

Unrivaled Captioned Telephone Service

Not all captioned telephone services are created equal. CaptionCall is the most recommended and widely used captioning phone available, and for good reason.

| | CaptionCall | Other IP CTS Providers |
|-----------------------------------|---|--|
| | <p>Your patients will enjoy features like frequency match to a patient's specific audio needs, saving calls and messages to review later, a built-in voicemail system, and much more.</p>  <p style="text-align: center;">CaptionCall 67Tb</p> | <p>CapTel ClearCaptions Heroes with Hearing Loss</p> |
| Service & Installation | <ul style="list-style-type: none"> • CaptionCall provides complimentary delivery, installation, and in-home training • All Installers are CaptionCall employees – no contract labor | <ul style="list-style-type: none"> • Most IP CTS providers ship their phone to a patient's home • If the patient requires installation help, it is performed by a third party |
| Captioning Agents | <ul style="list-style-type: none"> • Captioning Agents (CA's) complete rigorous training to ensure the best calling experience possible | <ul style="list-style-type: none"> • Some IP CTS providers outsource captioning to a third party |
| Amplification | <ul style="list-style-type: none"> • CaptionCall achieved TIA-4953 Certification for mild, moderate and severe hearing loss • Amplification is available up to 121.5 dB SPL regardless if captions are turned on or off | <ul style="list-style-type: none"> • No other IP CTS provider has received TIA Certification • Amplification is only available up to 50 dB SPL when captions are on. Some limit amplification to 18 dB SPL when captions are off |
| Speed and Accuracy | <ul style="list-style-type: none"> • CA's never delay the conversation to keep up, ensuring the fastest captioning experience available • CA's are committed to providing the most accurate captioning experience available | <ul style="list-style-type: none"> • Some providers use a process that allows their CA's to slow down what they hear so they can keep up with the conversation, resulting in delays for patients |
| Advocacy and Access | <ul style="list-style-type: none"> • CaptionCall was the only provider to oppose FCC rules that required payment for captioning telephones to demonstrate eligibility (See reverse side for details) | <ul style="list-style-type: none"> • Most providers supported FCC rules that required payment for captioning telephones |

CaptionCall saves you time by addressing all your patient's telephone difficulties.



CaptionCall – Advocate for People With Hearing Loss!

From day one, CaptionCall has been an advocate for people with hearing loss, enabling easy, no-cost access to captioned telephone service.

Before CaptionCall, there was only one major provider of captioned telephone service. When CaptionCall came on the scene in 2011 with a revolutionary new phone, and made it available for free to qualified individuals, it really rocked the industry. Many who could not afford the phone before could finally participate and enjoy the service.

Historically, CapTel affiliated distributors were strong proponents of charging the consumer or state agencies for their captioning phones. We believe this approach limited access to many who need it. CaptionCall has always endorsed giving qualified individuals access to the CaptionCall phone at no cost, ensuring that all who need the service can get it. Providing free phones to individuals with hearing loss is extremely expensive for CaptionCall, but enabling all eligible candidates to communicate by phone with the functional equivalency of a full-hearing person, regardless of their ability to pay, is the right thing to do. We will continue to be an advocate for the hearing impaired.

In October 2013, the FCC issued regulations requiring CaptionCall to follow the pattern established by CapTel to charge for the phone. We had to start charging a minimum of \$75 for each phone. CapTel encouraged charging for the phone as the best indicator of legitimate use. The following is a quote from Hamilton CapTel's comments filed on 2/26/2013:

Hamilton believes there is no better indication that a user legitimately needs the service than a user's decision to pay his or her own money for the specialized equipment needed to use the service. As the Commission noted, "When a consumer is required to pay some amount of money for an IP CTS phone, that individual has the incentive to first consider whether he or she needs the service, i.e., to evaluate whether the benefit from the service is worth the cost of the specialized phone."

CaptionCall was the only IP CTS provider who filed a Stay Request in the D.C. Circuit Court of Appeals, arguing the new FCC regulations violated the rights of people with hearing loss as guaranteed by the ADA. Our Stay Request was granted. This allows CaptionCall and all IP CTS providers to continue offering the CaptionCall phone for free to qualified individuals with professional certification of hearing loss.

We will continue to stand as an advocate for the rights of people with hearing loss as granted by the ADA. Thank you for supporting our cause!