

Keeping You Connected.



2015-2016 ANNUAL REPORT



California Public Utilities Commission

Deaf And Disabled Telecommunications Program

California Telephone Access Program

California Relay Service

Speech Generating Devices

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PROGRAM MISSION

The Deaf and Disabled Telecommunications Program (DDTP or Program) provides access to basic telephone service for Californians who have difficulty using the telephone.

PROGRAM OVERVIEW

The DDTP is a state-mandated program of the California Public Utilities Commission (CPUC), providing Californians who are Deaf and disabled with specialized telephone equipment and relay services through the California Telephone Access Program (CTAP) and California Relay Service (CRS), respectively.

The Program serves people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving, or learning/remembering. Access to Program equipment provides persons with disabilities access to 911 and emergency services. Without these specialized devices, these individuals may have no other means to access 911 and emergency services, or to make medical and other safety-impacting calls, since they are unable to use a standard telephone. Additionally, CRS enables persons who are Deaf, hearing impaired, or speech-disabled to make medical and other safety-impacting calls.

DDTP operates a Contact Center with toll-free numbers in a full range of access methods and languages where people can learn more about the Program, request Certification Forms, and determine the appropriate equipment to meet their needs. DDTP distributes the selected equipment to consumers through one of the thirteen (seven full-time and six part-time) Service Centers located in the State where they can select, learn to use, and take home the equipment that will most benefit them. In some instances, Field Advisors visit consumers in their homes to assess equipment suitability and assist with installation.

In its oversight of the Program, the CPUC is advised by two consumer advisory committees: Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and Equipment Program Advisory Committee (EPAC). For more Program information, please visit the CPUC website at www.cpuc.ca.gov and the Program websites at www.ddtp.org and www.CaliforniaPhones.org.

This annual report is submitted pursuant to California Public Utilities Code Section 914.5 (a) by the California Public Utilities Commission to summarize accomplishments of the Deaf and Disabled Telecommunications Program during Fiscal Year (FY) 2015-16 (July 1, 2015 through June 30, 2016).

DEAR FELLOW CALIFORNIANS:



The Deaf and Disabled Telecommunications Program (DDTP) is, by all means, a success story to hundreds of thousands of Californians throughout the State who are hearing impaired and those who have vision, speech, mobility, and cognitive disabilities. The Program reaches out across the entire State and brings positive benefits to both rural and urban communities.

With advice from the two public consumer advisory committees, the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and the Equipment Program Advisory Committee (EPAC), the Program provides accessibility of telecommunication devices to those of greatest need and in many languages including English, Chinese (Cantonese and Mandarin), Hmong, Russian, Spanish, and Vietnamese.

During Fiscal Year 2015-16, the California Telephone Access Program (CTAP) component of the Program continued to expand its support to State residents. It has added over 15,000 new customers and is now supporting more than 667,000 Californians with specialized equipment. Also, the Program staffs thirteen Service Centers to include seven full-time and six part-time facilities. Two new part-time Service Centers were opened this past year, one in San Jose and the other in West Covina.

The California Relay Service (CRS) component of the Program remains an important method for making the public telephone network, including 911 and emergency services, accessible to those who are Deaf and who have hearing and speech difficulties. During FY 2015-16, the CRS was used to complete over two million calls.

More recently, through enabling legislation, the CPUC has provided Program participants funding for Speech Generating Devices. In the first three years, the Program has approved 187 applications and provided \$1,378,670 in funding to fully or partially subsidize Speech Generating Devices and required accessories.

On behalf of the CPUC and its Commissioners, I am proud of the DDTP and the essential services they maintain. Their ability to keep people connected through the substantial technological challenges of a changing telecommunications environment earns our heartfelt thanks.

A handwritten signature in blue ink that reads "Timothy J. Sullivan". The signature is fluid and cursive, with a long horizontal flourish at the end.

Timothy J. Sullivan
Executive Director
California Public Utilities Commission

PROGRAM HIGHLIGHTS



CTAP customer caregiver attending the West Covina Resource Fair.



Lauren Maucere, a well known ASL, English, and theater teacher, signs ASL during the filming of an English TV spot.



CTAP representative Deisy Linares assisting a customer at the West Covina Resource Fair.

During FY 2015-16, the California Telephone Access Program (CTAP) added 15,510 new registered consumers in the State, with Field staff logging over 6,000 outreach presentations and field visits. Marketing campaigns continued throughout the year, being presented in a number of languages. The Program showed a slight percentage decrease in overall new consumer growth, which can be attributed to the changing technological landscape.

The California Relay Service (CRS), which is provided by Hamilton Relay, began a three-year contract that took effect December 2, 2015. During FY 2015-16, the DDTP and Hamilton Relay helped develop a pilot program in conjunction with the California Department of Corrections and Rehabilitation (CDCR) to reduce the misuse of CRS calls originating from correctional facilities by revising and standardizing Relay call protocols for Deaf and disabled inmates.

