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Introduction to CaptionCall IPCTS

Presenter: Steve DeMari

Welcome to today's class. This month on Audiology Online, we're celebrating innovation in the hearing industry with our fifth Industry Innovation Summit. Thank you for joining today and we hope to see you in other Summit courses which you will find in our library. We would like to thank our title sponsor, CareCredit, and all of the companies who are participating in the 2025 summit. And now it's my pleasure to turn the microphone over to Steve.

Thanks Anna and thanks Audiology Online. We always look forward to the Audiology Summit every year. Today will be an introduction to caption call IPCCTS. You may or may not have attended one of these courses before. Seems like there's always something new to learn.

I would like to address some of the learner outcomes as well. So after this course you'll be able to explain the role of the FCC and Internet Protocol caption to telephone service. You'll be able to describe the functionality of the caption call service. You'll be able to explain the role of the audiologist and hearing care professional to determine eligibility for IPCTS captioning service and then also understand how to submit a referral form for an IP CTS eligible candidate. I'd also like to address this slide the Risks and Benefits benefits slide and you'll be able to come back and look at this.

Additionally, if you'd like to read through it some more, a little bit about Me I've been an audiologist for 30 over 35 years now. Been in the industry a long time. Went to Syracuse University, spent a lot of time upstate New York and then did my CFY out at the Long Beach VA Hospital in California. Stayed out there for a few years and then moved to Chicago where I've been practicing audiology for several years. Worked with some different hearing aid manufacturers for several years as well as a large MCO hearing aid company, part of an insurance company and I've been with Catch and Call now for five years and it's been great to work for this great company.

Speaking about Catch, Call would like to mention our parent company, Sorensen. You may or may not have attended our Sorensen Suite of Services presentation, which we did last week. We have more

information on this if you need it, so please reach out if you need to learn some more information about Sorensen. Sorensen is the parent company and they are in in a sense, we are a large global language services provider and one of the language services services providers for the world' leading provider for deaf tools and services.

Some of those Sorensen solutions such as sign language interpreting Captioned phone calls, Communication access, Real Time, which is now Sorensen Forum, Accessibility consulting, Language translation and transcription, Media post production and spoken language interpreting. So there's more information about Sorensen solutions on our sorensen.com website. A little bit about the history of captioning. Back in the 1960s, scientist Robert Weitbrecht invented the teletypewriter TTY to make phone calls more accessible to people who are deaf or hard of hearing. The modern evolution of the TTY uses a relay service scrolling captions to help people with hearing loss use telephones just like every everyone else.

So TTY and then the more recent iteration, the ttd, the telecommunication device for the deaf.

The first use of captions on TV was in 1971 during the first national conference on television for the hearing impaired in Nashville, Tennessee. Captioning was first exhibited in the United States at this meeting. And this kind of proved that the the concept worked. This is Courtes of Gallaudet University.

And the success of that led to Washington D.C. '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. Courtesy of WGBH in Boston in 1972. Here you'll see a TV show called the French Chef with Julia Child.

And this was one of the first shows, the first show that was captioned for rebroadcasts. But it took until 1980 for captions to appear on national television. In order to see those captions, people had to

purchase and connect a separate telecaption decoder. You go to Sears Roebuck and purchase this device. It was kind of the size of a dvd, excuse me, actually a VHS player at the time.

So kind of a bigger box. You plug into your TV and then any TV show that provided captions, you would be able to then read captions on your TV screen. And then it wasn't until 1980s where the television Decoder Circuitry act mandated that all new TVs sold would include the ability to display closed captions.

There's a video here. I'm going to skip that for today. Foreign.

So let's talk a little bit about eligibility. The FCC and the ada. This is a no cost government program. The eligibility requirements for ipcts. Again, IPCTS stands for Internet protocol captioned telephone service.

So just as the name says, we require Internet. We'll talk a little bit about that. But IPCTS enables people who speak but who have difficulty hearing over the telephone to talk directly, directly to another person on that Call and to use the IP enabled telephone to simultaneously listen to the other person and read the captions that are scrolling across the screen.

