

# CLEAR **2** CONNECT

Protecting the right to communicate

## *Frequently Asked Questions*

*What is*

### **CLEAR2CONNECT COALITION?**

The Clear2Connect Coalition is a group dedicated to preserving the right for Americans with hearing loss to access the technology they need to communicate using a phone – as is their right under the Americans with Disabilities Act (ADA). The Coalition's mission is to educate about the importance of Internet Protocol Captioned Telephone Service (IP CTS) and provide a strong, unified voice before Congress and others to urge the Federal Communications Commission (FCC) to preserve access to this essential service.

*What is*

### **CAPTIONED TELEPHONE SERVICE?**

Captioned telephone service, otherwise known as Internet Protocol Captioned Telephone Service (IP CTS), enables people with hearing loss to speak during a phone call and then read captions on a captioned telephone or app when the other person responds, supplementing their residual hearing so they can understand the conversation. A combination of automatic speech recognition technology and skilled transcribers empowers this live service.

Users of the service get real-time transcriptions of conversations on their phones, which is vitally important to ensure accuracy, especially when speaking with health care providers, emergency responders, and others sharing specific information.

*Who is*

### **PART OF THE CLEAR2CONNECT COALITION?**

Clear2Connect Coalition membership comprises a diverse range of organizations whose work involves advocating for the rights of the d/Deaf and hard of hearing communities, including veterans service organizations and disability advocacy groups, as well as industry associations and educational and research institutions.

*How will my organization*

### **BENEFIT FROM JOINING THE CLEAR2CONNECT COALITION?**

The Clear2Connect Coalition is first and foremost a mutual interest organization—a forum for addressing common stakeholder interests and concerns. Membership includes access to a collaborative community working to educate FCC policymakers and members of Congress about how any proposed changes to IP CTS policy would impact Americans who rely on this service. In addition, the Coalition provides a platform for members to amplify other key issues and efforts that are important to the work of their organizations.

**FOR MORE INFORMATION, PLEASE VISIT [WWW.CLEAR2CONNECT.ORG](http://WWW.CLEAR2CONNECT.ORG)**