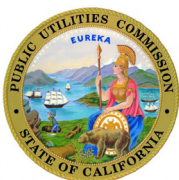


Keeping You Connected



2014 - 2015 Annual Report



Deaf and Disabled Telecommunications Program
California Telephone Access Program
California Relay Service
Programs of the California Public Utilities Commission

PROGRAM MISSION

The Deaf and Disabled Telecommunications Program (DDTP) 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 for people to learn more about the Program, request Certification Forms, and determine the appropriate equipment to meet their needs. DDTP distributes the selected equipment to consumers who can also visit one of the 13 (7 full-time and 6 part-time) Service Centers throughout the state to 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) 2014 – 2015 (July 1, 2014 through June 30, 2015).

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Executive Director,*

Mr. Timothy J. Sullivan

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DEAR FELLOW CALIFORNIANS:



What a stellar program year of diversity, growth, and technological advancement. Through efforts to focus on the unique diversity of California's population—locations, cultures, and abilities, the Deaf and Disabled Telecommunications Program (DDTP) was able to serve and have a direct positive impact by connecting communities through increased access to a telephone. With advice from the two consumer advisory committees, the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and the Equipment Program Advisory Committee (EPAC), the Program has taken numerous efforts to increase the accessibility of the telephone network. As a result of this year's outreach efforts, the number of Cambodian, Japanese, Korean, Russian, and Thai program participants has doubled.

During Fiscal Year (FY) 2014-2015, the DDTP added over 18,000 new consumers, bringing the total consumers with specialized equipment to 651,693. To better serve California's diverse geography and participants' preference for an in-person option, the Program continues to staff 13 Service Centers located across California, including six part-time and seven full-time Service Centers. Part-time Service Centers remain an essential element and are located within Community Based Organizations for efficiency purposes and increased access for the many underserved Californians. Due to increased customer demand, the San Francisco part-time Service Center expanded its open hours in January 2015 from two to three days per month.

The California Relay Service (CRS) component of the Program remains an important method for making the public telephone network accessible. During FY 14-15, the CRS was used to complete over 2.3 million calls. Speech-to-Speech service experienced a 20% increase in usage, driven in part by enhanced consumer education and outreach.

In addition to expanding outreach, several equipment pilots were initiated to identify technologies to meet participants' growing desire for mobile solutions. To find the best and most accessible equipment for our consumers, the testing of iPhones and other mobile phones along with Bluetooth enabled accessories is underway.

As a result of legislation, the Program is now able to address a greater diversity of needs through the funding of Speech Generating Devices. The DDTP is now in its second year of funding Speech Generating Devices and as of June 30, 2015, the Program received 87 applications, of which 81 have been approved to receive partial or full funding from the DDTP at a total cost of \$605,828.

On behalf of the CPUC and its Commissioners, I am proud of the essential services the DDTP deliver to keep people connected and extend our heartfelt thanks to all of those who have contributed to the Program's success this year.

A handwritten signature in black ink that reads "Timothy J. Sullivan".

Timothy J. Sullivan
Executive Director
California Public Utilities Commission

PROGRAM HIGHLIGHTS

During FY 14-15, Field staff continued to expand outreach efforts to the diverse non-English speaking populations of California. As a result, the numbers of Cambodian, Japanese, Korean, Russian, and Thai participants nearly doubled. Additionally, there was a significant increase in the diversity of people attending outreach presentations, Distribution Events, and booth visits.

In 2014, the Program reached out to the Program's Speech-to-Speech (STS) users with in-home training, which will improve their ability to communicate. Furthermore, during FY 14-15, the DDTP began trials of two pieces of cellular equipment and planned for trials of two more. The cellular equipment being trialed includes two cell phones and two accessories.



Contessa Bunn and Casey Kho, Outreach Specialists, participating in the Allen Temple Church Resource Fair in Oakland



Spanish-language Outreach event at the 15th Annual Padres Unidos Haciendo La Diferencia Conference in San Jose

The chart below shows that the Program continues to add new customers each year.