IPCTS eligibility is for people who have a hearing loss that necessitates the use of captions to communicate effectively on the telephone. Every person who registers to use IPCTS must attest to their need for captioning. Essentially they will submit a self signed certification form. We'll talk a little bit more about certification and the role of the hearing care professional and the audiologist in this role. But self certification is also a possibility for these eligible folks.

So they can do it that way or as stated, you guys can help them certify through the process and we'll talk a little bit more about that. The Federal Communications Commission regulates IPCTS and they

will prohibit any providers from offering or providing to any person or entity that registers to use IPCTS indirectly or directly. Any incentives or financial or otherwise. This prohibition also extends to hearing healthcare providers. They cannot provide or offer any incentive tied to the consumer's decision to Register or use IPCTS.

We have a lot of FAQs on the FCC, so if you do have questions we can address those more specifically.

Again, IPCCs caption telephone industry is regulated by the FCC. Captioning is provided by caption call. So we are a distributor of the IP CTS service. We are paid through a TRS fund. It's a telephone relay service fund.

It's administered by the fcc. And essentially telecommunications companies are required by the ADA to make their networks accessible to people who are hard of hearing or deaf. So the funding for IPCTS comes from the public collected funds. So everyone that has a landline, there's a surcharge on those bills that we pay into and then those charges are collected and then they're passed on by the telephone company. Caption call is then paid per minute, a per minute rate for based on captions that are delivered accurately and successfully to the customer.

And we meet very strict accuracy standards set by the FCC for the delivery of those services. So the only way that we get paid per minute is when those captions are scrolling along across the screen. And so we'll talk a little bit about installation of this service. But being good stewards of the government, when that telephone is installed, we allow for the ability to turn captions on or off.

So a little bit about the ADA. The Americans with Disabilities act passed in 1990 led to the development of relay and caption telephone services for the deaf and hard of hearing. More specifically, it was Title 4 of the ADA Required Assistive Services be made available to qualified end users in any state at any

time, at no cost greater than what a person with normal hearing would pay for those telephone services.

Internet and landline requirements so again, as we stated, Internet protocol, it's in the name. Yes, we require Internet. We know that the Internet can be a barrier for some eligible patients. Some folks do not have the Internet. But in order to get our service, we actually can offer a technological solution for those that do not have Internet capability.

And we have technology that we can attach to our phone that can bring in an Internet signal. Essentially there are three types of technologies of which they would need one of these items in order for us to successfully provide an installation. And we'll ask these questions upon referral. So when we reach out to the eligible candidate, we will ask these questions. So one is Internet as I state there, and then also a landline.

Do they have a landline phone? Some people still still have their landline, some, some do not. But if they have a landline, then we'll be able to bring in services that way. Or if they have a smartphone, if they have a smartphone in their home and do not have Internet coming in or landline coming in, we can also bring in a signal that way. So essentially, if the candidate, the eligible candidate has any one of those services, Internet, landline or smartphone, then our installers, our technicians will come in and be able to install the IPCCs captioned telephone so if they already have Internet, great, keep, keep their Internet, they don't have to go out and buy it, but if they have Internet coming into the home, most people do these days, that's great, we will use that technology.

Again, this is just an eligibility requirement for IPCTs.

Slow here. Sorry, sorry. A little glitch.

So a little bit about what is caption call by Sorensen again. Caption call connects people with friends, family and services, healthcare providers and emergency services. Provides independence and helps people feel less isolated. It's effective communication over the phone is important to an individual's emotional and physical well being. And for some individuals, assistive technologies, hearing aids, amplified phones may not be enough.

So caption call is a viable solution. A little bit about how it works. So as you can see from this graphic, hopefully that's moving for you now. So for the captioning process, this is one of the main ways that captions are delivered and we'll talk about the differences here. But you can see there's a phone user, so let's say that's me and then there's A captioned phone user on the right and that I have.

My mom is in New York state, I'm in Chicago. So if I call her, she picks up the phone, either the receiver or uses the speakerphone button. And as soon as she does that, if captions have been enabled, then a captioning agent, a caption call captioning agent. Our employee will then enter into the call and they'll be listening to me. So you can see from the graphic they're listening to me and they are re voicing exactly what I'm saying into their headset.

