE INTERNET WITH A CAPTIONER WHO WAS, I DON'T KNOW WHERE SHE WAS, SHE COULD HAVE BEEN IN SASKATCHUAN, JUST SOMEWHERE OUT THERE IN THE ETHER. AND THE CAPTIONS CAME UP ON THE SCREEN IN THE MEETING ROOM.

PAT: WE HAVE USED REMOTE CAPTIONING AT CALIFORNIA BOARD OF TRUSTEES MEETINGS IN THE PAST WHERE THERE WAS A MICROPHONE IN THE MIDDLE OF THE TABLE. AND IT WAS RELAYED TO SOMEBODY LIKE MELODIE WHO THEN TYPED CAPTIONS THAT WE CAN SEE ON A COMMON SCREEN.

SO THERE'S A LOT OF TECHNOLOGY OUT THERE. AND IT IS CHANGING EVERY SINGLE DAY.

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LOOK AT ALL OF THE APPLICATIONS ON YOUR SMARTPHONES. THERE ARE THINGS -- I MEAN I USE VOICE RECOGNITION FOR TYPING ALL THE TIME. SO IN THEORY YOU CAN SIT IN A RESTAURANT AND PASS YOUR PHONE BACK AND FORTH AND JUST TALK AND COULD SEE IT ON YOUR SCREEN ON YOUR PHONE.

SO, IT CHANGES ALL THE TIME. AND AS WE, THE CONSUMERS, DRIVE THE NEED, WE ARE GOING TO SEE MORE THINGS. AND THERE'S MORE OF US EVERY DAY. SO, AS KEN MENTIONED, ADVOCATING FOR OURSELVES, MAKING SURE PEOPLE KNOW WHAT IT IS WE WANT. YOU GO INTO A RESTAURANT AND YOU ARE NOT SEATED IN A PLACE YOU CAN EFFECTIVELY HEAR, ASK TO BE MOVED. YOU GO IN AND SAY, "A PARTY OF THREE. WE HAVE A HEARING LOSS, AND WE WOULD LIKE TO SIT IN THE QUIETEST PART OF YOUR RESTAURANT." IF THE MUSIC IS TOO LOUD, TELL THEM TO TURN IT DOWN.

THIS IS THE WAY WE DRIVE THINGS FORWARD BY TELLING PEOPLE WHAT WE NEED.

AND THEY DON'T -- THEY ARE NOT MIND READERS. SO WE HAVE TO TELL THEM.

KEN: I JUST WANTED TO, WE ARE RUNNING OUT OF TIME. BUT I WANTED TO ASK, HOW MANY PEOPLE HERE USE A CapTel PHONE RIGHT NOW? ALL RIGHT.

SO WE HAVE THE LIST OF TIPS ABOUT HOW TO USE THE CapTel PHONE. I WANT TO ASK YOU GUYS, DO YOU HAVE ANY SUGGESTIONS OF HOW TO IMPROVE THE SERVICE? WE ARE LOOKING FOR INPUT. WE HAVE A COUPLE OF MINUTES. AND IF YOU DON'T WANT TO SPEAK UP RIGHT NOW, WE CAN GET THE CONTACT INFORMATION TO YOU. YOU CAN SEND IT TO

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HAMILTON CapTel. AND WE CAN COME UP WITH A GOOD LIST TO HELP IMPROVE THE SERVICE.

SO I'M GOING TO HOLD IT UP TO YOU GUYS. ANYBODY HAVE ANY SUGGESTIONS? ALL RIGHT. WE GOT ONE.

>> MARCIA: I DON'T KNOW IF IT WOULD BE OF ANY HELP OR NOT. BUT IT SEEMS LIKE THE OPERATORS ARE ALWAYS INTERRUPTING WITH THE EITHER PARTY IS "TALKING TOO FAST," USUALLY IT IS THAT. AND IT SEEMS LIKE THE CONVERSATION IS INTERRUPTED. AND ALSO THEIR SPELLING ISN'T THE GREATEST. BUT OF COURSE EVEN ON TELEVISION IT IS NOT THE GREATEST. AND YOU DON'T GET -- SO NOTHING IS PERFECT.

PAT: REMEMBER AS FAR AS THE SPELLING, VOICE RECOGNITION. SO IT IS NOT THE OPERATOR TYPING AND MISSPELLING ON A CAPTIONED PHONE CALL. IT IS THE RECOGNITION AND MISSPELLING OR MISUNDERSTANDING OF WHAT HAS BEEN SAID.

>> ARLENE: I WOULD GO ALONG WITH WHAT KEN SAID EARLIER. YOU HAVE TO BE ASSERTIVE AND YOU HAVE TO ASK SOMETIMES FOR THEM TO REPEAT THINGS.