DDTP is a funder of last resort for individuals needing Speech Generating Devices (SGDs), after applicable public and private insurance has been used. The Program continued to grow since its 2013 inception by developing organized outreach events and workshops as well as introducing assistive technology pilots.



CTAP representative Maria Murphy working with consumers at a Sacramento Distribution Event.

PROGRAM HIGHLIGHTS (Continued)

The chart below shows that the Program continues to increase the number of total CTAP Consumers with Equipment every year, although the pace at which these new customers are added is slowing a bit.

CONSUMER FOCUS				
	2012-13	2013-14	2014-15	2015-16
Total CTAP Consumers with Equipment	614,090	633,080	651,693	667,203
Contact Center Calls Handled (inbound and outbound)	224,813	236,652	228,537	201,355
Contact Center Emails Handled (inbound and outbound)	4,165	3,791	6,070	8,439
Certification Forms Received at the Contact Center	24,797	20,926	20,306	18,262
Consumer Visits to the Service Centers	25,453	23,267	22,640	19,467
Outreach Presentations Plus Field Visits to the Community	6,383	5,950	6,110	6,342
Field Advisor Visits to Consumers' Homes	9,424	9,057	8,471	8,304
Contact Center Web Chats Handled	1,674	724	599	523
Marketing Campaigns	8	11	8	7
New Consumers with Equipment	22,168	18,990	18,613	15,510
Relay Calls (includes Speech-to-Speech and Captioned Telephone)	2,715,679	2,507,320	2,326,029	2,222,539

2015-2016 Advisory Committee Rosters

TADDAC:

Tommy Leung – **B** (Chair)
 Frances Reyes Acosta – **AL/SpS** (Vice Chair)
 Ken Cluskey – **HOH**
 Nancy Hammons – **LtD**
 Devva Kasnitz – **M**
 Steve Longo – **D**
 Jeffery Fetterman - **D**
 Kevin Siemens – **STS**

EPAC:

Sylvia Stadmire – **Sr** (Co-Chair)
 Brian Pease – **M** (Co-Chair)
 Keith Bonchek – **D**
 Mussie Gebre – **DB**
 Jacqueline Jackson – **B**
 Kenneth Rothschild – **D**
 Tom Mentkowski – **HOH**

Community Representation:

AL – At Large	LtD – Late Deafened
B – Blind	M – Mobility
D – Deaf	SpS – Spanish Speaker
DB – Deaf/Blind	Sr - Senior
DRA – Division of Rate Payer Advocates	STS – Speech-to-Speech
HOH – Hard of Hearing	

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

CTAP provides free specialized telephone equipment and services to those who may have difficulty using a standard telephone. It is funded by a surcharge assessed to all consumers who are subscribed to phone services. CTAP phones and equipment are updated regularly.

During FY 2015-16, the Program conducted extensive research and added additional pieces of equipment and replaced two outdated items.

New to the Program is an answering machine that has adjustable amplification, three speeds to choose from for playing back messages, a big-button keypad, and allows up to 30 minutes of digital recording time. Also new to the Program is a headset with a microphone, adjustable volume, dual earphones with soft cushions, and a hi-performance noise-canceling microphone.

Equipment is replaced from time to time when higher-performing models become available. An example is a remote speakerphone that was exchanged for another that is hands free. It also includes additional accessories for limited mobility, an adjustable volume, and 32 programmable memory buttons for frequently-called phone numbers.

The following charts illustrate the total equipment distributed by the Program Distribution Center to CTAP customers through Contact Center orders, Service Centers, Field Advisors, and Outreach. Senate Bill 597 (SB 597) provided for the distribution of telecommunication devices for the deaf (TDDs) to certified deaf or hearing-impaired users. Senate Bill 60 (SB 60) mandated the distribution of specialized telecommunications equipment to other certified individuals with hearing, vision, speech, and mobility disabilities.

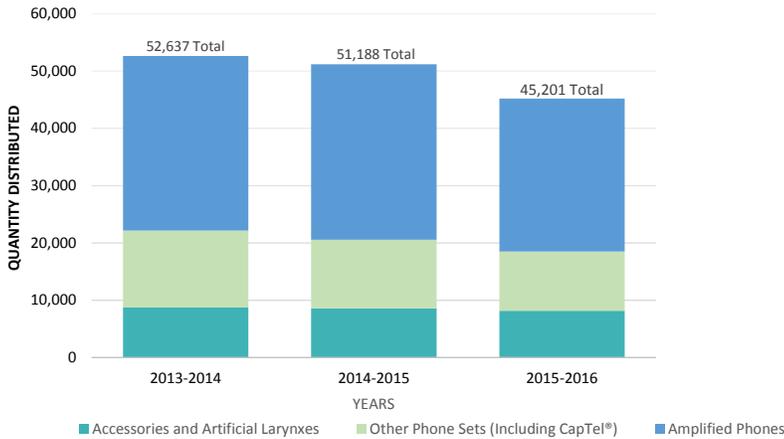


CTAP representative Pa Kou Cha being interviewed on Fresno's "Around the Valley" television show.