So when I speak, they re voice enunciate my conversation, so they're only hearing me. And then when they re enunciate revoice, that goes into their headset, goes into software at their computer, and then that can be corrected by them. If there's a word that's incorrect. Because they have a voice recognition software that's picking up their voice of what the conversation is, they can add parentheticals of laughter and things of that nature. And then that is delivered to the person on the captioned phone.

So the text is then scrolling on that person's phone, and that's happening within a couple of seconds. So there is a slight latency. And actually that's turned out to be pretty good, especially for some elderly folks that may struggle with cognition, speed of someone's voice, things of that nature. By the time the conversation is heard, it's just enough time for them to see the conversation, the text scrolling on their

phone, and they can stay engaged with the conversation. I've seen this in real time with my.

With my mom. She's 100 years old, she wears hearing aids. And using this service has made a credible difference in our conversations with regard to clarity, not having to repeat often things of that nature. So it's made a much more streamlined, pleasant conversation. So our captioning agents are very, very important to us.

They're very well trained and very technical in the job that they have to do. They're also, there's. It's also very secure. They're not allowed to take notes or make any recordings, anything of that nature. They can't enter into the call even in an emergency.

Again, they're only listening to one side of the conversation. If for some reason along the way the caption phone user wants to turn captions off, they can do that. And we can show you that on the touchscreen screen here in a little bit. And they can turn captions on or off. Once they do, if they turn Captions off that captioning agent gets disconnected from the call.

They're no longer on the call. And then that phone is now operating just like a regular phone. There's no longer any captions, but you are still talking to each other via the phone like you normally would. In times of higher volume, you may. Our technology may be automatic speech recognition.

So it might not be a captioning agent that's listening to the call and creating those captions, but that's invisible to us and to the listener, to the user of the phone. So nobody really knows in that situation. So it's invisible to the phone user and to the captioned phone user. The most important thing here is that we deliver captions accurately and clearly. So again, that's in high volume.

And then we'll talk a little bit about ASR automatic speech recognition on our mobile device in a little bit. So essentially, the combination of technology and human involvement helps caption call deliver the

most accurate captions possible.

Again, we follow very strict regulations set by the fcc. Again, conversations are not recorded. They remain confidential. Captioning agents are not allowed to insert themselves in the call. As you can see there, you can turn captions on or off on the touch screen on the phone itself.

So when the technician is there installing the phone, they will ask the the user, the consumer if they want captions on or off. And then we will again, we'll spend time there teaching them how to use the phone.

A little bit of research here, some evidence based data. This is a market track 8 data by Sergei Kochkin. This research study surveyed 14,000 individuals so a very big N with varying degrees of hearing loss. They were surveyed regarding the importance of 19 different listening situations. This is over the period of eight years in these listening situations and per the study he found that communicating on the telephone and the importance of telephone use for those with hearing loss is secondary, second only to one on one communication.

57% of people with hearing loss indicate that communicating on the telephone was very important to them. And people who are hard of hearing are distinct disadvantage compared to normal hearing listeners. Normal hearing people when communicating on the telephone, necessary visual cues needed for effective communication are not available to the listener on a normal phone. Caption phones that are customizable to deliver a speech signal based on the unique needs of the hearing. Hard of hearing while quickly displaying speech in the text format would appear to offer a viable functional solution to those with hearing loss.

Hearing aid owners report that hearing aids provide overall about 55% benefit during phone conversation. Certainly connectivity, Bluetooth Connectivity, hearing aid use is the gold standard. That

technology is getting better. So again, just depends on each individual's specific situation here. But that 55% benefit, while it's good, it still leaves many with ongoing difficulty.

And right now there's a very low percentage of the 48 million Americans with hearing loss that are taking advantage of some of these other services available to them. Again, this is a no cost government service.

This study from Frank Lin from Johns Hopkins, he showed some data that if hearing loss is left untreated, it has a significant impact on a person's ability to stay connected. This inability makes face to face interactions difficult and using the telephone extremely frustrating, which can often lead to loneliness and isolation, the precursors for many other serious health risks. Caption calls are in the Trust of over 15,000 hearing care professionals who recommended caption call to their eligible patients. We are the most widely used captioning telephone service in the United States. When Frank did this study, this was.

