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Introduction to CaptionCall and Internet Protocol Captioned Telephone Service

Presenter: Stephen DeMari

- Welcome to today's course, "Introduction to CaptionCall: An Internet Protocol Captioned Telephone Service," presented by Stephen DeMari. It has been said that innovation is seeing what everyone has seen and thinking what nobody has thought. This month on AudiologyOnline, we're celebrating innovation in the hearing industry with our third industry innovation summit. Thank you for joining us today, and we hope to see you in other summit courses, which you'll find in our course library. We would like to thank our title sponsor, CareCredit, and all of the companies who are participating in the 2023 summit. And now it's my pleasure to turn the microphone over to Steve.

- Thanks, Anna. Hi, everybody. I'm Steve DeMari. I'm an audiologist with CaptionCall by Sorenson. And today, we'll talk a little bit about the who, the why, the what of how Sorenson Services and CaptionCall Services function. So this'll be an introduction to this course, and then you'll be able to find this course on AudiologyOnline. Let me review a few of the learner outcomes with you. After this course, participants will be able to explain the role of the Federal Communications Commission in the Internet Protocol Captioned Telephone Services industry. After this course, participants will be able to explain the role of the hearing care professional to determine eligibility to receive captioning service. And then also after this course, participants will be able to describe the functionality of the CaptionCall service and how to submit professional or self-certification forms.

First thing that I'd like to review with you guys is some interesting history and history of closed captioning, the first use of captions on TV. This is a slide of staff at Gallaudet University. This was the first national conference for television for the hearing-impaired, hard of hearing, and the deaf community. The following year, Julia Child's cooking show, the French chef, us of a certain age may remember Julia, the success of the show led to Washington DC's Public Television Station, WETA, to develop a method of including captions with TV broadcasts. The following year, the FCC granted PBS the

ability to include captions on all their broadcasts. So courtesy of WGBH from Boston, it took until 1980 for captions to appear on national television.

There were several shows, the "Son of Flubber," "ABC News" eventually was captioned for rebroadcasts. and again, in those days, the captioning was separate from the telecaption decoder. You had to get something separate, a device separate to attach to your television. And it wasn't until 1990 that the Television Decoder Circuitry Act mandated that all new TVs sold would include the ability to display captions. In the 1960s, you can see here, Robert Weitbrecht invented the TTY. So phones have evolved to be more mobile and accessible, and phone technology continues to advance. Phones in the future could look and function very differently while smartphones may change, and phone call captioning will always be around helping people to connect to the life that's calling them.

In the '60s, this scientist invented the TTY, later to be known as the TTD, the tele-caption teletype writer. The modern evolution of the TTY uses a relay service and scrolling captions to help people with hearing loss use the telephone just like everyone else. And for people with hearing loss who wanna speak on the phone, IP, so IPCTS, internet protocol captioned telephones, have been the latest development. I'm gonna play you a quick video. This is a video that you can also find on YouTube, and we'll continue right after this. And let's see if that plays.

- CaptionCall is available to anyone who has hearing loss and who needs captions to use the phone more effectively. Nearly 17% of us adults have hearing loss. Even so, people hesitate to talk about hearing loss and a friend, spouse, or family member has to bring it up. People love CaptionCall because it's so simple and effective. Operate the CaptionCall phone just like a regular phone. Just pick up the receiver and dial. A large screen on the phone displays captions of what the other person is saying. The words naturally scroll as you talk, so it's easy to follow the conversation. By combining

speech recognition software with the help of a captioning agent, CaptionCall captions are remarkably accurate and close to real time.

Your conversations are encrypted, so your calls are safe, secure, and regulated by FCC protections. CaptionCall has you covered if you're not around to take a call too. It will work with the answering machine or service you already have, or you can use its built-in answering machine. And of course, you can see captions for any of your messages. CaptionCall takes care of everything. Our red carpet service includes no-cost personal delivery. A local representative will install a phone, show you how to use it, and stay to answer your questions. Our trainers are CaptionCall employees who know what they're talking about, who value your privacy, and who will help you feel comfortable using your phone. If you have questions later, we have dedicated customer support people ready to help whenever you need them. Take the first step to experience phone calls in a whole new way. Life is calling. Answer it better with CaptionCall.

