

# Keeping You Connected



## 2013-2014 Annual Report



Deaf and Disabled Telecommunications Program  
California Telephone Access Program  
California Relay Service

Programs of the California Public Utilities Commission

## PROGRAM MISSION

DDTP distributes specialized telephone equipment and services that improve communication for all Californians.

## PROGRAM OVERVIEW

The Deaf and Disabled Telecommunications Program (DDTP) is a state-mandated program of the California Public Utilities Commission (CPUC or Commission), 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 in the event of an emergency. 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 ships the selected equipment to consumers who can also visit one of the thirteen Service Centers throughout the state to select, learn to use, and take home the equipment. 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](http://www.cpuc.ca.gov) and the Program websites at [www.ddtp.org](http://www.ddtp.org) and [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org).

This annual report is submitted pursuant to California Public Utilities Code Section 2881(k) by the California Public Utilities Commission to summarize accomplishments in the Commission's Deaf and Disabled Telecommunications Program in fiscal year 2013 – 2014.

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Mr. Tim Sullivan*

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## DEAR FELLOW CALIFORNIANS:

Welcome to the 2013-2014 Deaf and Disabled Telecommunications Program (DDTP) Annual Report. Looking back on the Program's last year of accomplishments, a few key activities stand out.



First, on January 17, 2014, a San Francisco part-time Service Center was opened inside the Hearing and Speech Center of Northern California. Four months later, on May 14, additional part-time Service Centers opened their doors in San Jose located inside Expandability and a second site in West Covina, located inside the Independent Living Center. These Community Based Organizations already address the important needs of many underserved Californians. Now, two days a month, they can also address consumers' telecommunications needs.

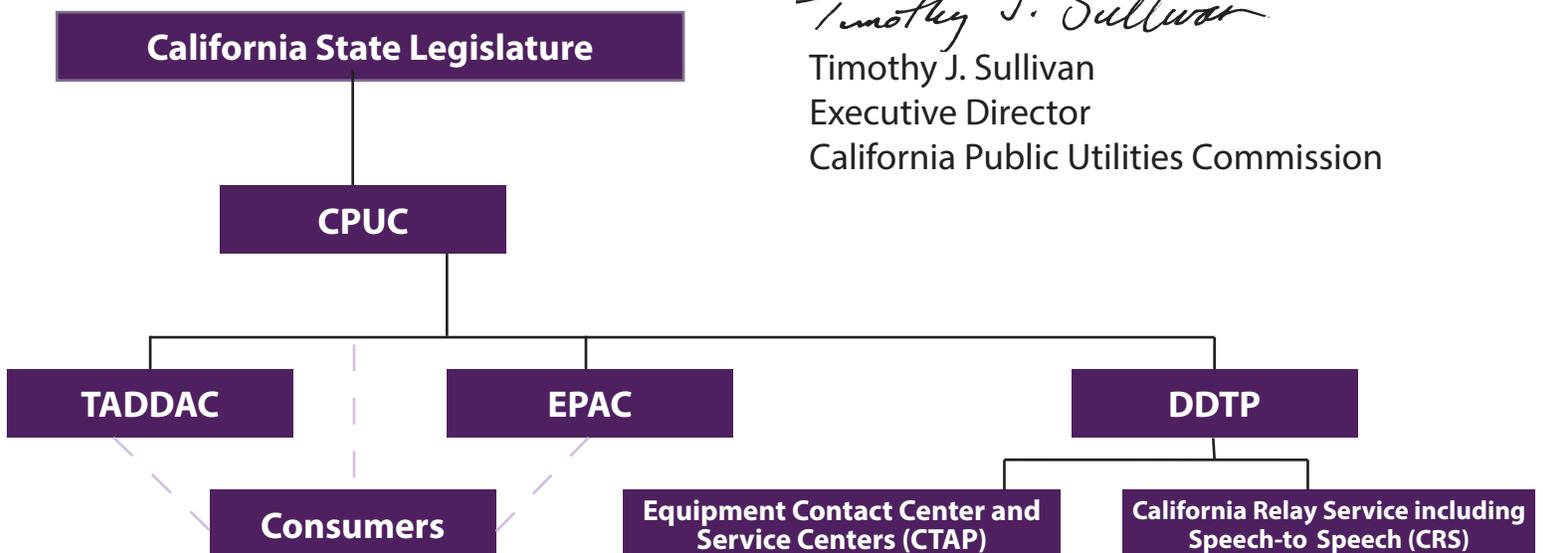
Second, we began distributing Speech Generating Devices (SGDs) as part of the Program. The DDTP SGD application process, for those SGDs that are Durable Medical Equipment (DME), was posted on the Commission's website on January 31, 2014 and a related procurement process was up and running by mid-February 2014. As of June 30, 2014, the Program had received 37 DDTP SGD applications and approved funding for 22 of those applications.