Let's see, I forget the year on this. This is about 10 years ago. Some of the approaches that he found to better health are intuitive exercise, diet, the importance of hearing and our ability to engage effectively with others. And the auditory has rapidly emerged as a key factor that needs to be targeted to improve the lives of older adults around the world. He has also shown in the study that the hidden risks of hearing loss, especially as we age, the link between hearing loss and health reveals that hearing loss may contribute to other health related issues and specifically to a faster rate of cognitive decline.

One other study, how to stay connected in a productive and aging world. This is from Kelly Tremblay, a PhD audiologist and neuroscientist. She stated that the assumption is that if healthcare workers support caregivers and other community based stakeholders can be trained to screen for vision and hearing loss and identify these losses then can be managed earlier than before than the number of years of healthy life lost to disability such as these can improve. In this white paper they moved beyond

the identification of vision and hearing loss as well as the provision of eyeglasses and hearing aids to show how additional assistive technologies and strategies can be used to keep older people connected and productive as they age. People are living longer despite the inevitable decline in physical and mental health that comes with advancing age.

The desire to remain independent, socially connected and productive does not waver. It's a really good paper. You should check that out.

So again, why caption call why consider this when you're providing hearing care to your patients. We know that an individual's speech Recognition is independent from their level of hearing loss. Individuals with hearing loss may have a difficult time discerning what's being said based on factors such as background noise, different voices, male, female child, adult cognitive strain and listening effort. In addition, your case history form typically will ask the question if they struggle on the telephone. So you pretty much can get a good idea of who would be a candidate for captioning and a captioned telephone service.

Every individual who has difficulty using the phone effectively because of their hearing loss should be evaluated. If that evaluation shows the patient needs captions to use the phone, consider referring them for a captioned telephone service. It's a resource can suggest to eligible patients with hearing loss to immediately improve their lives. It has immediate impact.

Again, it's a total hearing healthcare solution in addition to any other solutions that you provide as a hearing care professional, a solution for your current hearing aid owners also. So obviously this technology is for those that wear hearing aids or not, but if they need captions to increase their ability to carry on a conversation normally on the telephone as normally as a hearing person, then they should be considered as a candidate.

This is also a contribution to the population of Americans struggling with hearing loss who are underserved. Non revenue services can also be beneficial to support the core revenue generating operations provided by a practice. So certainly non revenue types of services such as this can lead to better brand recognition, possibly public relations, community outreach can lead to more engaged staff and a customer base that can lead to a positive perception attracting more eligible patients that would benefit from this service as well as other hearing care services.

A little bit about the telephone. So caption call uses the highest standard of amplification available in a telephone. We meet TIA 4953 specifications. The response of the phone is customizable to deliver a speech signal based on the configuration of the loss. I don't show that equalizer here, but there is essentially an equalizer where you can set the some of the audiometric threshold data into the response.

So that way the phone is kind of mimicking a frequency response for their hearing loss and or what their hearing aid is able to amplify. Some of the newer designs on this, this is one of the newer phones. This is the newest phone here and we're always developing new technology on our telephones. The handset is a little bit longer than it used to be. Again, the top of that handset is induction.

So if they have they're wearing hearing aids, Ric specifically, certainly the top of that phone is induction, they can place that on top of the ear or on the ear, depending on where the induction coil is to use. Induction, if they would like, it has a larger screen. That screen is 8 inches by 8 inches. And the font on that screen can also be adjusted. So there are a lot of settings on this phone that are able to be used.

And again, the technician upon installation can review this with the consumer. There's a save call option via the built in voice message system. They can certainly use that built in voice message system if they would like, or they can use their own. But either way there is a save call option. So after every call they're able to save it.

Especially if it's a doctor's appointment or an important date or a loved one's voice. Certainly in any of those scenarios they can save those calls and those are saved on that telephone specifically. There's also a speakerphone button. Actually you can answer the phone just by pressing that button without picking up the receiver. I have taught my mom to do this again.