OR I WILL OFTEN SAY, "I DON'T REALLY THINK THAT'S WHAT YOU SAID. WOULD YOU PLEASE SAY THAT AGAIN?" AND MAYBE THE OPERATOR WILL GET IT CORRECTLY THAT TIME.

IF I HAVE ANY REAL PROBLEM, IT'S AT THE BEGINNING OF THE PHONE, I WILL ANSWER THE PHONE AND SAY, "GOOD MORNING, THIS IS ARLENE PATTON," AND OFTENTIMES THE PERSON DOESN'T HEAR ME FOR WHATEVER REASON. AND I HAVE TO REPEAT THAT TWO OR THREE TIMES.

I'VE EVEN HAD FAMILY TELL ME, "YOU ARE NOT ANSWERING THE PHONE, GRANDMA." "WHY NOT?" BUT I AM.

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SO I'VE LEARNED TO JUST SAY IT A COUPLE OF TIMES.

BUT HIS SUGGESTION IS THE BEST. IT IS -- WHEN MY HUSBAND DIED 24 YEARS AGO, I HAD NOTHING. SO TO ME TO BE ABLE TO PICK UP THAT PHONE AND USE IT AND MAKE PHONE CALLS, IT IS WONDERFUL.

>> GEORGIA: I'M JUST CHANGING THE SUBJECT.

I'M VERY INTERESTED IN THE PHONE WITH AN ANSWERING MACHINE. ARE YOU GOING TO DEMONSTRATE THAT BEFORE WE CLOSE TODAY?

ARMANDO: UM, THE CAPTIONED TELEPHONE OR?

>> GEORGIA: THE CapTel PHONE WITH THE ANSWERING MACHINE CAPABILITY?

ARMANDO: THE CapTel PHONE DOES HAVE AN ANSWERING MACHINE BUILT IN. AND DEPENDING ON WHICH MODEL YOU USE, IF YOU USE THE STATE MODEL OR THE INTERNET-BASED MODELS, THE OPERATOR HAS TO BE ON THE CALL WITH THE PERSON CALLING IN SO THE OPERATOR CAN TRANSCRIBE THAT INFORMATION SO YOU CAN READ IT LATER.

WE UNFORTUNATELY CAN'T DEMONSTRATE IT RIGHT NOW, BECAUSE I DON'T HAVE ALL OF THE CORD AND CONNECTIONS NEEDED FOR THAT. BUT PRETTY MUCH WHAT YOU SAW ON THE SCREEN IS WHAT YOU WOULD SEE. SAY, FOR EXAMPLE, IF I CALLED YOU, AND I LEFT YOU A MESSAGE ON YOUR CapTel PHONE, YOU WOULD COME HOME AND ON THE SCREEN, YOU WOULD SEE ONE NEW MESSAGE. YOU WOULD PICK UP THE HAND SET, PRESS A BUTTON ON THE PHONE AND AN AUTOMATIC VOICE WILL SAY, "MESSAGE ONE." YOU'LL HEAR THE VOICE BUT YOU ARE ALSO READING EVERYTHING THAT'S BEING SAID.

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OF COURSE THE OPERATOR HAS TO BE ON THERE. BECAUSE IF YOU USE OUR MODEL PHONE WHERE YOU HAVE TO DIAL AN 800 NUMBER AND MAKE A PHONE CALL, IT WILL JUST RECALL THE VOICE NOT THE TEXT. SO THE OPERATOR OR THE THIRD PARTY HAS TO BE ON THE LINE ITSELF. BUT YES, THE CapTel HAVE AN ANSWERING MACHINE. BUT WE DON'T HAVE THE APPROPRIATE CONNECTIONS TO DEMONSTRATE TODAY.

>> GEORGIA: DO THEY NEED TO CALL A SPECIAL NUMBER? OR CAN I STILL USE MY LANDLINE PHONE NUMBER? DO THEY HAVE TO CALL FOR A SPECIAL 800 NUMBER --

ARMANDO: IF YOU USE OUR MODEL, THEY HAVE TO DIAL A SPECIAL 800 NUMBER. IF YOU GO WITH THE PHONE THAT DEBRA AND CHRIS WERE TELLING YOU, THE INTERNET, THEY DIAL YOUR HOME NUMBER DIRECT.

PAT: I WANTED TO MENTION TOO REAL FAST, THAT I USE A CELL PHONE BECAUSE I DON'T HAVE A HOME PHONE. BOTH WITH VERIZON AND SPRINT, I PAY A VERY SMALL ADDITIONAL FEE. BUT EVERY VOICEMAIL MESSAGE THAT'S LEFT ON MY PHONE IS TRANSCRIBED TO TEXT FOR ME.