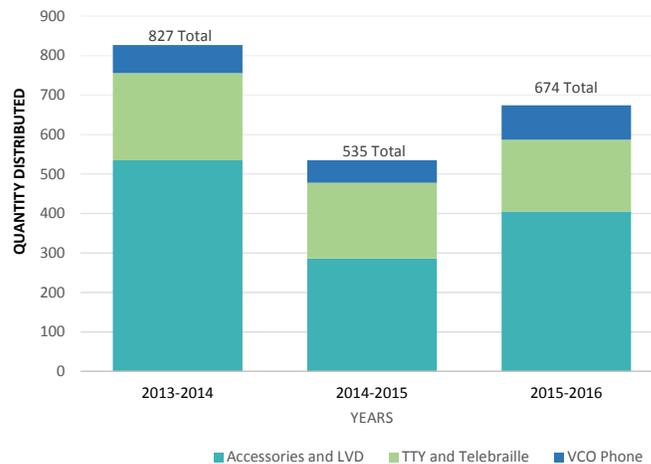
Program Equipment - CTAP

Senate Bill # / Public Utility Code	Type	2013-14	2014-15	2015-16	3-Year Total
SB 60 PU Code Section 2881 (c) (1985)	Amplified Phones	30,474	30,622	26,705	87,801
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	13,418	11,983	10,336	35,737
	Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes	8,745	8,583	8,160	25,488
Total		52,637	51,188	45,201	149,026
SB 597 PU Code Section 2881 (a) (1979)	Voice Carry Over (VCO) phone	71	57	87	215
	TTY and Telebraille	221	192	182	595
	Accessories including light or vibrating alerts and Large Visual Displays (LVD)	535	286	405	1,226
Total		827	535	674	2,036

SENATE BILL SB60



SENATE BILL SB597



CALIFORNIA RELAY SERVICE

California Relay Service (CRS) is a free service to those with hearing or speech impairments. It allows individuals to communicate with other telephone users by dialing 711 or other designated toll-free numbers. It is funded by a surcharge assessed to all consumers who are subscribed to phone services. CRS includes three main service areas: Traditional Relay Service (TRS) enables a person who is Deaf or has hearing or speech difficulties to place and receive telephone calls; Captioned Telephone Service (CTS) enables a person who has hearing loss, but can speak for themselves, to read on a display screen what the other person is saying; Speech-to-Speech (STS) enables a person, with speech difficulty, to have a Relay operator voice their phone conversations.

For five years, California operated its Relay Service in a multi-vendor contractual environment, with services provided by AT&T and Hamilton Relay. In 2015, however, AT&T elected to discontinue its Relay Service in the United States. After a competitive bidding process, Hamilton Relay began a new CRS contract on December 2, 2015 as a sole source provider. Hamilton Relay has worked diligently to reduce misuse of the Relay Service and improve caller experience, including those from correctional facilities. Fraudulent Speech to Speech call attempts were reduced by almost 70 percent by revising and standardizing Relay call protocols for Deaf and disabled inmates.



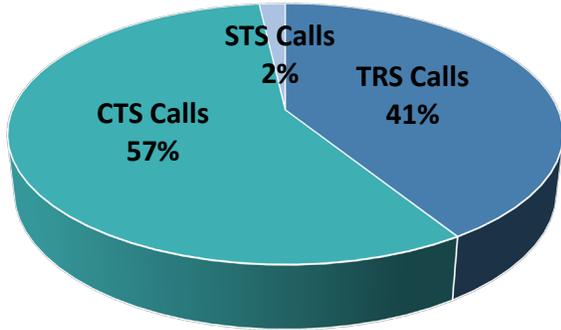
Former TADDAC member Fred Nisen and CTAP representative Love Miller at an STS presentation.

CALIFORNIA RELAY SERVICE (Continued)

- Traditional Relay Service (TRS) Calls
- Captioned Telephone Service (CTS) Calls
- Speech to Speech (STS) Calls

CM = Conversation Minutes

FISCAL YEAR 2013-14



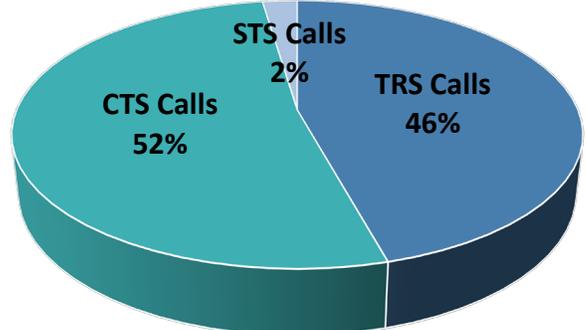
1,030,103 TRS calls
1,906,760 CM
41% of total CRS calls