- [Stephen] Okay, sorry about that little glitch. So that's in a nutshell, but let's review a little bit here about the FCC and the ADA and their involvement in this service, in IPCTS service. The Internet Protocol Captioned Telephone Service allows any person with a hearing loss, who can use his or her own voice and has some residual hearing, to speak directly to the called party and then listen to the other party while they read captions on their screen of what the other party's saying. So it enables those folks that have some residual hearing, can look at a screen, can use a receiver or a speakerphone and carry on a conversation. And we'll get into a little bit more detail of exactly the functionality there.

So again, it's only for folks that are hard of hearing or have a hearing loss and have difficulty communicating effectively on the telephone. So every person that registers to use IPCTS must attest to their need for the captioned telephone service by submitting

a signed certification. The certification form is collected at the time of registration. The FCC regulations do prohibit IPCTS providers from offering or providing, to any person or entity that registers to use IPCTS, any form of direct or indirect incentives, financial or otherwise. The ADA, you all know the ADA story. I'm sure you're familiar with the Americans with Disabilities Act. It was passed in 1990. This led to the development of the relay and captioned telephone services for the deaf and hard of hearing.

More specifically, it was Title IV of the ADA that required assistive devices, excuse me, assistive services be made available to qualified end users in any state, at any time, at a cost no greater than what a person with normal hearing would pay for telephone services. So it's a no-cost service. CaptionCall's federally funded as part of the Title IV of the Americans with Disabilities Act, so there's no cost for qualified individuals. The government has not set any specific guidelines or decibel threshold requirements to determine this. It just requires that the person has a hearing loss and necessitates captioned telephone service in order to communicate on the phone effectively. The role of the FCC, again, captioning and CaptionCall by Sorenson is provided funding through a fund administered by the FCC.

They mandated that telecommunication companies are required by the ADA to make their networks accessible to people who are hard of hearing or deaf. Funding for IPCTS comes from the public collected via charges passed on by the telephone company billing. CaptionCall is then paid a per-minute rate, based on captions delivered to the customers accurately and effectively. We must meet very strict accuracy standards by the FCC for delivery of this service. And being good stewards of the government, we do allow for the users of the caption phone to turn the captions on or off as needed during the call, and then can reengage during the call as well if they see fit. How do I know if I need CaptionCall?

If you have a hearing loss that makes it difficult for you to talk on the phone and captions being provided effectively, then CaptionCall would be very useful for you. The service is intended for those people that experience hearing loss, regardless of the cost. Might include illness, injury, loud working conditions, military service, or simply hearing loss as we age. If you yourself may not realize you're experiencing hearing loss, certainly other people around you, your spouse, children, and other people just perhaps asking you to repeat. If you don't hear them on the phone effectively, you keep the radio or TV too loud, then you certainly could be a candidate. A little bit about the technology required, we'll go into this a little bit more as well.

But to use our service, we require the internet, and we supply a connection to internet if you do not have internet. It's not internet service that you can use, other than we have a technology within our phones that can pull in the internet signal in order to provide captions. If you don't have internet, you do not have to go out and buy it. If you do have internet, then great, we'll use your internet signal. Same goes with a landline. There's another question about folks asking if they need a landline. You do not need a landline, and you do not need a smartphone, but you do need one of those technologies, whether it's internet, a landline, or a smartphone.

And we can talk a little bit more about that. So here's a quick little description of how captioning works with our professional captioning agents or with automatic speech recognition in the place of a captioning agent. So when you make or receive a call using this service, a live captioning agent is automatically connected to the call and only hears the dialogue from the non-captioning phone user. So our CA, captioning agent, or the automatic speech recognition will revoice that dialogue into an ASR software, which the captioning agent, if they are online, they can adjust in real-time and make adjustments to spelling, to grammar, things of that nature, so the conversation is extremely accurate. This happens just within a couple of seconds.

The professional uses voice recognition technology and may manually correct grammar, as we said, and also could add parentheticals. So perhaps there's some laughter and things of that nature going on in the conversation. The captioning agent can add parenthetical types of information to the conversation. So the combination of technology and human involvement helps CaptionCall deliver the most accurate captions possible. Again, we follow very strict privacy regulations. We are under FCC regulations. The conversations are not recorded, they remain confidential. Captioning agents are not allowed to insert themselves into the conversation, even in an emergency. They don't use a pen or paper, not allowed to take notes. So again, very strict privacy regulations. And again, as we said before, the phone user always has the ability to turn captions on or off.

