

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.



CLEAR **2** CONNECT

Protecting the right to communicate

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A communications assistant checks the captions generated by Automatic Speech Recognition (ASR) for accuracy.

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