



# PUBLIC NOTICE

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## FCC TO HOST DIRECT VIDEO CALLING SHOWCASE ON NOV 4<sup>th</sup>

### Technology is Designed to Facilitate Direct Video Telephone Conversations to Call Centers from American Sign Language Users

The Federal Communications Commission (FCC) will host a Direct Video Calling Showcase on Friday, November 4, 2016 from 3:00-5:00 p.m. in the Commission Meeting Room at the FCC's headquarters, 445 12<sup>th</sup> Street, S.W., Washington DC 20554. We invite businesses, human resource leaders, technology innovators, governmental policy-makers and consumers to attend.

Direct video calling enables consumers with disabilities who use American Sign Language (ASL) to make video calls directly over broadband transmissions to business and government call centers. The FCC's Direct Video Calling Showcase will illustrate how the availability of the direct video calling option can help businesses and government agencies be more accessible to individuals who are deaf, hard of hearing, speech-disabled and deaf-blind, by providing ways for these populations to directly contact customer assistance centers in sign language using video transmissions.

Chairman Tom Wheeler will make remarks, and there will be a demonstration of the FCC's own open-source direct video calling technology, developed for use by the FCC and other agencies and businesses. Technical and policy experts will be on-site to answer any questions about this technology, including questions about how to set up direct video calling capability in other call centers. Light refreshments will be served.

Direct video calling increases the efficiency and effectiveness of communications for individuals with disabilities, and helps to ensure the accessibility of call centers. This technology – which is readily obtainable, affordable and easy to implement – can help ensure the accuracy of communications, enhance caller privacy, and expedite call handling. Agencies and businesses can use high-speed broadband and their own internal networks to set up direct video without compromising security. The resulting employment opportunities afforded to members of the deaf, hard of hearing, deaf-blind and speech-disabled community, who can serve as call center representatives, provide an added benefit of this form of communication.

**To RSVP to the Showcase, or to request the opportunity to exhibit a direct video calling technology, please visit:** <https://www.fcc.gov/DVCShowcase>. For more information about the Showcase, please contact the FCC's Direct Video Calling team at [DVC@fcc.gov](mailto:DVC@fcc.gov), or call 202-769-0760. The event will be webstreamed at <https://www.fcc.gov/live>. During the ACE Direct demonstration, the public can submit comments and questions by emailing [livequestions@fcc.gov](mailto:livequestions@fcc.gov).

Open captioning, sign language interpreters, and other reasonable accommodations for people with disabilities that have been requested will be available. Additional requests for accommodations should be submitted via e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or by calling the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY), and will be provided to the extent possible.