Dexterity. It frees up her hands. She's now with the amplification through the speaker and reading the text. She's now hearing with both ears, especially if she's wearing her hearing aids at the time. That creates a nice conversational situation for her to be able to hear and read in a hands free environment.

And if she's actually trying to be, you know, taught something about her hearing aids, if she's maybe putting a battery in or something of that nature, then both hands are free to be able to do that. The phone is able to provide Bluetooth connectivity. So certainly that's a separate training between us and you anytime you would like to talk more about that. As far as pairing the pairing ability of hearing aids to smartphone and then that connectivity to our phone is able to be done and we can certainly review that with you. But that would require a separate little presentation.

We take a little bit too much time here today, but that capability is there. Again, you can turn captions on and off, which we showed you in a previous slide. The customizable audiometric information, if you'd like, can be entered. There's now a more powerful processor for faster hearing aid connectivity. And I haven't mentioned yet, but all of our.

We have employees and we have technology in the captioning process that can provide captions in English but also in Spanish. So again, this is available in the United States, Alaska, Puerto Rico, Hawaii and so available in Spanish anywhere in the United States. And again, we'd like to also reiterate as we know that amplification hearing aids are the gold standard, but if they allow alone or is if they are alone sufficient and able to supply support the hard of hearing consumer, then great. You have the option of

certainly turning captions off or on as needed like we stated. But where amplification is not sufficient, maybe they need extra support.

Then captions can easily be turned back on during the conversation. When that does happen, I'm not sure if we talked about that in the previous slide, but if they turn captions off like I said, and they disconnect that captioning agent or that automatic speech recognition, they can carry on that conversation again on that telephone and then if they want to reengage they can just turn captions back on again and now a captioning agent will rejoin the call or automatic speech recognition will be reinitiated and that will just pick up where they left off and then that captioning will begin again on that screen again. This is just another shot of the telephone and some of the features.

In addition to our home phone, so that was our home phone technology, we also have our Caption Call mobile application that is available on iOS and Android. So you can go to either of those stores, the Google Play store or the App Store and download Caption Call Mobile. This will provide captions in real time. These captions use automatic speech recognition so there's no captioning agents for the mobile app. This is all going to be via ASR.

Again, these are ultra fast. These come in less than one second. You see it and say it in real time. So you would be holding your smartphone, you would possibly turn on your speakerphone or have it connected to some earbuds into hearing aids and that way you can actually hear the conversation. And then you're also looking at your screen and following live scrolling captions and captions are being delivered back and forth by the listener and the speaker.

So you can see your captions going out and then their captions coming in. So it's a two way conversation. This mobile app was rated as one of the most accurate caption calls captioned call provider apps by an FCCC study. It's 100% private and secure. There's no transcriptions or assistance listening to your phone conversations on this technology.

Powered by state of the art speech recognition technology, this is essentially captions on the go. You can dial and answer calls just like you would with your ordinary phone. You can keep all your contacts, voicemail transcriptions. You can see transcripts of your calls just like you can with the home phone. You can go Back and look at transcriptions on your home phone just and as you.

And you can also on the mobile app, this is the same technology, so this is still IP CTS just via just a mobile version of that service.

Again, no cost. This is a federal program that doesn't cost anything. This is being paid for by the American people that are paying into that TRS fund. So there's no change to your telephone bill. You won't see anything there at all.

Again, whether it's your Caption Call home phone or Caption Call mobile app, it's a totally no cost program.

You can also see here that you can, yes, you can use it with your smartphone, but you can also use it with an iPad. So if you do want something a little bit bigger, you can actually have an iPad. If you have a phone service into your iPad or SmartPad device, then you can also answer and view your calls that way as well.

So again, caption call home phone or mobile. We mentioned that it's available in the United States. This is a federal program, it's an FCC program. So the United States, Alaska, Hawaii, Puerto Rico and then the contiguous United States. Someone has asked about international use.

There is no international use for this service. If someone were to call your mobile phone via the caption call mobile, you could answer that way and receive texts back and forth that way, but you cannot call

out that way. So you would be able to receive an incoming call. Again, we can talk a little bit more offline about the technicalities of that, but it's not something that we really market or yell off the top of the mountain or anything. So just FYI, what makes us different?