So if there is a section of the conversation where the phone user would like to, I guess, feel secure in the sense that it's just those two folks having a conversation and they can turn captions off. When they feel like they wanna turn captions on again, they can do that, and they just hit the button again, turn captions back on, and then a new captioning agent will join the call. A little bit of statistical data, just on communication in general, Sergei Kochkin's MarkeTrack VIII studied 14,000 individuals with varying degrees of hearing loss. They were surveyed regarding the importance of 19 different listening situations over a a time period of eight years. And in 19 different listening environments, 57% of the people with hearing loss indicated that communicating on the telephone was very important to them.

And then communicating on the telephone and the importance of telephone use for those with hearing loss is second to only to one-on-one communication. So we know that folks with hearing loss, that are hard of hearing are at a distinct disadvantage, compared to normal hearing people when communicating on the phone, especially those necessary visual cues that are needed for effective communication are not available to listener on phones. So captions can certainly aid in these phone

conversations where visuals are absent. Other ancillary support services providers can offer, caption phones, which are customizable to deliver a speech signal based on the unique needs of the hearing impaired, excuse me, the hard of hearing person's audiogram. While quickly displaying the speech in text format, it would appear to offer a viable functional solution for those folks with hearing loss.

And again, we support the providers, and we support the providers with regard to hearing aid care. We know that hearing aids can be the gold standard when it comes to alleviating and supporting hearing loss, but we also know that there are some data to show that hearing aid owners report that hearing aids provide about 55% benefit during phone conversation, which still leaves many with some ongoing difficulty and necessary support. While some of these approaches to better health are intuitive, exercise, diet, things of that nature, the importance of our hearing and our ability to engage effectively as we get older and with others in an auditory environment has rapidly emerged as a key factor that needs to be targeted to improve the lives of older adults around the world.

The hidden risks of hearing loss, we know there's a lot of information in the news right now about that, especially as we age, is very prevalent. The link between hearing loss and other health-related issue reveals that hearing loss may contribute to a faster rate of cognitive decline, to give one example. That was some information studied by Dr. Franklin out of Johns Hopkins. What is CaptionCall by Sorenson? And again, we'll talk a little bit about our new logo. We're very proud to be, our parent company's Sorenson. So we are CaptionCall by Sorenson, and we'll talk a little bit more about Sorenson at some point. We'll also have a presentation later in the AudiologyOnline summit talking a little bit more about Sorenson, our parent company Sorenson, and the services that Sorenson provides.

CaptionCall by Sorenson is available, obviously, because we are supporters of the hard of hearing community and the deaf community. We know that statistics show that nearly half of people over age 75 have hearing loss, which means most have trouble using the phone. Some individuals, hearing aids or amplified phones may be enough when it comes to phone utility. For others, hearing aids alone may not be enough. And for those individuals who need captions to use the phone effectively, captions can certainly be a difference-maker. CaptionCall service allows users to activate captions when needed. Again, I know we reiterate that a few times, and those are just some of the bullets that we really like to be very clear on with regard to their use of captions.

Again, if they have this phone, they can turn captions on or off. So if they just want to use this phone as is, they can certainly do that. It looks like a regular phone, functions like a regular phone, and it has a lot of different features that you can take advantage of, which we'll go over in a second. And another reason for conversation and having captions with this phone is your patient might not be able to hear their son or daughter just fine, but perhaps not their grandchildren. So there's a lot of other voice characteristics to take into consideration as well. Why CaptionCall? We obviously talk a lot with providers, hearing care professionals, audiologists, that this is a service that you can provide at no cost.

It's a no-cost, government-supported service. It's a nice support mechanism to have available to your patients. Individual speech recognition is independent from their level of hearing loss. And so individuals with hearing loss may have a difficult time discerning what's being said on factors such as background noise and cognitive strain and listening effort. Every individual who has difficulty using the phone effectively because of their hearing could be evaluated for this service. In addition, many case histories, I'm sure, will also ask the question about, "Hey, how do you perform on the telephone?" And that's something that, it's pretty straightforward, and I think you guys, when you take your case histories, that is an important question to certainly ask.

