

Accessible Solutions for the Deaf Community

For over 50 years, Communication Service for the Deaf, Inc. (CSD) has been a global leader of empowering and innovating communication solutions and telecommunications access for government agencies, non-profits, and corporate entities that are intent on providing accessible experiences for Deaf, DeafBlind, DeafDisabled and Hard of Hearing communities.

From its inception in 1975 to the present day, CSD pioneered the national distribution of teletypewriters (TTYs), launched Telecommunications Relay Service (TRS) call centers, and became the first officially recognized provider of Video Relay Service (VRS).

In 2018, CSD became the first FCC-recognized Qualified Direct Video Entity, enabling 11M Deaf & Hard of Hearing individuals* the opportunity to communicate with ASL-proficient representatives through direct communication without a third-party interpreter.

*National Deaf Center, 2021

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 Contact Center Solutions (ACCS)

Core Competencies

Accessible Customer Service and Call Center Solutions

- FCC Qualified Direct Video Calling (DVC) Provider
- TRS-URD Compliant
- Visual Interactive Voice Response
- Call Center Solutions
 - Customer Support in American Sign Language

Accessibility Services and Accommodations

- Interpreting and Translation Services - *American Sign Language, English, & Spanish*
 - In-Person Interpreting
 - Video Remote Interpreting
 - On Demand Video Remote Interpreting
 - Certified Deaf Interpretation
- CART Services (Communication Access Realtime Translation)
- Audio Descriptions
- Voice Overs
- Transcription and Captioning

Instructional Design & Research

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

Human Resource Services

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

Data and Analytics Management

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

Digital Accessibility Consulting

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

CyberSecurity and Data Protection

- FISMA Compliant
- HIPAA Compliant 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

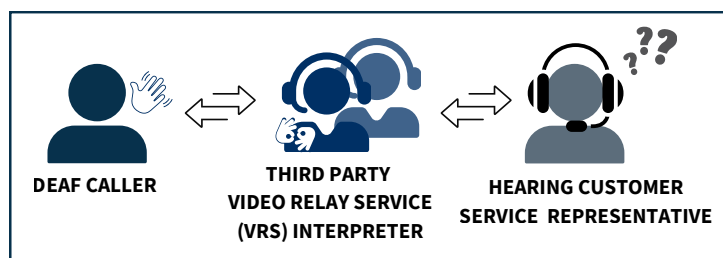
Communication Service for the Deaf is made up of a group of subsidiaries each focusing on creating opportunities for positive social impact across various industries. As the largest Deaf-led non-profit in the world, our staff and network have an expert-level understanding of the accessibility landscape.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

CSDAccess

**Accessible Customer Service
and Call Center Solutions**

**Sign Language and Communication
Accessibility Services**

RELAY SERVICES



Vs

DIRECT VIDEO CALLING



Notable Contracts and Projects: Past and Present

Government (City, State, National, International)

- City of Austin
- Country of New Zealand
- State of California
- State of Indiana
- State of Michigan
- State of Minnesota
- State of South Dakota
- State of Texas
- State of Virginia
- National Telecommunications and Information Administration

Crisis & Mental Health Services

- 988 Suicide and Crisis Lifeline
- Deaf Crisis Helpline
- Disaster Distress Line
- National Deaf Therapy

Education

- Gallaudet University
- National Technical Institute of the Deaf - Rochester Institute of Technology

Nonprofits & Advocacy Organizations

- American Red Cross
- Deaf Action Center
- TDI - TDIforAccess
- US Aging
- Open Inclusion

Corporations / Private Sector

- Xfinity
- Walmart
- Cox Communications
- Google
- Netflix
- Sprint
- T-Mobile
- Wells Fargo
- PNC Bank
- General Motors