

CLEAR **2** CONNECT

FREQUENTLY ASKED QUESTIONS

WHAT IS THE CLEAR2CONNECT COALITION?

The Clear2Connect Coalition is a group dedicated to protecting 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 critical importance of Internet Protocol Captioned Telephone Service (IP CTS), also known as captioned telephone service, and provide a strong, unified voice before Congress and other policymakers to advocate for the Federal Communications Commission (FCC) to put quality standards and metrics in place for this essential service.

WHAT IS INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE (IP CTS)?

IP CTS enables people with hearing loss to speak during a phone call and then read captions on a telephone or app when the other person responds. Users of this live service get real-time transcriptions of conversations on their phones, provided either by a combination of automatic speech recognition (ASR) technology and skilled transcribers, or by ASR technology only. It is required by the ADA that captioned telephone service be “functionally equivalent” to communication technology that is used by individuals without hearing loss. This is especially important when people with hearing loss are speaking with health care providers, emergency responders, or others sharing critical information.

WHO IS PART OF THE CLEAR2CONNECT COALITION?

The Clear2Connect Coalition is comprised of disability advocacy and veterans service organizations who work to support and protect the rights of the d/Deaf and hard of hearing communities.

HOW CAN MY ORGANIZATION GET INVOLVED WITH THE CLEAR2CONNECT COALITION’S ADVOCACY EFFORTS?

We encourage both members and non-members of the Coalition to work together to educate the public and Congress on what captioned telephone service is and how to access the service. Our mission is to raise awareness and advocate on the Hill for the FCC to put quality standards and metrics in place for this service. Anyone interested in staying connected can do so by [subscribing to the Clear2Connect newsletter](#) and following the Clear2Connect Coalition on [Facebook](#), [Twitter](#), and [LinkedIn](#).

HOW WILL MY ORGANIZATION BENEFIT FROM JOINING THE CLEAR2CONNECT COALITION?

The Coalition provides access to a community of organizations committed to advocating for accessible telecommunications services for all, and a platform for members to amplify other key issues and efforts pertinent to the work of their organizations. In addition, membership provides access to a collaborative group working to educate FCC and members of Congress about the urgency of implementing the rigorous quality standards and metrics needed to ensure accuracy for Americans who rely on captioned telephone service.

WHAT DOES BEING A MEMBER OF THE CLEAR2CONNECT COALITION ENTAIL?

Members of the Coalition have the opportunity to participate in periodic meetings to discuss telecommunications accessibility and advocacy, as well as receive timely updates on notable policy developments related to telecommunications services for Americans with hearing loss. For more information about becoming a member and how to take action, visit [Clear2Connect.org](#).