You know, this has always been a question for us and we're proud to say that the Caption Call employees are our employees. They're vetted, they're background checked. We're all employees of Caption Call. So the people that you're working with, you know and trust. Because we live in our regions, we serve the population within our regions.

We have technicians and account managers and staff throughout the entire country. We're based out of Salt Lake City, Utah and we have installers throughout the country. And they're essential employees. They're equipped with proper PPE if needed. So again, upon referral, some of those questions will be asked.

More specifically, you know, if they want a live installation, it's possible to do a remote or self guided walkthrough of the installation of the phone. I'd say my opinion is I'd rather have you recommend that they do a Live technician installation if possible possible. And so when they do cash and call employee will show up. This will be arranged as stated before. When you refer we'll reach out, create a date, person goes, the trainer gets there, the technician gets there, installs the phone where they want the phone installed.

The location they help train them takes about an hour and that person will then be able to use the phone as soon as as soon as the technician is done with the installation.

Again, we have US based customer support. So for any reason our customer support and technical support teams will help answer any of the questions that you have. There's some information here, phone, email if you want to reach out that way. Our full service training installation is the model in the

industry. We're the largest provider out there of this service.

After we receive the referral, our team takes the ball. So essentially if you want to help your eligible candidate send in the referral which I'm going to show you in a second. We will then contact the patient and ensure that the entire process is handled. We want to remove this burden from you so you can focus on their hearing solutions. Also important is to make a relationship with your account managers.

It's one of the first questions we'll ask is do you know who your account manager is? They're indispensable for you and actually you'll find that they're a good resource to help get those referrals to us in a more timely basis.

Also, if interested, talk to your account manager about a demo phone if you have a spot in your office. A demo phone goes a long way to creating some conversations in what the service is, how it works. There's a demo set on the phone so they're scrolling captions and they can see how it works that way. Again, offering caption call to eligible patients can reduce the burden on the hard of hearing patients and their loved ones who want to connect via the phone. It can also build trust with your patients.

It reduces telephone related complaints. It can increase patient phone confidence and happiness. Again, no cost so there's no cost to you or to your patient. Confident communication so caption telephone service helps your eligible patients make sure they understand what they're hearing accurately with real time captioning so they feel confident, independent and independent and never miss the point of their conversation. It helps your patients connect.

Those who need captioning to understand unfamiliar voices on the phone will appreciate the automatic speech recognition, the captioning agent assisted calls and minimizing the background noise that can make it difficult for some folks to hear and then referring back to conversations is pretty important too. Directions, prescriptions, medical advice, a hair appointment, whatever it might be. Patients can save

the text of their caption call conversations and refer back to it for useful, important information that they have missed.

Again, this is on our website. We work closely with the VA and VA audiologists and we also have our Sound off project page which is dedicated to our veterans. Veterans are certainly candidates for this service, just like any other candidate with hearing loss and needs captions to communicate over the phone effectively.

Again, check out the website when you get a chance. There is a provider section you can go through there. It'll show you how to refer. So we have a lot of tools online that you can use with regard to the referral process. Again your account manager can help you through that referral process.

So if you'd like to do it online, go online, provide the information and hit submit and we'll have the referral right away. And again we'll have outreach within a day or so to that, to that eligible patient, to that referral of yours and we'll get things set up. You can also do things the pre printed, pre addressed envelopes, pre addressed and pre printed forms. Then all you have to do is fill in the patient information and then you can pop that in the mail, you can fax it, you can scan it and email it to us. Either way works, works.

So if you do like the paper route way more than happy to accept it. You can also depending on the oms, your management system that you're using in your office. We are in, I'll show you in a second. We're in many of those office management systems so you can just go into those modules and refer a patient that way. So again the burden is off you really we look to you, the professional to refer the patient.

So then we can take the ball and set up the delivery installation and in home training for that for that eligible patient.

These are some of the OMS companies that we work with.

Any questions about that, again you can just talk to your account manager. If anyone's on this call and wants to know who their account manager is, I suggest you well reach out to me if you'd like. I can show you my info at the end or just create a make a phone call to the phone number that I displayed earlier. I can show you that again as well. And we'd be happy to let you know who your account manager is.