CONSUMER FOCUS

	2012-2013	2013-2014	2014-2015
Total CTAP Consumers with Equipment	614,090	633,080	651,693
Contact Center Calls Handled (inbound and out-bound)	224,813	236,652	228,537
Contact Center Emails Handled (inbound and outbound)	4,165	3,791	6,070
Certification Forms Received at the Contact Center	24,797	20,926	20,306
Consumer Visits to the Service Centers	25,453	23,267	22,640
Outreach Presentations to the Community	6,383	5,950	6,110
Field Advisor Visits to Consumers' Homes	9,424	9,057	8,471
Contact Center Web Chats Handled	1,674	724	599
Marketing Campaigns	8	11	8
New Consumers with Equipment	22,168	18,990	18,613
Outbound CRS or Relay Calls (includes Speech-to-Speech and Captioned Telephone)	2,715,679	2,507,320	2,326,029

PROGRAM HIGHLIGHTS (Continued)



"Before, mommy tried really hard and still could not hear the phone ring."

New Cantonese Direct Response TV Spot.



"Seeing my mom not being able to hear the phone ring,"

New Mandarin Direct Response TV Spot.



"It's not easy to see my mom suffer"

New Spanish Direct Response TV Spot.

2014 - 2015 ADVISORY COMMITTEE ROSTER

TADDAC

Tommy Leung **B (Chair)**
 Frances Reyes Acosta **AL/SpS (Vice Chair)**
 Colette Noble, Ken Cluskey **HOH**
 Nancy Hammons **LtD**
 Devva Kasnitz **M**
 Steve Longo **D**
 Robert Schwartz **ORA**
 Kevin Siemens/Fred Nisen **STS**

EPAC

Brian Pease **M (Co-Chair)**
 Sylvia Stadmire **Sr (Co-Chair)**
 Keith Boncheck **D**
 Mussie Gebre **DB**
 Jacqueline Jackson **B**
 Kenneth Rothchild **D**
 Brian Winic/Tom Mentkowski **HOH**

Community Representation:

AL – At Large
B – Blind
D – Deaf
DB – Deaf/Blind

ORA – Office of Ratepayer Advocates
HOH – Hard of Hearing
LtD – Late Deafened
LV – Low Vision

M – Mobility Disability
SpS – Spanish Speaking Users
Sr – Senior
STS – Speech-to-Speech Users

CTAP EQUIPMENT UPDATES

EXPANDED CONSUMER TESTING

The DDTP launched several equipment trials during this past year.

To explore how to serve eligible consumers without landlines, who rely on cell phones to communicate, the Program conducted consumer testing of two cell phones with assistive features: the iPhone for consumers with low vision or who are blind; and an Odin VI cell phone for eligible customers who are mildly or moderately hard of hearing, have low vision, or are blind.

Testing is also underway for Bluetooth-enabled accessories that enable consumers to hear better on their cell phones. The Quattro neck loop device works with any Bluetooth-compatible electronic device and can direct sound directly to consumers' hearing aids. The HearAll cell phone amplifier is a handheld device that amplifies caller's voices, has a built-in speakerphone, and is compatible with the user's hearing aids.

With input from both Advisory Committees and consumers, the Program also launched a trial of a stand-alone answering machine. The ANS3000 Digital Amplified Answering Machine features adjustable amplification and slows message playback.