1,434,794 CTS calls
4,099,133 CM
57% of total CRS calls

45,423 STS calls
116,430 CM
2% of total CRS calls

Total CRS Calls: 2,510,320

FISCAL YEAR 2014-15



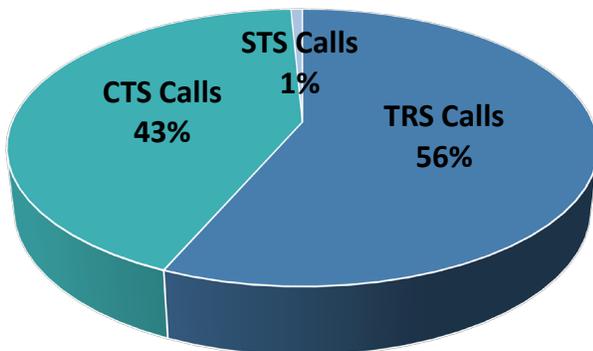
1,063,615 TRS calls
1,614,963 CM
46% of total CRS calls

1,207,858 CTS calls
3,298,875 CM
52% of total CRS calls

54,566 STS calls
132,068 CM
2% of total CRS calls

Total CRS Calls: 2,326,039

FISCAL YEAR 2015-16



1,255,167 TRS calls*
1,530,793 CM
56% of total CRS calls

950,641 CTS calls
2,507,806 CM
43% of total CRS calls

16,731 STS calls**
119,293 CM
1% of total CRS calls

Total CRS Calls: 2,223,539

* When Hamilton assumed AT&T Relay operations, call processing differences resulted in a temporary increase of reported average call volumes. Procedures have been standardized to prevent this in future years.

** This number reflects implemented procedural controls that significantly reduced overall fraudulent call attempts for the year. However, the Program never compensates for fraudulent calls.

TESTIMONIALS

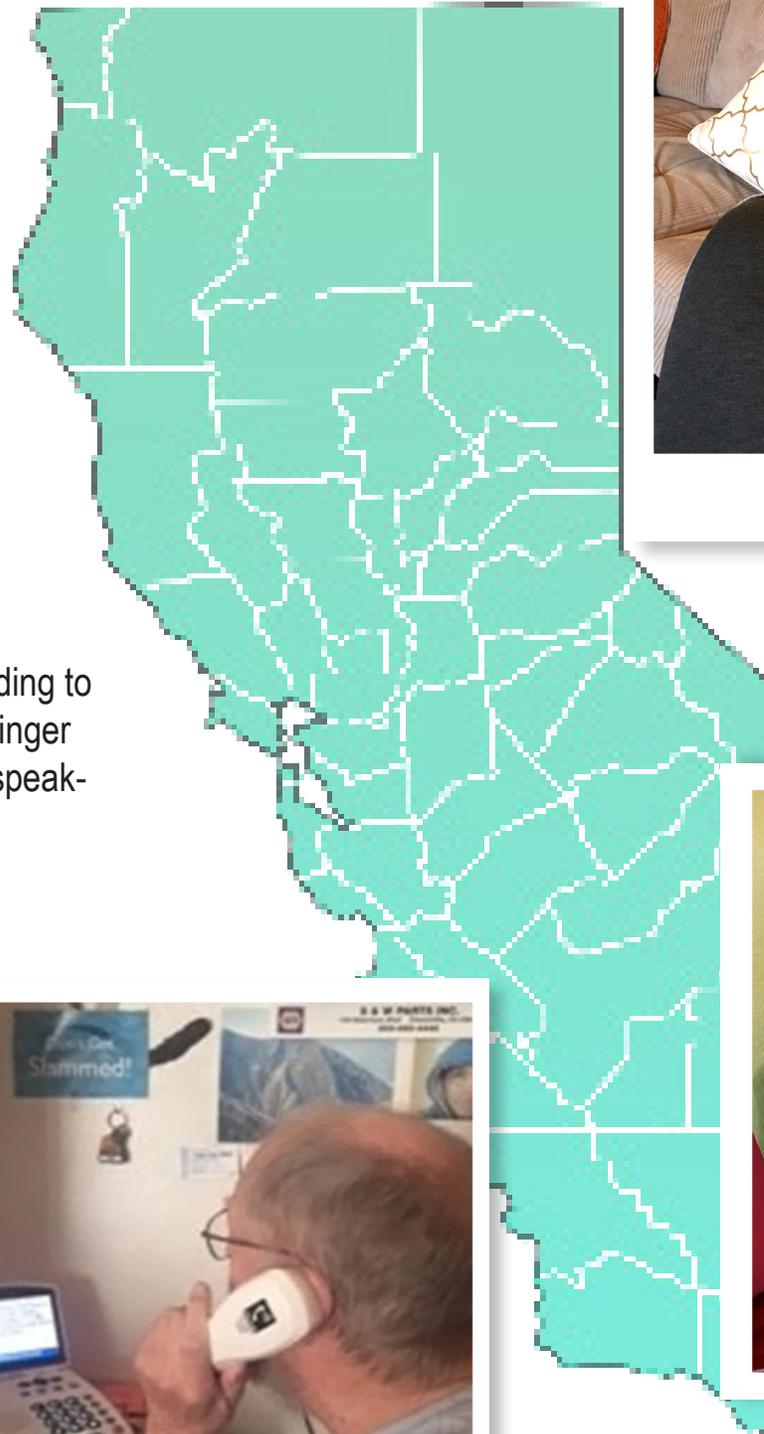


“When the phone rings, I feel like a firefighter responding to a fire alarm. Seriously, this phone is great. The loud ringer along with the amplified handset and speaker make speaking on the phone much easier for us.”