During the past year, the Program held 312 equipment distribution events, which is a 16% increase over the 269 held the prior fiscal year. The Program also continues to work with other State agencies on issues impacting the constituencies the DDTP serves. A presentation on Text-to-911 provided by the California Office of Emergency Services was an example of recent efforts to educate and inform stakeholders of upcoming capabilities that are underway in the State.

The Program receives input from two consumer advisory committees, the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and the Equipment Program Advisory Committee (EPAC), whose members are always seeking to improve the Program offerings to meet consumer needs. On behalf of the CPUC and its Commissioners, I would like to thank all those who have contributed to the Program's success.



Timothy J. Sullivan  
Executive Director  
California Public Utilities Commission



## PROGRAM HIGHLIGHTS

Focusing on ease of use, CaliforniaPhones.org was streamlined. Now people can fill in the equipment application online before printing and securing the necessary signatures.

### Program Qualifications

- o Live in California
- o Have phone service
- o Secure doctor's approval signature

### 4-Step Application Process

Call 1-800-806-1191 or download an application from CaliforniaPhones.org

Fill out section 1

Ask your doctor to sign section 2

Submit your completed application:

Mail: CTAP; P.O. Box 30310; Stockton, CA 95213

Fax: 1-800-889-3974

Email: [info@CaliforniaPhones.org](mailto:info@CaliforniaPhones.org)



Outreach Specialist, Triet Hoang, showing Vietnamese consumer how to use a specialized phone  
Outreach chuyên gia, Triết Hoàng, cho thấy người tiêu dùng Việt như thế nào để sử dụng một chiếc điện thoại chuyên dụng



L to R: TADDAC Vice Chair, Tommy Leung; TADDAC Chair, Nancy Hammons; EPAC Co-Chairs, Sylvia Stadmire and Brian Winic



- DDTP added three new part-time Service Centers, reaching consumers who find it difficult to visit the fulltime Service Centers. The San Francisco part-time Service Center has been so successful that, beginning January 2015, it will be open three days per month.
- DDTP held Distribution Events (DEs) where consumers filled out their Certification Forms, received qualifying tests from an audiologist or other Certifying Agent who signed their forms, talked with Program staff to select the equipment that best met their needs, learned how to use the equipment, and took home the equipment that same day.
- A very successful example of this type of DE is the monthly events held in the Oakland DDTP headquarters for clients of the many nearby Chinatown community-based organizations.
- Consumer advisory committees continue to work with the CPUC and DDTP on their constituents' concerns, enhancing the Program's equipment and services.
- Richard Ray (left) joined Bill Anderson (Governor's Office of Emergency Services) and Lynn Bowler (Manager of the Elk Grove Police Department's PSAP Center) to update the Joint Meeting of the consumer advisory committees (TADDAC and EPAC) on current developments in implementing text-to-911.

## PROGRAM HIGHLIGHTS (Continued)

Marketing and outreach efforts led to an increased number of calls handled as well as number of Certification Forms distributed, downloaded, and returned, all culminating in an increase in new Program customers.



Lions Center for the Blind booth at a DDTP/CTAP Resource Fair



April 2014 Sacramento Health Fair



Spanish Direct Response TV Spot "download an application."



Cantonese TV Spot. "Free specialized phones for qualified California residents."



Mandarin TV Spot. "I know, I know, I heard one ring and I picked up the phone."