Ken Cluskey, TADDAC member and participant in Quattro equipment trial



Mayra Ulloa, Customer Advisor, training Terri Howell on the Odin VI

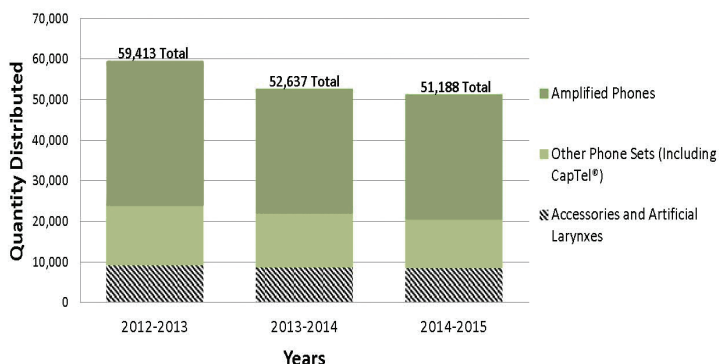
CTAP EQUIPMENT UPDATES

PROGRAM EQUIPMENT- CTAP

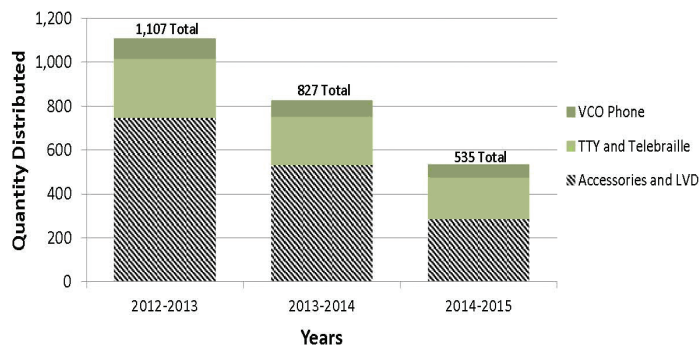
The following charts show the total equipment distributed by the Program Distribution Center to CTAP customers through Contact Center orders as well as to Service Centers, Field Advisors, and Outreach Specialists for customer distribution and stock replenishment.

Senate Bill #	Type	2012-2013	2013-2014	2014-2015	3-Year Total
SB 60 (1985)	Amplified Phones	35,260	30,474	30,622	96,356
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	14,851	13,418	11,983	40,252
	Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes	9,302	8,745	8,583	26,630
	Total	59,413	52,637	51,188	163,238
SB 597 (1979)	Voice Carry Over (VCO) phone	89	71	57	217
	TTY and Telebraille	268	221	192	681
	Accessories including light and/or vibrating alerts and Large Visual Displays (LVD)	750	535	286	1,571
	Total	1,107	827	535	2,469
Grand Total		60,520	53,464	51,723	165,707

Senate Bill SB60



Senate Bill SB597



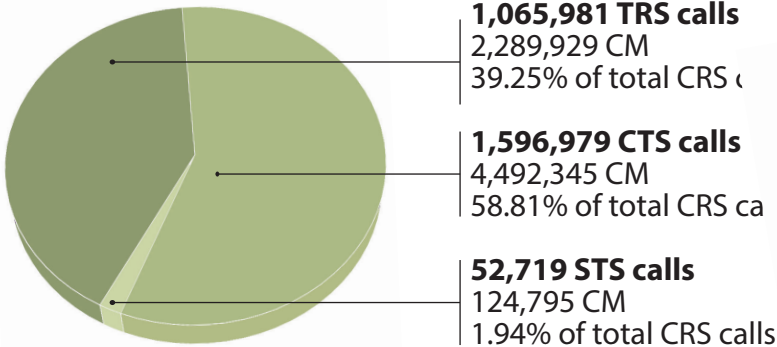
CALIFORNIA RELAY SERVICE UPDATES

Traditional Relay Service (TRS) enables a person who is deaf or has hearing or speech difficulties to place and receive telephone calls. The number of TRS calls has increased by 3.25% compared to FY 13/14.

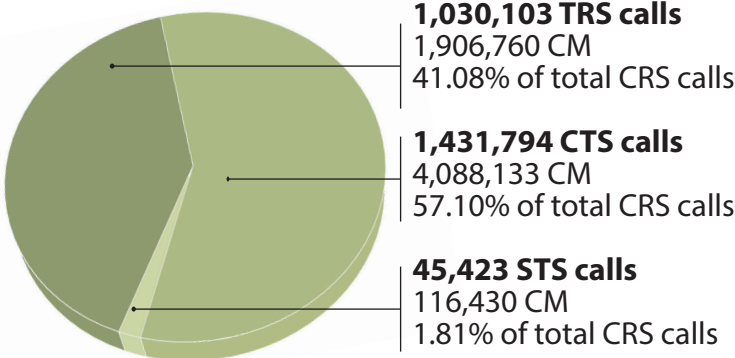
Captioned Telephone Service (CTS) enables a person who has hearing loss to voice for themselves and read what the other person says. Hard of hearing or Deaf users who are able to speak for themselves and have some residual hearing benefit from this service. The number of CTS calls has declined by 15.64% compared to FY 13/14.