I JUST GO TO THE APPLICATION AND IT SHOWS, IT COMES IN LIKE A TEXT MESSAGE.

SO CHECK WITH YOUR MOBILE PHONE CARRIER. SPRINT AND VERIZON, I'VE USED IT ON BOTH. I THINK IT COSTS ME A BUCK OR TWO TO HAVE IT. JUST A HEADS-UP. IT HAS SAVED ME A LOT OF GRIEF.

ANY OTHER QUESTIONS OR COMMENTS?

AWESOME.

I WANT TO THANK CHRISTA AND DEBRA AND ARMANDO AND DAVID BACK THERE TOO. I APPRECIATE EVERYTHING.

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>> LISA: DID YOU HAVE A COMMENT?

>> LISA BETH: I JUST WANTED TO SAY AT&T HAS IT ALSO.

PAT: I THINK PROBABLY MOST OF THE MOBILE PHONE CARRIERS NOW OFFER THAT. I WOULD IMAGINE IT HELPS PEOPLE WHO HEAR JUST FINE. BECAUSE THEN THEY HAVE A RECORD OF IT AND CAN SEE, VERIFY ANY DATES OR NUMBERS OR THINGS LIKE THAT.

I'M GOING TO CONCLUDE OUR MEETING AND BEFORE WE GO HOME, I WANT TO THANK CHRISTA AND DEBRA.

IF YOU'D COME UP HERE WITH US. GO AHEAD.

KEN: I KNOW PAT IS GOING TO GET READY TO THANK CHRISTA AND DEBRA. BUT I ALSO WANTED TO THANK DAVID WEISS; HE'S IN THE BACK.

HE'S IN THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM THAT OVERSEES THE CONTRACTING. HE'S THE CALIFORNIA RELAY SERVICE CONTRACT MANAGER. HE CAME DOWN FROM THE BAY AREA.

SO THANK YOU VERY MUCH FOR BEING WITH US TODAY.

[APPLAUSE]

WE REALLY APPRECIATE IT.

DAVID WEISS: I ENJOYED BEING HERE.

PAT: UNFORTUNATELY I THOUGHT ONLY THREE OF YOU WERE PRESENTING TODAY. SO I ONLY HAVE LITTLE TOKENS OF THANKS FOR THREE OF YOU. WE SO APPRECIATE YOU COMING.

I ENCOURAGE YOU ALL IF YOU HAVE QUESTIONS, COMMENTS, TALK TO KEN SO HE CAN RELAY THINGS BACK TO THE STATE. AND ALSO

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CONTACT DEBRA AND GET YOUR EQUIPMENT, GET YOUR QUESTIONS ANSWERED. SHE CAN COME OUT AND HELP YOU INSTALL IT. YOU'RE NOT JUST GETTING A BOX AND ALL OF A SUDDEN YOU HAVE TO FIGURE OUT HOW TO HOOK IT UP TO YOUR COMPUTER. THERE'S HELP ALONG THE WAY.

CALIFORNIA CTAP PROGRAM LOCAL OFFICE IS IN GLENDALE. YOU CAN GO IN AND TRY IT ALL OUT. PLAY WITH IT. FIND OUT WHAT YOU NEED. GO HOME AND HOOK IT UP AND TRY.

SO YOU DON'T HAVE TO BE TECH SAVVY TO DO THESE THINGS. ALL YOU NEED TO DO IS USE YOUR RESOURCES. AND THERE'S PLENTY OF THEM. SO WE THANK YOU ALL FOR HELPING US LIVE MORE EFFECTIVELY WITH OUR HEARING LOSS. AND WE HOPE YOU'LL COME BACK AND VISIT US AGAIN REAL SOON. SO THANK YOU.

[APPLAUSE]

>> LISA: SINCE WE ARE TALKING ABOUT CAPTIONING THIS WHOLE MEETING, LET'S THANK MELODIE. I'VE BEEN LOOKING UP AT THAT CAPTIONING THROUGHOUT THE MEETING AND I AM SHOCKED AT HOW FEW ERRORS THERE ARE.

SO THANK YOU, MELODIE.

[APPLAUSE]

CAPTIONER: MY PLEASURE.

DEBRA ROGERS: THANK YOU ALL FOR COMING. BE SURE TO TAKE A BAGEL AND SOME COFFEE, IF THERE'S ANY LEFT. THANK YOU VERY MUCH.
[END MEETING AT 12:02]