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

### CONSUMER FOCUS

	2011-2012	2012-2013	2013-2014
Total CTAP Consumers with Equipment	591,922	614,090	633,080
Contact Center Calls Handled (inbound and outbound)	225,340	224,813	236,652
Contact Center Emails Handled (inbound and outbound)	3,014	4,165	3,791
Certification Forms Received at the Contact Center	31,672	24,797	20,926
Consumer Visits to the Service Centers	29,180	25,453	23,267
Outreach Presentations to the Community	6,373	6,383	5,950
Field Advisor Visits to Consumers' Homes	9,760	9,424	9,057
Contact Center Web Chats Handled	1,606	1,674	724
Marketing Campaigns	8	8	11
New Consumers with Equipment	27,764	22,168	18,990
Outbound CRS or Relay Calls (includes Speech-to-Speech and Captioned Telephone)	2,959,143	2,715,679	2,507,320

# REACHING POTENTIAL USERS

More equipment distribution events and satellite Service Centers improved the Program's accessibility, especially to people in remote locations whose first language is not English.



Customer Advisor, Crystal Lin, training a Chinese consumer 客戶顧問, Crystal Lin, 示範給一位中國消費者使用專門電話

Fresno CTAP Service Center



- ★ Full-time Service Centers
- Part-time Service Centers



Outreach Specialist, Lydia Santillan (right), being interviewed at Univision television  
Lydia Santillan, especialista en alcance comunitario (derecha), siendo entrevistada en televisión Univisión



Consumer learning to use specialized phone



TADDAC Vice Chair, Tommy Leung, and EPAC member, Jacqueline Jackson, are enthusiastic about testing their iPhones and providing feedback in an effort to add this phone to the Program

Consumer learning to use specialized phone



## REACHING POTENTIAL USERS (Continued)

Outreach Specialist, Armando Hernandez, demonstrating the Program phones, at the 3<sup>RD</sup> Annual League of United Latin American Citizens (LULAC) Community Health Fair and Distribution Event (DE) in Riverside in February 2014



April 2014 Sacramento Health Fair



Pa Kou Cha, Outreach Specialist, at Distribution Event



Outreach Specialist, Terri Howell, with one of the many veterans who attended the Veterans Health Fair at Rose Hills in Whittier in March 2014



Jonathan Lakritz, CPUC Communications Division Program Manager, answering questions at TADDAC/EPAC Joint Meeting

### 2013 - 2014 ADVISORY COMMITTEE ROSTER

#### TADDAC

Frances Reyes Acosta **AL/SpS**  
 Devva Kasnitz **M**  
 Nancy Hammons (Chair) **LtD**  
 Jan Jensen **D**/Toni Barrient **HOH**  
 Alik Lee /Tony Tully/Robert Schwartz **ORA**  
 Tommy Leung (Vice Chair) **B**  
 Kevin Siemens/Fred Nisen **STS**  
 Drago Renteria/Diana Herron **D**

#### 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

#### EPAC

“Bapin” Bhattacharyya/Mussie Gebre **DB**  
 Brent Jolley **D**  
 Jacqueline Jackson **B**  
 Frances Reyes Acosta/ Brian Pease **M**  
 Sharif Rashedi/Kenneth Rothchild **D**  
 Sylvia Stadmire (Co-Chair) **Sr**  
 Brian Winic (Co-Chair) **HOH**

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

## CTAP EQUIPMENT UPDATES

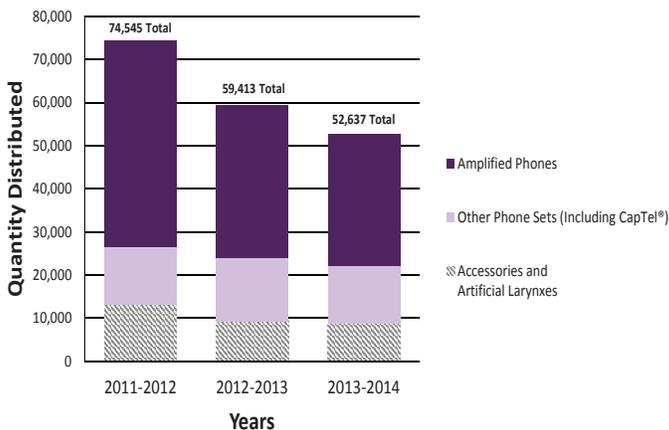
Updating discontinued equipment included swapping the discontinued XL40D for the more effective Alto, which offers even more amplification of callers' voices, outgoing speech, and the ringer. Importantly, the Alto is hearing aid compatible.