Speech-to-Speech (STS) enables a person who has a speech difficulty to have a relay operator voice their phone conversations. Individuals who have trouble being understood over the phone benefit from this service. The number of STS relay calls has increased by 20.11% compared to FY 13/14.

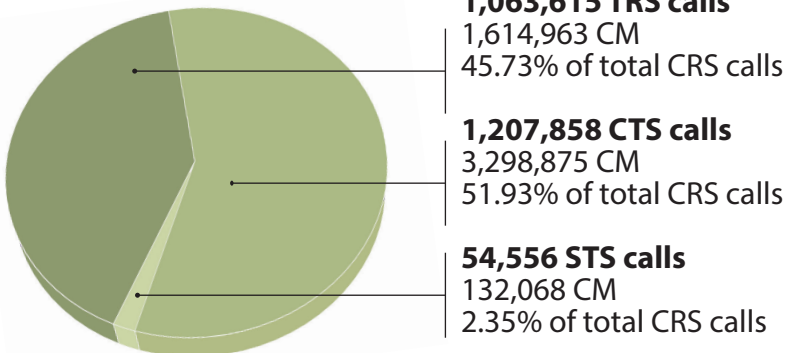
Fiscal Year 2012 - 2013



Fiscal Year 2013 - 2014



Fiscal Year 2014 - 2015



■ Traditional Relay Service (TRS) Calls
■ Captioned Telephone Service (CTS) Calls
■ Speech-to-Speech (STS) Calls
 CM = Conversation Minutes



DDTP presentation at the Bridge School about STS, including Visually Assisted STS, and the SGD funding process

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.

As of June 30, 2015, the DDTP had received 87 applications, of which 81 were approved. The DDTP provided \$605,828 in funding to fully or partially subsidize Speech Generating Devices and required accessories for those 81 participants.

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 SGDs.

PROGRAM COSTS AND FINANCIAL STATUS

The Program is funded through a dedicated surcharge, which is collected by telecommunications carriers. The surcharge appears on consumer bills as "CA Relay Service and Communication Device Fund" and is collected on intrastate charges on the customer bills of all telecommunication service providers. At the beginning of FY 14-15, the surcharge was 0.2%. CPUC staff 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). It was determined that it was necessary to increase the surcharge to maintain a positive fund balance at the close of FY 15-16. Resolution T-17458 raised the surcharge to 0.5% effective February 1, 2015. The surcharge is capped by legislation at 0.5%. For more information on past and current surcharge levels, see the table below.

FY 2012-2013	FY 2013-2014	FY 2014-2015
0.20%	0.20%	0.20%
		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. A summary of actions taken in FY 14-15 is below.

- **Means Test**

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

- **Limits or Restrictions**

Use of CRS is declining, as can be seen on page 8, California Relay Service Updates. Furthermore, only relay service itself is fully subsidized (free); relay service users generally pay the same charges for telephone service as other customers. Because of this landscape, the CPUC has not considered limiting maximum usage levels for relay service in order to control costs.

- **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 customers to apply and receive equipment at the same event. This improves the customer experience by reducing the time required to receive equipment. The DDTP tracks the equipment distributed and attempts to minimize returns and exchanges of equipment.

Because captioned telephone (CapTel) equipment includes use of a 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; for instance, during FY 14-15 the DDTP planned a pilot of the Odin VI cell phone to be conducted in FY 15-16. The Odin VI is a cell phone designed with adaptive features for use by individuals who are blind or have low vision. Additionally, the DDTP conducted a pilot of the iPhone for consumers who are blind or have low vision. These types of pilot and other small-scale distributions allow the DDTP to identify the most efficient means of distribution, and the best way of targeting and supporting customers prior to rolling out the new device for the entire Program.

DDTP has thirteen Service Centers, including six part-time Service Centers. The part-time Service Centers, located throughout the State, are housed in and partner with Community Based Organizations. 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. Community-Based Organizations (CBOs) are also able to direct potential customers to the Program.

- **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.

PROGRAM COSTS AND FINANCIAL STATUS (Continued)

- **Tracking Federal Programs**

The federal government also funds three services used to access to 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.