~ **Byron Funk, Los Angeles**

“This captioned phone has helped me tremendously because now I can communicate with people.”

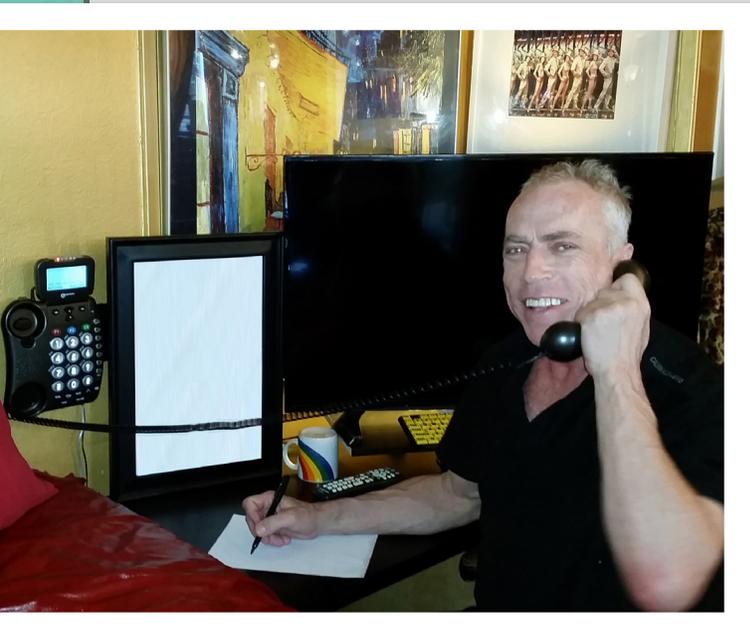
~ **John Oakland, Chowchilla**





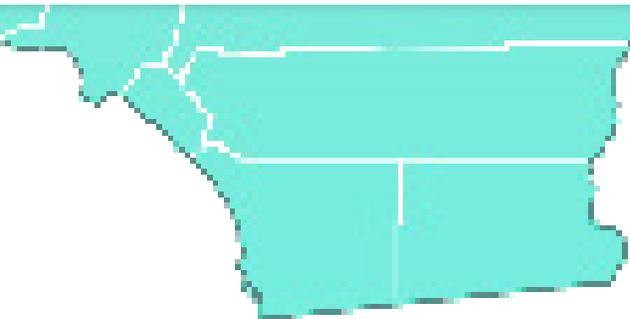
“I use this device at various times throughout my day—every day. My communication without the Hear-All would be nearly impossible. This helps me communicate with the community. It is essential for me. I would definitely recommend this device to others because of the quality of communication and because it helps battle depression and isolation for the people who cannot hear or communicate with those surrounding them.”

~ Iliona Montel, Sacramento



“I’m legally blind and this is the best phone I have seen for people with low vision. I love the large back-lit buttons. The Voice Activated Device has cutting edge voice recognition I can use instead of trying to look up and read the numbers and trying to dial. Being a person living on disability income, this free service makes calling accessible. It’s hard to keep up with technology. Without Field staff to help train me, it would be harder and personalized training is very important.”

~ David Nash, West Hollywood



SPEECH GENERATING DEVICES

Assembly Bill (AB) 136 (Beall, Statutes 2011, Chapter 404, effective January 1, 2012) expanded the Deaf and Disabled Telecommunications Program (DDTP) to include Speech Generating Devices (SGDs) as the provider of last resort. The bill also added speech language pathologists as certifying agents. The CPUC issued Rulemaking (R.) 13-03-008 to implement AB 136, resulting in D. 13-12-054, which established SGD rules pursuant to legislation by January 1, 2014.

To create SGD awareness, outreach events were organized with the California Speech-Language-Hearing Association and by presentations on webinar broadcasts. Also, SGD staff attended workshops that involved the participation of speech language pathologists, manufacturers, and other SGD community representatives.

As of June 30, 2016, the DDTP has approved 187 total applications with 105 of those applications approved in FY 2015-16. The Program provided \$1,378,670 in funding to fully or partially subsidize SGDs and required accessories.

The DDTP SGD application process, for those SGDs that are durable medical equipment (DMEs), is posted on the CPUC's website (<http://www.cpuc.ca.gov/SGD/>). The CPUC is also moving forward with a trial distribution for SGDs that are supplemental telecommunications equipment (STEs), which will expand options and provide alternatives to DME.