Replacing the Ampli500, the Ampli500+/550 improves caller's voice amplification and has a bigger LCD display.

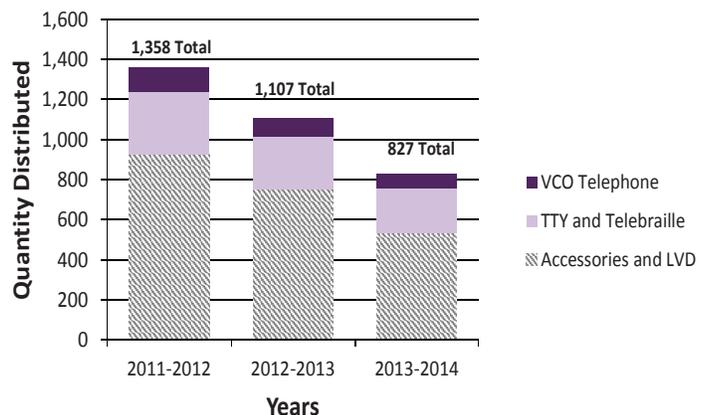
### Program Equipment - CTAP

Senate Bill #	Type	2011-2012	2012-2013	2013-2014	3-Year Total
<b>SB60</b>	Amplified Phones	47,894	35,260	30,474	113,628
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	13,445	14,851	13,418	41,714
	Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes	13,206	9,302	8,745	31,253
	<b>Total</b>	<b>74,545</b>	<b>59,413</b>	<b>52,637</b>	<b>186,595</b>
<b>SB597</b>	Voice Carry Over (VCO) phone	122	89	71	282
	TTY and Telebraille	309	268	221	798
	Accessories including light and/or vibrating alerts and Large Visual Displays (LVD)	927	750	535	2,212
	<b>Total</b>	<b>1,358</b>	<b>1,107</b>	<b>827</b>	<b>3,292</b>
<b>Grand Total</b>		<b>75,903</b>	<b>60,520</b>	<b>53,464</b>	<b>189,887</b>

Senate Bill SB60



Senate Bill SB597



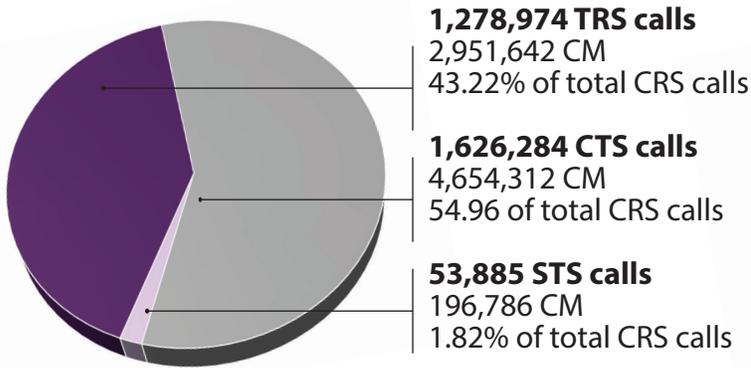
# CALIFORNIA RELAY SERVICE UPDATES

**Traditional Relay Service (TRS)** enables a person who is deaf or has hearing or speech difficulties to place and receive telephone calls. Although the total number of TRS calls decreased, their share of all CRS calls increased from 39.25% of all CRS calls in fiscal year 12/13 to 41.08% in fiscal year 13/14.

