

Appendix B.—Sample Personal Communications by TDD and TDD-Related Services

The following are samples of telecommunications device for the deaf (TDD) conversations that actually took place during 1 week in December 1981. All of these interactions are unremarkable, except for the fact that the persons who initiated the telephone calls, and in some cases the persons who received them, were deaf.

- A recent college graduate, seeking employment advice, called the author's office to request an interview.
- A woman telephoned METRO Information to verify changes in the bus schedule after new subway stops had opened.
- A high school senior from Washington, D. C., telephoned an adult friend in California to discuss college choices and ask for a letter of recommendation.
- An employee of the Department of Commerce called his office early on a snowy morning to ask whether or not "liberal leave policy" was in effect.
- A young couple, expecting their first child, telephoned an interpreter, who, in turn, called the obstetrician to confirm an appointment. When the child is due, the couple plans to telephone the hospital (which also has a TDD) to announce that they are on their way.
- A guest called her hostess to discuss how much food

and how many folding chairs she should bring to the potluck supper on Saturday night.

- A Pennsylvania State college student was issued a TDD by the college for use in her dormitory room and was allowed to bring the TDD home on Christmas vacation. The first thing she did when she got home was to call her boyfriend to arrange plans for New Year's Eve.

TDD communication opportunities are expanded by volunteer, private, or State-supported answering services that handle simultaneous two-way calls between TDD users and non-TDD users. Such service allows a TDD user to make any of the types of calls listed above even if the person being called does not have a TDD. There is some loss of privacy and spontaneity, and if the call is long distance, the caller loses the cost advantage of direct dialing.

- The Micro-Dan service of the Greater Los Angeles Council on Deafness (GLAD) offers 24-hr information on job opportunities, local emergency numbers, news, and other listings to deaf TDD users.
- Telecommunication Exchange for the Deaf, Inc., of Great Falls, Va., offers 24-hr service and stresses that, up to 11 p.m., social calls are as important as emergency calls. This service is completely staffed by volunteers.