CTAP representative Jennifer Minore explaining the Program's equipment options at a Berkeley Resource Fair.



CTAP consumer at the West Covina Resource Fair.

PROGRAM COSTS AND FINANCIAL STATUS

The Program is funded through a dedicated surcharge, which is collected by telecommunications carriers. The surcharge appears on customer bills as “CA Relay Service and Communication Device Fund” and is collected on intrastate charges on the customer bills of all telecommunication service providers. CPUC staff continues to monitor the DDTP fund balance, revenues, and expenses to ensure the surcharge is adequate to provide the required funds for the DDTP budget (as established by the Enacted State Budget). The surcharge is capped by legislation at 0.5% and, in accordance with P.U. Code Section 2881 (g), the surcharge has a statutory sunset date of January 1, 2020. For more information on past and current surcharge levels, see the table below. A summary of actions taken in FY 2015-16 is below.

Surcharge Rate		
FY 2013–14	FY 2014–15	FY 2015–16
0.20%	0.20%	0.50%
—	0.50% (Effective Feb 1, 2015)	—

Pursuant to PU Code 914.5 (a), the CPUC continues to evaluate options to control Program expenses and increase Program efficiency.

- **Limits or Restrictions**

California Relay Service use is slowly declining, which can be attributed to the changing technological environment. The diagrams and tables presented on page 9 reflect this trend, showing much of the drop coming from declining CTS calls. California Relay Service itself is fully subsidized (free) and users generally pay the same equal access charges for standard telephone service as other customers. Because of this landscape, the CPUC has not considered limiting maximum usage levels for California Relay Service in order to control costs.

- **Means Test**

The number of Program participants receiving assistive telecommunications equipment is growing slowly and usage of California Relay Service is slowly decreasing. Accordingly, the CPUC has not considered a means test to control costs.



Voice Carry Over Telephone

PROGRAM COSTS AND FINANCIAL STATUS (Continued)

- **Efficient Distribution of Equipment**

All DDTP equipment is purchased in compliance with state contracting and procurement policies, including competitive bidding processes where applicable. These efforts are intended to ensure that the State pays reasonable prices. Additionally, the DDTP has taken several actions, outlined below, to distribute equipment as efficiently as possible.

The CPUC's program administrator holds public events to sign up participants and distribute equipment. These "Distribution Events" (DEs) are held in cooperation with medical and other professionals who are able to certify disability on applications, thus allowing consumers to apply and receive equipment at the same event. This improves the consumers experience by reducing the time required between having their disability certified and receiving equipment. The DDTP tracks the equipment distributed and attempts to minimize returns and exchanges of equipment.

Because captioned telephone (CapTel) equipment includes use of service, the DDTP requires prospective users to be evaluated before they can receive CapTel equipment. Potential users are evaluated for alternative equipment to ensure that customers are matched with the best equipment to meet their needs. The evaluation also is intended to prevent the CapTel service from being used by people who could be better and more efficiently served by an amplified phone.

The DDTP has continued to run pilots for new equipment. During FY 2015-16, the Odin VI, a talking cell phone for use by individuals who are blind or have low vision, was very favorably received and resulted in the distribution of 188 units. The DDTP continues to look for new and innovative ways to bring new equipment into the Program. An additional program was developed approving the research and development of a Bring Your Own Device (BYOD) smartphone training initiative. This initiative is designed to test and evaluate several targeted applications to be used on an individual's own smartphone. These pilots and other small-scale distribution events allow the Program to understand the best way of targeting and supporting customers and identifying the most efficient means of distribution.

DDTP has thirteen Service Centers, including six part-time Service Centers. The part-time Service Centers are housed in and partner with Community Based Organizations (CBOs) in locations throughout the State. This geographic reach promotes the Program without incurring the significant cost of opening an independent full-time Service Center. Service Centers are an efficient distribution method as they allow customers to come in-person to ask questions and select their equipment. CBOs are also able to direct potential consumers to the Program.

PROGRAM COSTS AND FINANCIAL STATUS (Continued)

- **Quality Standards**

The CRS contract is competitively bid and service quality standards are included as mandatory requirements. Providers are required to meet or exceed all federal standards. The Request For Proposal (RFP) that established the current CRS contract requires additional efforts to ensure high quality Relay beyond what is required by federal standards, which in turn leads to more efficient calls. Additionally, the CRS contract requires efforts to increase awareness of Speech-to-Speech (STS). STS includes an STS training line as well as Visually Assisted Speech-to-Speech (VA-STS) that allows speech-disabled users to use the Relay Service more effectively, potentially reducing the time required to make a call.

- **Tracking Federal Programs**

The federal government also funds three services used to access the telephone network: Video Relay Service (VRS), Internet Protocol (IP) Relay, and IP Captioned Telephone Service. At this time, the state and federal programs are complementary and funded through separate revenue sources. The DDTP continues to leverage federal programs to increase the accessibility of the telephone network.