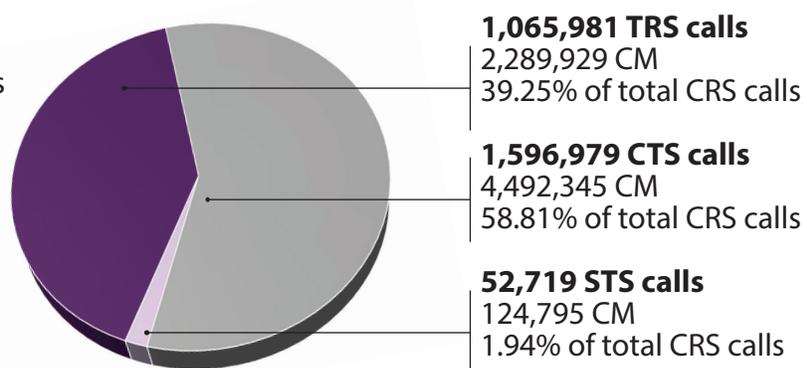
**Captioned Telephone Service (CTS)** enables a person who has hearing loss to voice for themselves and read what the other person says. The share of CTS calls declined from 58.81% of all CRS calls in fiscal year 12/13 to 57.10% in fiscal year 13/14. Hard of hearing or Deaf users who are able to speak for themselves and have some residual hearing may benefit from this service.

**Speech-to-Speech (STS)** enables a person who has a speech difficulty to have a relay operator voice their phone conversations. The share of STS relay calls decreased from 1.94% of all CRS calls in fiscal year 12/13 to 1.81% in fiscal year 13/14. Individuals who have trouble being understood over the phone benefit from this service. This area includes Visually Assisted Speech-to-Speech.

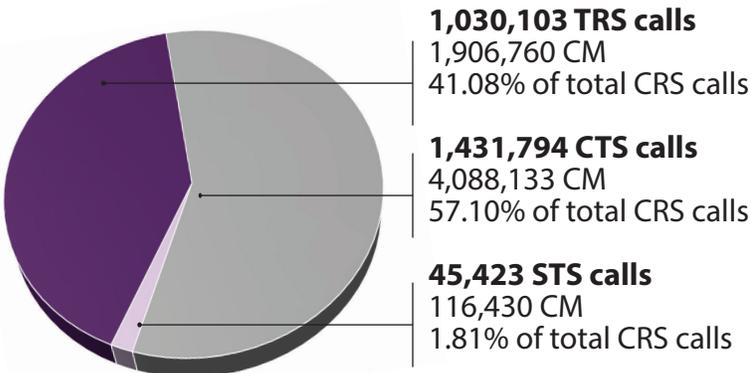
Fiscal Year 2011-2012



Fiscal Year 2012-2013



Fiscal Year 2013-2014



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



Field Advisor, Paula Barksdale, training a consumer to use the TTY

## NEW RULES FOR 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. It 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 01, 2014.

The DDTP SGD application process, for those SGDs that are durable medical equipment (DMEs), was posted on the Commission's website on January 31, 2014, and a procurement process was put in place by mid-February 2014. Concurrently, the CPUC moved forward with initial planning for a trial distribution for SGDs that are supplemental telecommunications equipment (STEs), which will expand options and provide alternatives to DME SGDs (e.g. tablets).

## PROGRAM COSTS AND FINANCIAL STATUS

The DDTP surcharge, which appears on consumer bills as "CA Relay Service and Communication Device Fund", is funded through carrier collection of a surcharge on the intrastate charges on customer bills of all telecommunication service providers. It remained at 0.2% during FY 13-14. CPUC staff continues to monitor the DDTP fund balance, revenues, and expenses to ensure that the surcharge is adequate to provide the required funds for the DDTP budget (as established by the Governor's budget). The surcharge is capped by legislation at 0.5%. For more information on past and current surcharge levels, see the table below.

Surcharge Rate		
FY 2011-2012	FY 2012-2013	FY 2013-2014
0.20%	0.20%	0.20%

Pursuant to PU Code 2881(k), the CPUC continues to evaluate options to control program expenses and increase program efficiency.

### 1. Means Test

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

### 2. Limits or Restrictions

Use of CRS is declining, as can be seen on page 9, 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 Commission has not considered limiting maximum usage levels for relay service in order to control costs.

### 3. 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

## **PROGRAM COSTS AND FINANCIAL STATUS** (Continued)

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 13-14 the DDTP planned an iPhone pilot to be conducted in FY 14-15. This type 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.

