



Always Hear for You™

Internet Protocol Captioned Telephone Service (IPCTS)

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REDACTED - FOR PUBLIC INSPECTION

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PROTECTIVE ORDER IN CG DOCKET NOS. 13-24, 10-51, AND 03-
123 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

Teltex, Inc

- Teltex is the largest supplier of equipment and services for Deaf and Hard of Hearing Telecommunications Equipment Distribution Programs (TEDPs) in the country. Teltex specializes in providing customized solutions, sales, service, outreach, marketing and training programs for State Organizations. With over 21 years of experience in the Deaf and Hard of Hearing community, Teltex's attention to detail and customer support services guarantee State Organizations will never be "JUST ANOTHER CLIENT".



Same but Different



- Federal Program
- Small Program
- Smaller population served, with cost control measures implemented
- Government Managed

IP Captioned Telephone Service

- Federal Program
- Large Program
- Extensive population served, with costs growing quickly
- Provider Managed

Different but Same



- No Consistency in Program Administration
 - Government Agency vs Not-for-Profit
 - Statute & Rules
 - Landline vs Wireless vs Internet
 - Revenue Generating vs Non-Revenue Generating
 - Staff Size
 - Demo Sites



- Consistency in Program Administration
 - Teltex takes all the variances in the State TEDPs we partner with, and creates and implements a consistent solution.

SWOT Analysis

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Strength: Partnerships with State Programs

- Teltex has identified that State TEDPs need a solution to feel comfortable in taking on IPCTS equipment distribution.
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Teltex's Partnership with State EDPs

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Weaknesses: State TEDPs are Concerned How to Administer as Each Program Varies Greatly

- Teltex has identified that State TEDPs are concerned with managing a program that would require statute and rule changes.
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Opportunities: Consistent Marketing & Outreach

- Teltex has identified that State TEDPs are frustrated with IPCTS provider outreach and marketing campaigns that do not:
 - Reference the TEDPs, or other telecommunications equipment;
 - Are not transparent in explaining how IPCTS works; and
 - Do not identify the funding mechanisms for supporting IPCTS.
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Threats: Managing IPCTS Equipment Already In the Field

- Teltex has identified that State TEDPs are concerned with managing the unknown numbers of IPCTS equipment already in the field.
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Two Options to Obtaining IPCTS Equipment

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Research Study Mission & Vision

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Research Study Purpose

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Research Study Phase 1

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Research Study Phase 2

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Research Study Keys to Success

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