

FCC Consumer Advisory

Use of TTY Devices With Digital Wireless Phones

Text telephone devices (TTYs or TDDs) are used by people with hearing or speech disabilities to send and receive text messages over telephone networks. In the past, wireline telephone and analog cellular networks generally were compatible with TTYs, but digital wireless networks were not. Since July 1, 2002, as a result of FCC rules to ensure that TTY users can complete emergency 911 calls, wireless service providers have upgraded their digital networks to be compatible with TTYs. Consumers are now generally able to use TTYs to complete calls with their digital wireless phones, including 911 calls, if the phone itself is TTY-compatible. To find a TTY-compatible digital wireless phone, contact your wireless service provider or handset retailer. In certain limited areas, the FCC granted additional time to specific wireless carriers to make their digital wireless services compatible with TTY devices. Such wireless service providers may not yet provide TTY-compatible digital wireless service in these areas. For a list of the specific areas and wireless service providers granted additional time, visit the FCC's Disability Rights Office Web site at www.fcc.gov/cgb/dro/e911_appendix_a.html. You can also check with your wireless service provider.

Filing a Complaint

If you are having a problem completing a 911 call using TTY, you can file a complaint with the FCC. There is no charge for filing a complaint. You can file your complaint using an on-line complaint form found at esupport.fcc.gov/complaints.htm. You can also file your complaint with the FCC's Consumer Center by e-mailing fccinfo@fcc.gov; calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or writing to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, D.C. 20554.

What to Include in Your Complaint

The best way for you to provide all the information the FCC needs to process your complaint is to complete fully the on-line complaint form. When you open the on-line

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complaint form, you will be asked a series of questions that will take you to the particular section of the form you need to complete. If you do not use the on-line complaint form, your complaint, at a minimum, should indicate:

- your name, address, email address, and phone number where you can be reached;
- whether you are filing a complaint on behalf of another party, and if so, the party's name, address, email address, day time phone number, and your relationship to the party;
- preferred format or method of response (letter, fax, voice phone call, email, TRS, TTY, ASCII text, audio recording, or Braille);
- that your complaint is about TTY;
- the name, address, and telephone number (if known) of the company or companies involved with your complaint; and
- a brief description of your complaint and the resolution you are seeking, and a full description of the equipment or service you are complaining about, including date of purchase, use, or attempt to use.

For More Information

For more information about TTY devices and digital wireless phones, visit the FCC's Web site at www.fcc.gov/cgb/dro/e911tty.html. For more information about wireless 911 services, visit www.fcc.gov/911/enhanced or see our consumer fact sheet at www.fcc.gov/cgb/consumerfacts/wireless911srv.html. For information about other telecommunications issues, visit the FCC's Consumer & Governmental Affairs Bureau Web site at www.fcc.gov/cgb, or contact the FCC's Consumer Center using the information provided for filing a complaint.

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For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to FCC504@fcc.gov.

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, visit www.fcc.gov/cgb/contacts/.

This document is for consumer education purposes only and is not intended to affect any proceedings or cases involving this subject matter or related issues.

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