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

- **Technology**

The DDTP continues to assess new technologies and integrate into the Program as appropriate. The TADDAC and EPAC evaluate new equipment and submit their recommendations to the CPUC. During FY 14-15, the DDTP continued to explore wireless options including an iPhone pilot and planning for a pilot of the Odin VI, a wireless phone with adaptive features for blind and low-vision users. Additionally, California continues to be a national leader in offering Visually Assisted Speech-to-Speech (VA-STs).



Alma Ortiz, Outreach Specialist, sharing Program offerings with consumers at a Spanish-language outreach event

PROGRAM COST AND FINANCIAL STATUS (Continued)

DDTP Fund Statement of Revenues, Expenditures and Fund Balance*

(Dollars in Thousands)

	FY 12/13	FY 13/14	FY 14/15
Beginning Balance	11,119	9,837	8,233
Prior Year Adjustments	14,808	23,412	19,230
Adjusted Beginning Balance	25,927	33,249	27,463
Revenue			
Regulatory Fees (Surcharges)	34,213	27,741	41,775
Investment Income	142	77	59
Delinquent Fees	0	0	0
Interest Income from Interfund Loans	0	0	0
Escheat of Unclaimed Checks & Warrants	157	0	0
Loan to/Repayment From General Fund	0	0	0
Total Revenue	34,512	27,818	41,834
Expenditures			
CPUC Admin Charges	1,802	1,184	2,746
Program Contracts, includes Program Administration, Eqmt. Contract Ctr & Distribution and Marketing & Outreach	20,884	33,242	26,579
CA Relay Service	21,364	12,103	8,071
Equipment Program	6,284	5,159	4,384
Speech Generating Devices	0	178	254
TADDAC	25	32	26
EPAC	32	35	33
Local Assistance**	N/A	N/A	128
State Controller	5	0	0
California State Library	552	552	552
Financial Information System for California	374	349	52
Total Expenditures	50,602	52,834	42,825
Fund Balance	9,837	8,233	26,472

* Source: Governor's Budget, CalStars (Q16) and CalStar Q24

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

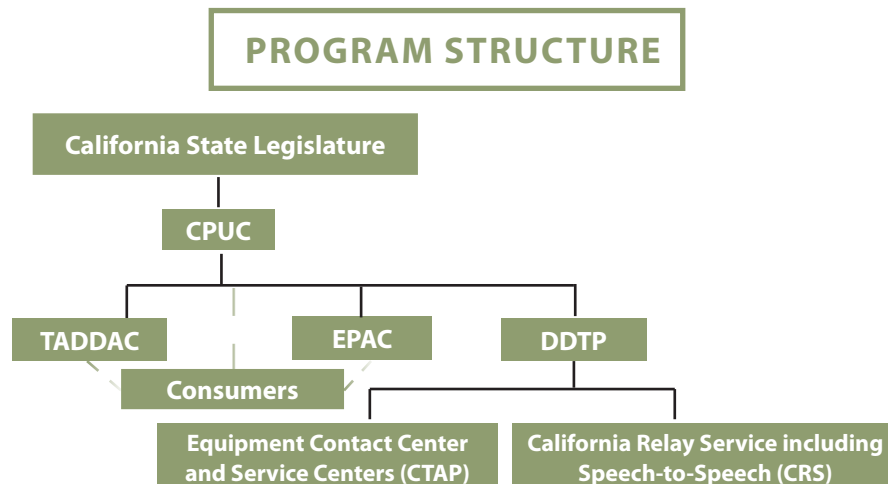
LEGISLATIVE BACKGROUND

In 1979, the California Legislature enacted Public Utilities Code Section 2881, which requires 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).
- 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 Equipment Applications:

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

English Voice: 1-800-806-1191
English TTY: 1-800-806-4474
Mandarin: 1-866-324-8747
Vietnamese: 1-855-247-0106

FAX: 1-800-889-3974
Spanish Voice: 1-800-949-5650
Spanish TTY: 1-844-867-1135

Russian: 1-855-546-7500
Hmong: 1-866-880-3394
Cantonese: 1-866-324-8754

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

Mail, Email, Fax

Send your questions, concerns, comments, requests, for completed Certification Forms, 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)

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.

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

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.

DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
1-510-302-1100



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.

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