Some other reasons why professionals, in general, and providers offer CaptionCall, several things have been shown, benefits have been shown. It reduces the burden on hard-of-hearing patients and their loved ones who wanna connect via phone, it builds trust with patients, it reduces telephone-related complaints, it increases patient phone confidence and happiness, not to mention it's a no-cost feature. Many providers use and have a demo phone in their clinic. It's a nice conversation starter. It's a nice way to provide some additional talking points for your patients as they wait in the waiting room. Confident communication. CaptionCall telephone service helps eligible patients make sure they can understand what they're hearing accurately with real-time captioning. So again, it's a very quick latency, very short delay.

In fact, in some cases, that quick little delay, it gives them enough time to continue to read and carry on a conversation. It's shown to be very helpful, and I always use my mother as an example here. You know, she's 99, wears hearing aids, and our conversations are so much better now. She lives in New York, I'm here in Chicago. And just having that conversation with her, ability to use her hearing aids, use the speakerphone, and carry on the conversation has been a huge development for her in staying connected. Also with regard to these conversations, and we will talk a little bit about that in a second too, is there's a built-in answering machine. Not to mention, as you're having a phone conversation, these conversations are being displayed on the screen via text, and those conversations are saved, and they can be read and/or listened to later.

So the patient can save all of this, which may include important information, missed dates, addresses, instructions, medical types of instructions, things of that nature. So they can save that information on their phone, and it's only on their phone. It's not saved anywhere else. The CaptionCall phone. So again, we provide this phone at no cost, and we'll get into that process in a second too. But the phone itself is the highest

standard of amplification available in telephone technology. The TIA-4953 standard, the response of the phone is customizable to deliver a speech signal based on the configuration of the hearing loss via phone software. So we'll take the audiogram and just punch in the configuration of the loss.

It's not threshold by threshold, but we can put in a nice configuration so the frequency response does meet the audiogram, but that can also be adjusted. Some of the features on the phone, and I'll talk about some of the things that I recommend that we've found useful and other providers have found useful. The handset, as you can see there now, is a little bit longer than it used to be. So you can really reach from the ear or the top of the ear, where the hearing aid is, to the mouth. It's also hearing aid T-coil-induction compatible. The screen itself is now larger. It's an eight-inch screen with large fonts, and those font sizes can be adjusted larger and smaller.

You have a save call option built in to the voice message system. So if they don't have a voice answering machine or answering system, our phone does have a built-in message system that they can use if they would like to, and then they can save their information again via that built-in phone answering machine. On the right, there's a speakerphone button. This would create a nice, hands-free situation for many different situations, binaural hearing. So I've instructed my mom when I call her, she hears better with both ears. I instruct her to answer the phone with the speaker button. She doesn't even pick up the receiver. And then she can hear binaurally. It also leaves her hands-free.

If I have to instruct with hearing aid maintenance, things of that nature, it creates her hands free so she can then manipulate her hearing aids without having to worry about holding onto the receiver. So a very nice feature, especially for her needs. The phone has Bluetooth connectivity, so for those more significant situations where you have someone with Bluetooth-compatible hearing aids, you can connect your Bluetooth

hearing aids to the telephone. Again, we talked about the ability to turn captioning on and off. That's up to the phone user. We talked about the customized equalizer that we have in place, so we can make adjustments there, and then you can make adjustments to that later too, if needed.

There's a more powerful processor for faster hearing aid connectivity. So if it is a more sophisticated patient using Bluetooth connectivity with the phone, there is a very fast connection. And we also offer our services, we'll probably reiterate this, but it's available in the United States, Puerto Rico, and in both English and in Spanish. Some of the statistics with regard to this service shows that less than 1% of the 48 million Americans with a hearing loss are currently using IPCTS. It's really an incredible number, low number for a no-cost government program. 25% of non-hearing-aid owners indicated poor utility on the phone as being an obstacle to a hearing aid purchase. That was from a MarkeTrack 2013 survey. And let's, again, review the internet a little bit.

