

Hearing Aid Compatible Telephones  
WT Docket No. 01-309  
RM-8658

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Carrier:

California RSA No. 3 Limited Partnership  
d/b/a Golden State Cellular  
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(1) Digital wireless phones tested: California RSA No. 3 Limited Partnership d/b/a Golden State Cellular (“Golden State”) operates a CDMA/1x system and acquires wireless telephone handsets manufactured by Nokia, Motorola, LG and Kyocera (collectively, “Vendors”). Golden State obtains from Nokia a set of two hearing aid compatible (HAC) handsets rated M3 under standard ANSI C63.19-2005 (“Compliant Phones”). The models tested are 6015 and 6255i. Golden State obtains from Motorola one Compliant Phone. The model tested is V710. All operate on the CDMA system.

(2) Laboratory used: Golden State does not conduct the laboratory testing of handset devices for compliance with the ANSI C63.19 standard. Golden State relies upon its Vendors to conduct testing and to confirm the compliance of each specific handset device.

(3) Test results for each phone tested: The Compliant Phones deployed by Golden State have tested positively for M3 compliance.

(4) Identification of compliant phone models and ratings according to ANSI C63.19: Of the handsets offered by Golden State, Motorola model V710 and Nokia models 6015 and 6255i are rated M3 under standard ANSI C63.19-2005.

(5) Status of product labeling: Golden State typically relies upon its Vendors to label all products prior to their shipment to Golden State's retail locations. The Compliant Phones offered by Golden State contain M3 product labeling and additional information.

(6) Outreach efforts: Now that Compliant Phones have become available they will be publicly identified for consumers and audiologists. Golden State's Compliant Phones are listed on Golden State's web site, and the information is available to consumer groups. Golden State trains its retail salespeople regarding which of the digital wireless phones offered are Compliant Phones. Written materials, pamphlets and other promotional literature are provided at the point of sale, addressing the needs of individuals with hearing disabilities. Golden State conducts a consumer education program aimed at reaching hearing aid and cochlear implant users. Consumers are given a 30-day trial period within which to try out the digital wireless phone to determine whether they will work properly with their hearing aids. Flexible exchange and return policies apply to consumers seeking to obtain a Compliant Phone. Toward this end, Golden State has specifically instructed its sales force to make this policy known to consumers, and to assure that the flexible policy is administered to HAC phone users. Additionally, Golden State conducts outreach activities toward audiologists and hearing aid dispensers who are in a position to inform hearing aid users in advance concerning the immunity of their hearing aids and the degree of likelihood that they will be able to use particular digital wireless phones and services. Current technical and anecdotal information is made available to the public regarding the hearing aid compatibility of Golden State's Compliant Phones in the form of handouts from Motorola and Nokia that are distributed at retail centers and in all communications with the hearing disabilities community.

(7) Retail availability of compliant phones: The Compliant Phones offered by Golden State are presently available in Golden State's retail outlets.

(8) Incorporation of hearing aid compatibility features into newer models of digital wireless phones: Golden State is in contact with its Vendors with regard to their incorporation of HAC features into future CDMA phones. Golden State is following its Vendors' efforts to provide additional new handsets that will be hearing aid-compatible. Golden State plans to add to its assortment of Compliant Phones as new models achieve M3 and M3T ratings.

(9) Activities related to ANSI C63.19 or other standards work intended to promote compliance with the FCC Order: Golden State is aware that its Vendors are undertaking to comply with the FCC's requirements to provide Compliant Phones. Golden State is ready and willing to offer new or additional compliant devices to interested customers, and will encourage its Vendors to expedite the availability of advanced handset devices, including handsets rated M3T under standard ANSI C63.19-2005.

(10) Number of compliant and non-compliant phone models offered at this time:  
Golden State's core assortment presently includes five models of CDMA handsets. Three of these are Compliant Phones.

(11) Differences in handset offerings among regions in service areas, if any:  
There are no differences in handset offerings among regions in Golden State's service area. Golden State's handset offerings are presently consistent in all market areas.

(12) Ongoing efforts for interoperability testing with hearing aid devices: Golden State will rely mainly upon its Vendors to conduct interoperability testing of Compliant Phones, and will provide to consumers information about those efforts upon request.