We had mentioned self referral so that previous referral form was for you, the provider. We'd like to see the provider. And we want to stay connected and work closely with the provider, the hearing care professional, the audiologist in the referral process. But we understand that self referral, self certification can also take place. So your patients may just find us on their own on the, on our website, and if they'd like, they can go to this spot, they can fill this out and submit it themselves.

So that is certainly an option for them. So if you'd like to send them in that direction, you can do that too. But again, I think we see much better conversion if we're working closely with you guys in the referral process.

And then again, here's some information, email, phone information. Again, know who your account manager is? I'm Steve. And then you can see also there, Lauren, she and I are on the national account sales team. So if you want to reach out to either one of us with any questions that you may have, please do so.

And then we can also connect you with your account manager for your region if you're not sure who that is. So we can help you through that as well. But use any of these contact methods to reach out to us and we'd be happy to help you.

And then I've just got a few FAQs, some of the more common FAQs that people will ask again, some of the things that the FCC really requires us to be on top of, and that is eligibility. And I know we've stated it through this course a few times, but it's very important. So this is an IP CTS service. Again, no cost service. And because of that, it's only for people who have a hearing loss that necessitates the use of caption telephone service to communicate effectively on the telephone.

So again, that's an important point of this service. Again, federally funded. And again, if you're questioning again how the funds happen, again, all those monies are collected by the FCC in that fund and the money ends up there because the telephone telecommunication companies have mandated that that's where those funds go. And then the SEC manages it. And so as caption caption scroll Every minute that scrolls by, there's a rate and that per minute rate gets paid to caption call.

That's how we make our revenue, how we pay our captioning agents and our people to help provide the installation of ipts.

Again, the ADA is paramount in the creation of this service. It led to the development of the Relay Caption Telephone Services program. And Title 4 of the ADA is the main reason why this service exists.

Another question that people ask is caption call phone different than the regular landline phone? So if they have a regular landline phone, this would essentially replace that phone. You wouldn't really need to use that other landline phone. You would want to use this phone. Whether you're using captions on it or not, this phone will be the one that you're going to want to use in place of that other one.

Again, the technician can help that person, training them and teaching them how to use it, and show them that this phone will be the new phone for them to use on a regular basis.

Other folks ask about phone number things of that nature. There's no change in the phone number. If your patient needs customer support for any reason, they can pick up that phone and call us. But any contacts things of that nature, the technician can help them put input contacts into the phone. So if they have a list of contacts, significant others, they can help them install, input those contacts into the phone.

They can do some test calls with them to make sure that they understand how to use it effectively. So we will make sure that before the installation is completed that that person fully understands how to use that telephone. And again, you've seen pictures of the phone. It looks a regular phone. It's a, it's.

It's high technology, but looks like a regular phone and works just like a regular phone, except you now have a screen that displays captions.

Again, just to reiterate about Internet, some people will say, Internet, do I need Internet? And so, as stated, if they have Internet, great, yes, we will use that Internet connection. If they do not have Internet, then we will verify that if they have a landline phone or a smartphone, we will then ensure that our technology is connected so they can receive our service. So essentially, you know, we had some campaigns in the past, no Internet, no problem. Meaning that they don't have to go out and purchase anything.

They don't have to go out and purchase Internet service as long as they have a landline or a smartphone. We will install our phone with the proper technology that pulls in an Internet signal to provide captioning. To provide captioning. So we're not providing Internet service to them. It's providing the ability to bring in captioned phone service for them.

Just to be clear, regarding the caption call mobile app, can I use caption call mobile with my Apple watch? That's not yet compatible, but stay tuned for that and I'll try to get some updates there. With

regard to compatibility with an Apple watch, you can also, when you download the Caption call mobile app, you can move the app on your phone's home screen by just pressing on the icon and holding it until you feel it vibrate. And then you can drag the icon to wherever you would like the mobile app on your screen.

The same IP CTS eligibility is required for the Caption Call mobile app. Again, that's IP CTS service. They'll go through the same attestation certifying that they have hearing loss to use the Caption Call mobile app. So yes, it's the exact same requirement whether Caption Call home Caption Call mobile requires the exact same eligibility ability.