During FY 13-14, the DDTP opened three new 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.

### **4. Quality Standards**

The CPUC establishes quality standards for relay service through the contracting process. 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.

### **5. Tracking Federal Programs**

The federal programs, such as Video Relay Service (VRS), Internet Protocol (IP) Relay, and IP Captioned Telephone Service, are complementary to the California DDTP. Individuals choose which program to use depending on their needs. The DDTP regularly informs customers about the federal programs and when a customer chooses to use federally-provided services instead of DDTP services, the costs are borne by the federal rather than the state program. However, because federal funds cannot be used to subsidize state programs, the CPUC has no means to increase federal funds for the DDTP through participation in any similar programs.

### **6. 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 will only fund SGDs after applicable public or private insurance.

Current access to DDTP funding for SGDs is limited to those applicants assessed by a Speech

## PROGRAM COSTS AND FINANCIAL STATUS (Continued)

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 FY 14-15.

### 7. Technology

The DDTP continues to assess new technologies and add to the Program as appropriate. TADDAC and EPAC evaluate new equipment and recommend it to the Commission. During FY 13-14, the DDTP continued to explore wireless options including iPhone pilot. Additionally, California continues to be a national leader in offering Visually Assisted Speech-to-Speech (VA-STs).

## Financial Background

	FY 11/12	FY 12/13	FY 13/14
Beginning Balance	46,132	11,119	9,837
Prior Year Adjustments	-30,000	14,808	23,412
Adjusted Beginning Balance	16,132	25,927	33,249
<b>Revenue</b>			
Regulatory Fees (Surcharges)	31,940	34,213	27,741
Investment Income	229	142	77
Delinquent Fees	0	0	0
Interest Income from Interfund Loans	1,301	0	0
Escheat of Unclaimed Checks & Warrants	205	157	0
Loan to/Repayment from General Fund	30,000	0	0
<b>Total Revenue</b>	<b>63,675</b>	<b>34,512</b>	<b>27,818</b>
<b>Expenditures</b>			
CPUC Admin Charges	1,162	1,082	1,184
Program Contracts, includes Program Administration, Eqmt. Contract Ctr & Distribution and Marketing & Outreach	42,064	20,884	33,242
CA Relay Service	18,463	21,364	12,103
Equipment Program	6,214	6,284	5,159
Speech Generating Devices	0	0	178
TADDAC/CRSAC	26	25	32
EPAC	40	32	35
State Controller	7	5	0
California State Library	552	552	552
Financial Information System for California	160	374	349
<b>Total Expenditures</b>	<b>68,688</b>	<b>50,602</b>	<b>52,834</b>
<b>Fund Balance</b>	<b>11,119</b>	<b>9,837</b>	<b>8,233</b>

\* Source: Governor's Budget and CalStars (Q16)

## 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, 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.



Speech Generating Device (SGD) vendor, Dani Mohn, demonstrates use of an SGD while an ASL interpreter signs for people who are Deaf.

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

Visit [www.CaliforniaPhones.org](http://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](mailto:info@CaliforniaPhones.org)      **Spanish Email:** [info-es@CaliforniaPhones.org](mailto: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](mailto: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](mailto: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](http://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:** 2861 Churn Creek Road, Suite A, CA 96002 (limited hours)

**Riverside:** 2002 Iowa Avenue, Suite 106, CA 92507

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

**\*Salinas:** 1188 Padre Drive, Suite 115, CA 93901 (inside the Deaf and Hard of Hearing Service Center Office (DHHSC), limited hours)

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

**\*San Francisco:** 1234 Divisadero Street, 94115 (inside the Hearing and Speech Center of Northern California, limited hours)

**\*San Jose:** 1150 South Bascom Avenue, Suite 7A, CA 95128 (inside Expandability, limited hours)

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

**\*Santa Barbara:** 423 West Victoria Street, CA 93101 (inside the Independent Living Center, limited hours)

**\*West Covina:** 1520 W. Cameron Avenue, Suite 160, CA 91790 (inside the Independent Living Center, limited hours)

**\* part-time locations**



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



**California Phones**  
Keeping you connected.



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