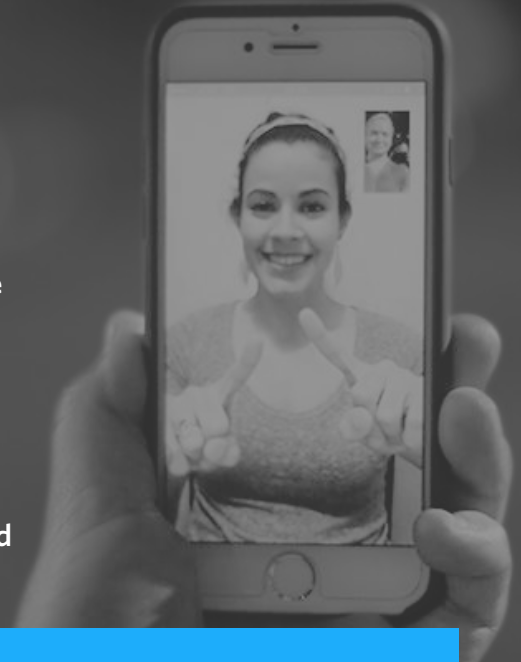


# Accessible Solutions for Deaf Communities

Communication Service of the Deaf (CSD) has nearly 50 years of experience creating inclusive communication solutions for government agencies, non-profits, and corporate entities that are intent on providing accessible experiences for Deaf, DeafBlind, DeafDisabled and Hard of Hearing communities.

Our services span customer service solutions, accessibility accommodations, staffing solutions, healthcare reform, business development and more. With social impact and innovation as the key drivers behind all of our work, we help all of our clients exceed accessibility standards for deaf communities.



## Company Information

**Communication Service for the Deaf - Established November, 1975**

UEI: FCENSA9TJKB6 | CAGE : 1XSQ5 | NAICS Codes: 517000, 561000 | DUNS: 11-507-7950 | Multiple Award Schedule (MAS) Contract No. 47QTCA23D000M | Special Item No. 561422 - Automated Contract Solutions (ACCS)

## Core Competencies

### Accessible Customer Service and Call Center Solutions

- FCC Certified Direct Video Calling Provider
- TRS-URD Compliant
- Visual Interactive Voice Response
- Customer Support in ASL
- Call Center Solutions
- Video Remote Interpreting

### Instructional Design & Research

- FERPA Trained
- Human Subject Research
- LMS and Virtual Learning
- Multicultural Curriculum Development

### Digital Accessibility Consulting

- WCAG 2.2 Compliance
- 504 Compliance
- 508 Compliance
- ADA Compliance

### Data and Analytics Management

- Data Visualization
- Data Integration
- BI Solutions
- Real-Time Call Reporting
- Advanced Data Analytics
- API Integrations with CRMs

### Human Resource Services

- Agent hiring and training
- Temporary and long-term staffing solutions
- Quality assurance and professional development
- Customized DEIA Training

### Accessibility Services

- ASL, Deaf and Protactile Interpreters
- CART Services
- Audio Descriptions
- Voice Overs
- Transcription and Captioning

### CyberSecurity and Data Protection

- FISMA Compliant
- HIPAA Compliance Capabilities
- PII Security Certifications
- Level 1 PCI-DSS Compliant
- Supported Codecs:
  - G.711, G.722, G.729, H.261, H.263, H.264, VP8, SIMPLE, Data Channel
- Supported Protocols:
  - SIP, SIPS, WebRTC, H.323, IMS
- Cloud Hosted:
  - AWS, GCP, On-Site, or Hybrid
- Supported Encryption:
  - H.235, TLS, SRTP, 128 & 256 bit, IKE/IPSec, DTLS, ZRTP

## Key Differentiators

Communication Service for the Deaf is made up of a group of subsidiaries each focusing on creating opportunities for positive social impact across various industries. As the largest Deaf-led non-profit in the world, our staff and network have an expert-level understanding of the accessibility landscape. Not only can we advise, but our technically trained and proficient staff can execute all projects in-house.



Accessible Customer Service  
and Call Center Solutions



Education Programs and  
Workforce Culture Integration



Patient Advocacy and  
Healthcare Accessibility



Equity Funding and Resource  
Development for Entrepreneurs



Sign Language and Communication  
Accessibility Services



Temporary and Long-Term  
Staffing Solutions



Accessible Instructional Design  
and Education Resources



Services and Resources for  
Employees and Employers



Grant Funding and Resource  
Support for Non-Profits

## Notable Contracts and Projects

### Customer Service Call Centers

Xfinity, 2019\*  
Cox Communications, 2022\*  
Google, 2019\*  
State of California, 2021\*  
SquareGlow, 2020\*

### COVID-19 Hotlines

- State of Michigan, 2022\*
- City of Austin, 2022-2023
- State of Minnesota, 2022
- State of Virginia, 2021

### Emergency Services

- USAging, 2022\*
- Disaster Distress Line, 2021\*
- Deaf Crisis Line, 2021\*
- Suicide Crisis Line, 2023\*

### Marketing & IT Services

- State of California, 2021\*
- TDI, 2022\*
- Phillips, 2021

### Equipment & Information Distribution

- State of California, 2000\*
- State of Texas, 2010-2013
- State of South Dakota, 1989-2023
- Country of New Zealand, 2011-2020

### Instructional Design

- NASA, 2023\*
- Wells Fargo, 2017\*
- General Motors, 2019\*
- RIT/NTID, 2019
- Gallaudet University, 2022\*

\* Indicates ongoing contracts