

CLEAR **2** CONNECT

Protecting the right to communicate

What are **CAPTIONED TELEPHONE SERVICES**?

Captioned telephone services (also known as Internet Protocol Captioned Telephone Service or IP CTS) enables Americans with hearing loss to engage in conversations and ensures they understand what the other party is saying on the phone. When someone with hearing loss uses a captioned telephone device or mobile app to make a call, the call is automatically routed to a call center. There, a call assistant checks captions generated by Automatic Speech Recognition (ASR) for accuracy and sends the text back to the person's phone or app in real-time.

THE CONCERN about ASR-Only Services

Without human transcribers to ensure accuracy, the quality of captioned telephone services would be greatly diminished. ASR cannot account for issues like background noise, accents, or speech disabilities.

EXAMPLES:

Without a skilled transcriber, you might hear **“take 5 mg of your medication”** instead of **“take .5 mg of your medication.”** The decimal point makes a big difference for a person's health and safety.

ASR can make mistakes, such as **“time for you to go Tibet”** instead of **“time for you to go to bed.”**

Captioned Phone User



Grandson



A call assistant checks Automatic Speech Recognition (ASR) Software to provide live captioning.

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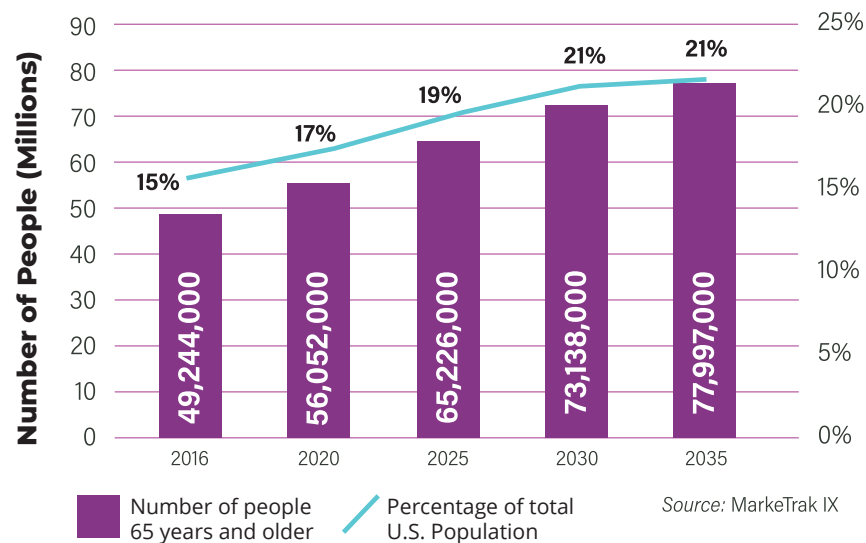
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Who uses **CAPTIONED TELEPHONE SERVICES?**

Nearly 500,000 Americans with hearing loss use captioned telephone services. While seniors account for the majority of users, younger Americans with hearing loss also benefit from the services. In fact, many captioned telephone users are veterans, among whom hearing loss is now the second most prevalent service-connected disability.



U.S. POPULATION AGE 65 YEARS AND OLDER



U.S. POPULATION WITH HEARING LOSS & HEARING AIDS BY AGE