- **Speech Generating Devices (SGDs)**

Pursuant to statute, the DDTP is the provider of last resort for Speech Generating Devices (SGDs) that are Durable Medical Equipment (DME) and is only responsible for funding SGDs after applicable public or private insurance has been used.

Current access to DDTP funding for SGDs is limited to those applicants assessed by a Speech Language Pathologist for an SGD classified as DME. The Program began a pilot of Supplemental Telecommunications Equipment (non-DME SGDs, e.g., tablets) during 2016.

- **Technology**

The DDTP continues to assess new technologies to integrate into the Program as appropriate. Two committees, TADDAC and EPAC, evaluate new equipment and submit their recommendations to the CPUC. During FY 2015-16, the DDTP continued to explore wireless options, including an iPhone pilot, and supported a proposal for the research and development of a Bring Your Own Device (BYOD) smartphone training initiative. Additionally, California continues to be a national leader in offering Visually Assisted Speech-to-Speech (VA-STS).



Russian-speaking CTAP representative Michael Kolenko, helping Russian consumers at a Sacramento CTAP Distribution Event in October.

PROGRAM COSTS AND FINANCIAL STATUS (CONTINUED)

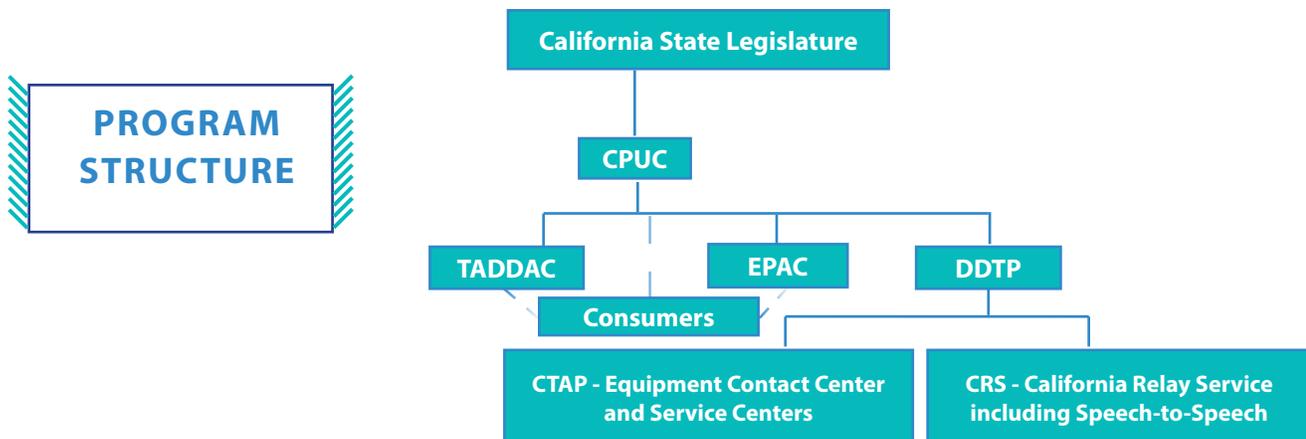
DDTP Fund Statement of Revenues, Expenditures and Fund Balance* (Dollars in Thousands)

	FY 2013-14	FY 2014-15	FY 2015-16
Beginning Balance	9,837	8,233	26,472
Prior Year Adjustments	23,412	19,230	609
Adjusted Beginning Balance & Fund Assessment Adjustments	33,249	27,463	27,081
Revenue			
Regulatory Fees (Surcharges)	27,741	41,775	60,817
Investment Income	77	59	0
Total Revenue	27,818	41,834	60,817
Expenditures			
CPUC Administration Charges **	1,184	2,746	2,114
Program Contracts, includes Program Administration, Eqmt. Contract Ctr & Distribution and Marketing & Outreach	33,242	26,579	38,723
CA Relay Service	12,103	8,071	9,305
Equipment Program	5,159	4,384	4,123
Speech Generating Devices	178	254	2,177
TADDAC	32	26	27
EPAC	35	33	35
Local Assistance***	N/A	128	102
California State Library	552	552	552
Financial Information System for California	349	52	112
Total Expenditures	52,834	42,825	57,270
Ending Fund Balance	8,233	26,472	30,628

* Source: Governor's Budget/DF303 and CalStars Q16

** Staff salaries and agency overhead

*** Local Assistance was not separately identified in previous fiscal years.



LEGISLATIVE BACKGROUND

In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the CPUC's existing program for the deaf and disabled. Section 2881 required the CPUC to design and implement a program to provide telecommunication devices to deaf and severely hearing impaired consumers. Subsequently, the Legislature expanded the scope of the program, creating additional requirements for the CPUC. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), performs a number of functions mandated by Section 2881 et seq.