So we know that the internet can certainly be a barrier, and we know that that can come up in conversation when it's asked, "Well, how is captioning provided?" Again, we have a technology within the phone, a solution that can pull in the internet signal for captioning use. So again, if they don't have a landline to deliver captions to the phone, we will ensure that we can incorporate that into our phone. And when those folks are referred or they order our services, our customer service folks will ask all of the pertinent questions to make sure that we're prepared, that the trainer installer is prepared to program the phone and bring in the internet signal as required. So again, and the reason for internet is accuracy and speed.

And that's really the main reason for using IPCTS, and that's why it was developed. I'm gonna speed over this a little bit, just because this is some new technologies coming, so stay tuned. We have a mobile application, a captioning app that you can use on

your smartphone, whether it's a iPhone or Android or iPad. Not really releasing anything new here that you can't find on our website. There's a new app that we are supporting and are developing, and it's called Olelo, so that mobile app will be available imminently. And again, go to our website and check it out. Some great features on the Olelo app that will be available. It's a very simple and capable with all phone features, so there's nothing complicated that you'll have to relearn.

It's an app that you'll launch. It'll dial and answer calls, just like with your ordinary phone. It keeps all your contacts you've already saved. There is a voicemail transcribed by accurate speech recognition. So as you speak and as your caller speaks, the speech is transcribed by speech recognition. You can review all of your call transcripts and your call history on this app. You'll have 911 calls captioned in real time, and as I stated, it works with Android or iPhone and anywhere you have wifi or mobile data. So go check that out at sorenson.com. Again, a little bit more about Olelo mobile app, it allows you to communicate from work, home, or on the go. So right now, we're looking at a very high rating, number one CaptionCall app to help people with hearing loss have a better experience using the phone.

Ultra-fast captions in less than one second. You can see it as they say it in real time. It's free-flowing conversation with no captioning delays. It's the world's best accuracy. Olelo has been rated the most accurate CaptionCall provider by an official FCC study. It's 100% private. There's no transcriptionist or assistance listening to your private conversations. It's powered by state-of-the-art speech recognition technology. And again, you can take Olelo anywhere, from work, home, kitchen, living room, backyard. Again, it works with any smartphone with wifi or mobile data connection. So again, we talked about CaptionCall availability. It's available in the United States and Puerto Rico. It's available in English and Spanish. And then users of the service, when they do order the service, our trainer and installer will run through all of the required FCC forms and

questions and things of that nature and be there for a full and no-cost installation to the user.

How is CaptionCall different? How is CaptionCall by Sorenson different? Our red carpet service, I think, is our bread and butter. We offer fast and high caption accuracy. We employ 250 plus trainers and installers throughout the country. There are employees, they're essential employees, vetted, equipped with proper PPE as necessary. So there are folks, and they know their job, and they are very well educated on this technology, the installation, the training, and the things that they need to teach the prospective phone user. Again, these phones have some features that may or may not be used, but that's the beauty of having these trainers and installers is they can sit there with the customer, with the patient and help train them on the features and the things that are important to them that they need to use.

We talked a little bit about PPE that they're equipped with PPE, and again, during this post-pandemic life, some live installations may not be the first choice. So it is possible to also do a phone walkthrough of an installation where we can pre-program and ship the phone and walk through this installation with someone on the telephone. And then if they need to later, a trainer can be scheduled and come to visit later and do a follow-up. Again, we're always there to help provide services for anything that these patients, these customers require. So what'll happen, what's the process? So after you, the provider, creates a referral, provides a referral to us, or a patient orders the service on the website, CaptionCall service will personally set up the service and outreach for you.

So we take the ball from you, the provider. All you have to do is send in the referral of that eligible patient. So our red carpet service, again, it's a no-cost service. We talked about that before. So there's gonna be a slight surcharge on the bottom of everybody's telephone bill throughout the country. And that's how the monies are collected,

essentially anybody that owns a phone. So that's how it can be no cost, even the phones. So just because they have a phone from us doesn't mean that we're receiving any revenue from that. And we'll talk about that in a second too. I think we talked about how we get paid per minute, based on accuracy.