And then now if we have questions, I'm not sure if Anna, if there's any questions popped up in the on the screen. I haven't gone over there yet to see. We do have a couple questions. One of them is about whether a facility and not an individual can have access to caption calls. So the residential residents could use the technology, say in a specific area of the facility designated for Caption Call.

That's a really good question. The answer is no. This is a personal eligibility requirement. So let's say perfect world, you're in a senior center, an independent living center, which we do supply caption service for, for seniors or the elderly that live in a senior center independent living center. When we do an installation in that scenario, the installation is for that person.

That person must have a hearing loss. That person must need captions in order to communicate on the phone directly. It's not for the whole group.

Our next question is about languages and can other languages be requested and probably what languages are.

Yeah. So right now, Caption Call is English or Spanish only. We do have some Sorenson services that such as cart captioning. So live. Live captioning in other words.

And that will be able to display upwards of 30 different languages more as a transcription and translation service. But as far as this service, ipct, this is only English and Spanish.

All right, so the next question is in regards to the mobile app. And when you download the mobile app, is the authorization form in the app or do you sign up and get authorization and then download the app? Download the app and then that process will provide you the proper links to attestation for your using IP CTS service via the mobile app. So it'll follow the instructions on the download and then that will show you how to provide the proper certification and arranging for installation. Once you go through that, then we'll do an outreach to you for that.

If they know Right away, let's say they've referred, been referred or they're receiving the home phone during that installation. If they'd like to tell and we'll ask this question on outreach as well, we'll ask them do they have a smartphone? Are they going to want home phone and the mobile app? Then that technician will be able to actually help them at the installation to install the home phone as well as help them download the app onto their smartphone and get that installed installed accurately, appropriately as well. So I guess that's the answer, long, long answer to a short question.

But download the app and that'll take you through the proper steps on how to register. Kind of a follow up to that one is, is there a minimum phone version or level that, that this has to work with? I know you mentioned both Apple and Android, but are there, do they have to have a certain technology level in order to use the mobile app? Yeah, you've, I'll have to get you more information on that but right now the only place that the caption call mobile app is available is on an Android device or on an Apple device. I, I'm not aware of any other, you know, type of flip phone type of scenario where that capability would, would happen.

So I believe the answer is only Apple and Android right now. But if you'd like to, whoever you are, just feel free to reach out, we can continue this conversation and I can find out a little bit more about that. But I don't believe so. I think right now it's just the mobile app is only downloadable from the Google Play Store for Android and the app store for an iOS device.

All right, it looks like that is the end of the questions that I've got in here. I don't know if you want to finish us off with any, any other information or how they can, you know, remind people how they can contact caption call and then we'll be done for the day. Yeah, sounds good Anna. So here's here again is some info. Here's a phone number, some email support.

There's also a dedicated line for hearing healthcare professionals that you can reach out with any questions that you may have. Or again the email there for myself or Lauren, that's valuable you guys. We look to you guys as the providers as an important, integral part of this process. So again, while the consumer can certainly certify and find us on their own own, we definitely know that the most successful referral conversion ability to support those patients happens most successfully with the assistance of the hearing care professional. The audiologist helping them through the process, getting that referral submitted via, whether that's via the mail, like I stated, or an OMS system system.

That is the most important piece to this. Again, this is about awareness. You know, cash and call IPCTS service is about awareness, creating awareness that the hard of hearing knows that this service exists. And you know, the notion that it's no cost, you know, sometimes that can create a little bit of reticence with some people thinking that, you know, nothing's nothing like this can be a no cost service. So I would say that is something that you as the provider can help them understand that this is a government entity program.

This is a no cost program through the government that is supporting them. So I think that's a really important aspect of this service. And again, we look to you guys, we know that you have a lot of other types of consultation for them with regard to hearing loss, hearing aids, things of that nature. But again, these assistive services like this are also very integral to the full holistic approach for many people with hearing loss. Thank you.

Thank you so much, Steve. And thank you for everyone for attending this summit event. And we hope to see you in other summit events in the future and all of the recorded ones that are now on audiology. So I'm going to go ahead and end the meeting for today. Thanks everybody.