- Provides telecommunication devices to certified deaf and severely hearing impaired users (P.U. Code Section 2881 (a)).
- Provides a dual party relay system, now called the California Relay Service (CRS), to connect TTY users with any other telephone user (P.U. Code Section 2881 (b), added in 1983).
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities (P.U. Code Section 2881 (c), added in 1985).
- Provides authority for the CPUC to transfer advisory oversight of the TTY Placement Program to the DDTP and its advisory committees (P.U. Code Sections 279(a) and 2881.2, added in 2003 and 2001, respectively).
- Commission Decision 10-11-033 directs that wireless equipment become a permanent part of the Deaf and Disabled Telecommunications Program.
- Provides Speech Generating Devices (SGDs) as a funder of last resort and adds Speech Language Pathologists (SLPs) as DDTP certifying agents (P.U. Code Sections 2881(d) and 2881(e)(1), added in 2011 through AB 136 (Ch. 404, Beall)).

In 1989, by Commission decision (D.89-05-060), the CPUC established a formal structure for the DDTP to ensure oversight of the operations of the mandated programs, encompassing both the California Telephone Access Program (CTAP), which distributes equipment, and CRS, which enables telephonic communication between hearing individuals and those who are Deaf, hard of hearing, or speech-disabled through operator-assisted Relay telephone conversations.

The CPUC administers the DDTP through contracts with multiple vendors who provide services mandated by the P.U. Code. All contracts are entered into after a competitive bidding process and comply with California's contracting and procurement requirements. The California Communications Access Foundation (CCAF), a non-profit organization, manages DDTP operations and contracts for the CPUC under contract.

CONTACT DDTP/CTAP/CRS

Phone :

Call with your questions, concerns, comments, or requests for Certification Forms.

Monday – Friday: 7:00 AM – 6:00 PM and Saturdays: 9:00 AM – 4:00 PM

English Voice: 1-800-806-1191	FAX: 1-800-889-3974	Russian: 1-855-546-7500
English TTY: 1-800-806-4474	Spanish Voice: 1-800-949-5650	Hmong: 1-866-880-3394
Mandarin: 1-866-324-8747	Spanish TTY: 1-844-867-1135	Cantonese: 1-866-324-8754
Vietnamese: 1-855-247-0106		

Visit www.CaliforniaPhones.org for Equipment Applications, Directions, Hours, Equipment Updates, and Chat.

Mail, Email, Fax

Send requests for Certification Forms, questions, concerns, comments, and your completed Certification Forms:

Mail:	P.O. Box 30310; Stockton, CA 95213
English Email:	info@CaliforniaPhones.org
Spanish Email:	info-es@CaliforniaPhones.org
FAX:	1-800-889-3974

Presentations

Request an equipment (CTAP) or Relay (CRS) presentation in any language:
1-800-995-6831 (voice/TTY) or outreach@ddtp.org

Informational Materials

Request Program materials and CTAP Equipment Applications in Chinese, English, Hmong, Russian, Spanish, or Vietnamese:
1-866-821-3733 (voice/TTY) or DDTPmaterials@ddtp.org

Consumer Affairs

Call with or email your DDTP/CTAP-related feedback or suggestions about Program equipment, policies, and customer service.

Monday – Friday 8:30 AM to 5:30 PM

Voice: 1-877-546-7414

TTY: 1-800-867-4323

Email: consumeraffairs@ddtp.org

California Relay Service (CRS) Dial 711:

English/Spanish, all modalities, or call one of the following numbers:

TTY/VCO/HCO:	English: 1-800-735-2929	Spanish: 1-800-855-3000
Speech-to-Speech:	English/Spanish: 1-800-854-7784	
Voice:	English: 1-800-735-2922	Spanish: 1-800-855-3000

Captioned Telephone Customer Service:

English: 1-888-402-4018

Spanish: 1-877-330-0156

STOP BY A CTAP SERVICE CENTER

Visit CaliforniaPhones.org or call 1-800-806-1191 to confirm locations, hours of operation, and directions.

Berkeley: 3075 Adeline Street, Suite 260, CA 94703 (inside the Ed Roberts Campus, above the Ashby BART station)

Fresno: 7525 North Cedar Avenue, Suite 115, CA 93720 (cross street, Alluvial)

Glendale: 425 West Broadway, Suite 105, CA 91204

***Redding:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

Riverside: 2002 Iowa Avenue, Suite 106, CA 92507

Sacramento: 1300 Ethan Way, Suite 105, CA 95825 (enter on Hurley Way)

***Salinas:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

San Diego: 1455 Frazee Road, Suite 406, CA 92108

***San Francisco:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

***San Jose:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

Santa Ana: 2677 North Main Street, Suite 130, CA 92705

***Santa Barbara:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

***West Covina:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

* Part-time locations have **Limited Hours**.



Bluetooth amplifier



Captioned phone



Amplified cordless phone



Photo dialing phone



Light-weight cordless phone

DDTP
1333 Broadway, Suite 500
Oakland, CA 94612



California Phones
Keeping you connected.



CRS
California Relay Service
The power to connect us all.



California Telephone
Access Program



Speech-to-Speech
California Relay Service
The power to connect us all.

www.CaliforniaPhones.org and www.ddtp.org
Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program