So that's the only way that CaptionCall generates revenues. We get paid through the TRS fund that the government collects those monies and then delivers our per-minute fee. We will personally deliver the phone to your patient's home. So again, if they want to have someone come, which is the desired process, the installer will go to the phone, they'll connect the phone, make sure it's working correctly. It's most likely gonna be shipped in demo mode, and they can just plug and play. But again, the installer's gonna take care of all of that for them. Our representatives are selected because they're friendly, ready to show you your patients how to make the most of the phone. And they'll get hands-on instruction and can ask questions during that time.

There's 100% satisfaction guaranteed, so if your patient's not happy for whatever reason, just, you know, give us a call, let us know, and we'd be glad to do a follow-up visit and/or take the phone back if they do not want to use it. Let's see, did I miss a slide? IPC test is available for your patients that have a hearing loss and necessitates the use of captions. Again, it's a total hearing health solution that helps eliminate social isolation. So again, it's a nice positive impact for your providers to offer to their patients. A pretty seamless way to offer them that little something extra that can really impact their lives immediately. A solution for your current hearing aid owners who struggle to use the phone only with amplification hearing aids or a phone with amplification only.

And if they need captions, then, again, CaptionCall is your solution. Customer service is all based in the United States. We have several different customer support centers throughout the country. They'll help with any questions that you have anytime of day. I

believe we'll give you the hours at the end here. Their full service training installation is a model in the industry. After you provide a certified referral, our team will take the ball, contact the patient, and ensure that the entire process is handled. We wanna remove the burden from you guys. So we'll take the ball from you. Again, check out the new website. Sorenson.com has a lot of information on there. It'll show you access to how to refer, whether you are going to submit the referral or whether you would like your patient to submit the referral.

There's a couple ways on the website for you to access those processes to receive our services, to order our services. CaptionCall is the most recommended by the hearing care community. Again, we know if hearing loss is left untreated, it can have an impact on the person's ability to stay connected. This inability makes face-to-face interactions difficult and using the telephone extremely frustrating, which often leads to loneliness and isolation, the precursors for many other health risks, possibly. CaptionCall has earned the trust of over 12,000 hearing care professionals who recommend our service to their patients. And we're the most widely used captioning service in the United States. Again, helping an eligible patient get CaptionCall is very easy. It has multiple ways for you to submit your certification with the tools you already use.

So this is a copy of the patient online form that you'll find on sorenson.com. So you can either go there. I would say that's probably the most simplest way to provide a referral. But there's several ways to certify and/or refer folks to us using these referral forms so we can begin the process reaching out to arrange services for your patients. If you'd like and you're old school on some of these things, you can certainly use US Mail. We provide a pre-populated certification referral forms, pre-addressed and paid, stamped, paid envelopes that you can use still. If you wanna pop the referral in there, you can. You can also fax it to us still if you'd like.

And I'm sorry to chuckle, but you can certainly fax it, and I'll provide that number for you here at the end too. You can scan that item and pop it in an email and email it to us if you'd rather do that. And then again, our online portal, it's secure so you can go in and fill out that information on the website. And then self-certification is a possibility for your patients these days. So if you'd like to direct your patients to the online order form in order to order the service, they can certainly do that. We want to support you, we want to be a partner with you to support your patients. So we also realize that the more support you give to your patients by guiding them to order the service and helping them do that, we know that the success rate is a lot higher.

So just for your information, this form is also on our website, the home phone use, so the patients can go there directly and fill out the order now information on their own if they'd like. And I'm gonna wrap up this section, and I've got some time that I'm gonna review some frequently asked questions. Before I do that, I just wanna make sure that there aren't any questions in the chat that may need to be answered first. If not, I'm gonna run through some FAQs that typically get asked by the folks out there. So I'll refer to Anna if there's any chat or any questions coming in that way. If not, I'll start to run through some of the FAQs.

- [Anna] Thanks, Steve. Actually, we do have a question, and it's about the website. Is the original CaptionCall website, is it still available, or does it forward onto the new website with Sorenson to submit applications?

- [Stephen] Correct, it forwards on. So if you put in CaptionCall.com, you will not get lost. It's gonna take you to the new website. And this is probably a really good spot to talk a little bit about CaptionCall by Sorenson. Nothing has changed. The only thing that's changed, the only thing that's different is the name. It's just adding to the name. Sorenson has been around for years, and they've always been our parent company. So we've always been a part of Sorenson. So the CaptionCall by Sorenson name is just

that. We just want to be more inclusive of what we do as a company. Sorenson and CaptionCall, we are supporters of the hard of hearing and deaf communities.

