

Regarding the recommendation of the FCC Disability Advisory Committee Communication Assistants - 911 Training, adopted September 22, 2016 (in the link below\*):

\* <https://ecfsapi.fcc.gov/file/109230750328800/Adopted%20DAC%20CA%20911%20Training%20Recommendations%209-22-16.pdf>

The Implementation Guide for Mandatory Minimum Training Standards for 911 call-handling for all VRS CAs must include a requirement for the Training to be provided as (1) live and (2) in-person training to the VRS CAs.

In order for the training to be fully understood and retained by the CAs, the training must be live and in person.