

Accessible Solutions for the Deaf Community

For over 50 years, CSD has been the leading authority in communication access for Deaf and Hard of Hearing individuals. Organizations across government, nonprofit, and business sectors turn to CSD to ensure equal and effective access to services and opportunities.

Since 1975, CSD has led every major communications access advancement, from TTY and TRS to becoming the first recognized Video Relay Service (VRS) provider in 2000 and the first FCC Qualified Service Provider for Direct Video Calling (DVC) in 2018.

This innovation enables people who use American Sign Language (ASL) to communicate directly with the organizations and companies that serve them. CSD sets the standard for communication access today and into the future.

*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 & 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 & Accommodations

- Interpreting and Translation Services - American Sign Language, Mexican Sign Language, English, Spanish
 - In-Person Interpreting
 - Video Remote Interpreting
 - On Demand Video Remote Interpreting
 - Qualified 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
- Cultural awareness 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

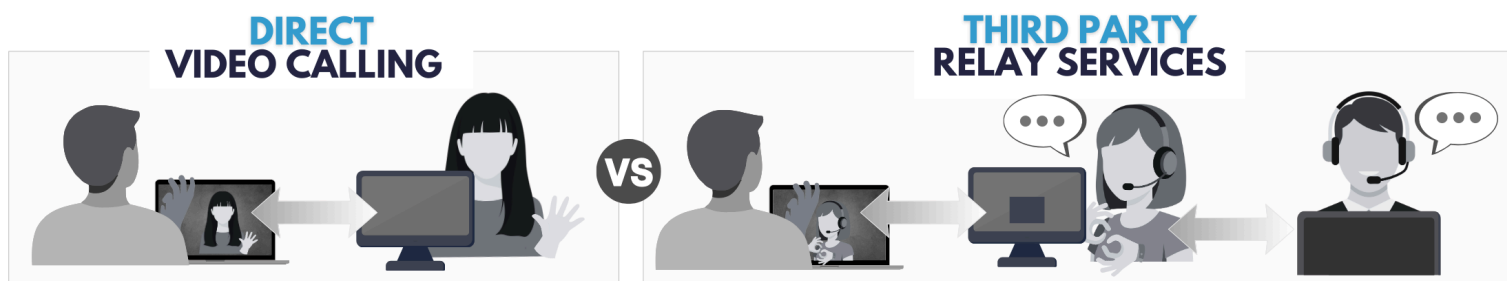
- FISMA Compliant
- HIPAA Compliant Capabilities
- PII Security Certifications
- Level 1 PCI-DSS Compliant
- Supported Codecs:
 - G.711, G.722, G.729, H.261, H.263, H.264, VP8, SIMPLE, Data Channel
- Supported Protocols:
 - SIP, SIPS, WebRTC, H.323, IMS
- Cloud Hosted:
 - AWS, GCP, On-Site, or Hybrid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

Supporting Effective Communication for All

The CSD Access Experience

As the largest Deaf-led nonprofit in the world, CSD is made up of divisions focused on creating positive impact across industries. Our staff bring hands-on, practical knowledge of accessibility and deliver services entirely in-house.

Through CSD Access, we provide real-time communication access using the Deaf consumer's preferred method by offering interpreting, captioning, and ASL customer service. Direct Video Calling allows Deaf consumers to instantly connect with trained ASL-proficient representatives via video, using existing phone numbers and web-based access points, ensuring timely and effective communication without barriers.



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 Rhode Island
- State of South Dakota
- State of Texas
- State of Virginia
- National Telecommunications and Information Administration
- Seattle-Tacoma International Airport

Education

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

Nonprofits & Advocacy Organizations

- American Red Cross
- Deaf Action Center (DAC)
- Deaf Seniors of America (DSA)
- Disability Rights Connecticut (DRCT)
- InTRAC, Relay Indiana
- Open Inclusion
- TDIforAccess (TDI)
- USAging

Crisis & Mental Health Services

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

Corporations / Private Sector

- Google
- Walmart
- Comcast
- Xfinity
- Cox Communications
- Wells Fargo
- Concentrix
- Netflix
- T-Mobile
- Sprint
- Bus Door Films
- Mozzarella
- Tive
- 4Legz
- 512 Terps, LLC