So that's a really good question. But yes, anything you search, CaptionCall.com, it's gonna lead you to the right spot. We have a fantastic marketing department that has done a great job at staying connected and communicating all of these updates to our providers and our folks out there that use our services. So yeah, it hasn't changed, and it'll take you to where you need to be.

- [Anna] Thanks, Steve. I'm not seeing any other questions right now. Why don't you go through those questions that you've been getting previously? And to the audience, if you guys do have any questions, please use the time now to enter those, and we will review that once Steve is done with the questions he already has.

- [Stephen] Sounds good. So the word free comes up. Is CaptionCall free? We've talked about this. It's no cost. And we use the word no cost just because, again, we wanna be good stewards of the government and not make this sound like it's a service that we're just kind of disseminating telephones and signing up willy-nilly. This is a very serious support mechanism that our team, all of our support people out there, when they're seeking any folks that need this service, we walk through and educate exactly what the service is and exactly what is needed from an eligibility standpoint. So again, eligibility is hearing loss and difficulty speaking on the phone. And then it's essentially, yes, it's a no-cost service that is provided and supported by the federal government.

Another question that gets asked quite a bit is, what do I need to set up my CaptionCall phone? Again, as long as you either have a landline phone, a high-speed internet, or a smartphone, one of those three things, we can connect you with a CaptionCall phone. We offer free installation, the red carpet services I told you, so there's no cost involved here. It's really just signing up, and we will contact you and

create a date and have our trainer slash installers come out there and do the installation and provide all of the instruction that you need. They'll put in contact names for you if you'd like. They'll do test calls with you. So that is the one thing that I think most providers like about us is that they know that they're in good hands.

When they refer their patients to CaptionCall, they know that they're in good hands 'cause we take the ball, and we get it taken care of for them. We do the support, the follow up, everything. So that's one thing that I think the providers really, really trust us. Qualifications, I think we've gone over this before, is folks will say, what are the qualifications? What if they just have a mild hearing loss? What if they have a mod? There's no specifics with regard to that. Again, your patient needs to have a hearing loss that necessitates the use of captioned telephone service. So I wouldn't make it any more complicated than that. If there's a hearing loss, and they can't talk on the phone, they're a candidate.

We talked a little bit about captioning agents, folks that said, "Well, how does it work? How does CaptionCall work? How does the captioning agent work?" You remember the slide that we went over. So in this new age of technology, automatic speech recognition is certainly becoming more and more available. The technology is getting better. I wouldn't say it replaces a human yet. I would say that that is the beauty of CaptionCall is that we can couple technology with the human element, and it really provides us a leg up, I think, on other types of services out there. Again, that captioning agent being a part of the call and creating a more human experience, I think, is one of the reasons why patients really love our service.

As far as automatic speech recognition, yeah, it's getting better, and we're using it. It's getting better all the time. We will default to that in high-volume situations, especially during holidays and emergency types of situations, during the pandemic things of that nature. Volume goes up, people reach out and want to talk to their loved ones, family

and friends. So having that automatic speech recognition as a backup is certainly helpful. Another question that gets asked is, can I keep the same phone number? Absolutely, CaptionCall works with your current home phone number. You can keep the the current provider and plan. You don't have to change anything there. We take care of just installing the hardware and initiating the phone and getting the phone up and running.

So there's nothing that the patient needs to do with regard to phone service. Can I use CaptionCall on a mobile device? And I alluded to this a little bit. There's gonna be an announcement here imminently, but yeah, Sorenson has mobile captioning app that provides the same instant, accurate captions on a mobile device, so you can take your call captioning service with you wherever you go. So when you get a chance, again, go to sorenson.com to check out Olelo. It's O-L-E-L-O, and check out the Olelo app. Again, that's a no-cost app available to qualified users. Another question, can I amplify certain frequencies on my phone? We talked a little bit about that, the equalizer that's available that you can adjust the configuration to follow the frequency response or configuration of the loss.

You can certainly do that as well as a volume wheel, which I didn't really talk about on that picture, but there's those adjustments on there that you can tweak for the person using the phone. That volume wheel can go very loud, 123 dB, so it goes pretty loud. In fact, it'll go from green to red to tell you that the volume's getting loud. So all of the features on that phone give you plenty of feature adjustments for the person using the phone, whether they wear hearing aids or not. You'll also get, during the installation, there is a user guide too, so we'll provide a nice user guide and review that with them too if the person wants to kind of do some checking out some information on their own.

It's a very nice user-friendly user guide that they can use for reference. And then another question was back to the phone services. Does it affect my phone services? Nope. It works seamlessly with services from your current provider, including call waiting, call forwarding, voicemail, caller ID, all of that. None of that is affected by the installation of our CaptionCall phone. Another question, how many saved calls could CaptionCall phones store? This will depend on the length of the captions per call, but don't worry, we'll give you enough space for months, even years worth of calls. So again, the beauty of saving calls on your phone that you need to save, you'll be able to both, A, read them back and, B, listen to them back.

And there are some calls that we hear from family and friends that say, you know, I'd like to save the call from my doctor or from my grandchild or child or a loved one. So it's nice for them to be able to save those calls and refer back to them and listen to that voice again later. It's kind of a nice feature for them to have as a bonus on that telephone. And again, those are saved on their phone only nowhere else. A couple questions came in about Olelo, the mobile app. Do you have to have a hearing loss to use it? Yes, only people that have difficulty using the phone due to hearing loss are permitted to use Olelo. Again, this is how they can be no cost. This is the law. This is Olelo supported by the federal TRS IPCTS fund. So only deaf and hard-of-hearing users can register for Olelo. Another question-

- We-

- [Stephen] Sorry, go ahead, Anna.

- [Anna] No, I was just gonna say, we did have a couple other questions come in in the Q&A. I'm not sure if now's a good time to go over those as well.

- [Stephen] Absolutely.

- [Anna] There is a question, and is there any timeline, or is it possible for this to come to Canada?

- [Stephen] Good question. I've had that question before, and I always give the same answer, and I say stay tuned. I have heard talk of that, but I can't give any more specific details other than, yes, there's been talk about it, and I would suggest, why don't you reach out to me separately, and I can see what I can find out in the meantime. And if there's some information that I can get and share with everyone, I will do that. And just to let you know, hey, here's what's going on in the rest of the world with regard to CaptionCall.

- [Anna] And here's another one. Sorenson provides other captioning services too. Are they all free, i.e., video, or just specific services?

- [Stephen] Right, I would say just specific services. However, what I would say there is if you come to our talk on February 17th, we will be talking very specifically about Sorenson services, to your point, other types of captioning, video relay services, things of that nature. So we can give you more details then. And then I would also suggest, again, go to the Sorenson website and check out the Sorenson services there. There's a lot of information that gives you some really good, deep explanations on how to order the services and the cost of those services. But yeah, please join us on the 17th. It's a brand new presentation that we're gonna have on Sorenson technology.

- [Anna] We had one last one. Can you use any other languages on CaptionCall, or do you have plans to expand the languages? I know you did mention English and Spanish.

- [Stephen] Yeah, it's another good question that I'm gonna give you a broad answer on that. We have discussed different languages. After this, I will find out where we are

on that and which other languages might be in line for, you know, coming to CaptionCall, and somehow I'll disseminate that out to you guys. But again, our company has talked about expanding to different languages other than English and Spanish. I just don't have any concrete information on what those are yet.

- [Anna] Okay, those are all the questions that we've got in the Q&A right now. I'm not sure if you have any other questions that you've received, Steve, but other than that, we should be good to go.

- [Stephen] That's great. Yeah, no, I could go on forever with more questions, but I'll leave it up to you, Anna.

- [Anna] If you don't have any other questions that you've received, I think we can go ahead and thank everyone for attending this summit event. And as you mentioned, Steve, you do have another lunch and learn coming up. I believe it's next week. And we encourage everyone here to go ahead and register for that summit event on AudiologyOnline. And I look forward to seeing you guys in other summit events during this month. Thanks so much. We'll talk to you guys all at another time.

- [Stephen] Thank you.