



# NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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## **FCC LAUNCHES SUPPORT LINE FOR CONSUMERS WHO ARE DEAF AND HARD OF HEARING USING AMERICAN SIGN LANGUAGE OVER VIDEOPHONE**

### *FCC's Video Consumer Support Service Is the First of Its Kind Among Federal Government Agencies*

**Washington, D.C.** – The FCC has launched a video consumer support service, the ASL Consumer Support Line, specifically designed to enable consumers who are deaf and hard of hearing to engage in a direct video call with a consumer specialist at the FCC. The service will allow deaf and hard of hearing consumers to communicate in their primary language, American Sign Language (ASL). Until now deaf and hard of hearing consumers only had the option to communicate using relay services or by filing a complaint form online.

The FCC's ASL Consumer Support Line, operated by the Consumer and Governmental Affairs Bureau's Disability Rights Office, gives consumers using videophones direct access to the FCC through a ten-digit telephone number connecting them to an ASL Consumer Specialist between 10 a.m. to 5:30 p.m., Monday through Friday. The ASL Consumer Specialist will be able to assist consumers with filing informal complaints. In addition, the Specialist can help consumers obtain information in response to inquiries on a wide range of disability-related matters, such as telecommunications relay service (TRS), closed captioning and access to emergency information on television, and general telecommunication matters, such as slamming, Do-Not-Call telemarketing violations and broadband services.

#### ASL Consumer Support Line

Call 844-4-FCC-ASL (844-432-2275) or 202-810-0444

Hours of operation: Monday through Friday, 10 a.m. - 5:30 p.m. (Eastern Time)

Visit <http://www.fcc.gov/encyclopedia/disability-rights-office> to watch an ASL web video about the ASL Consumer Support Line.

About the Disability Rights Office (DRO): DRO addresses disability-related telecommunications matters, including but not limited to: TRS; access to telecommunications and advanced communications equipment and services by persons with disabilities; access to emergency information; and closed captioning. For more information about DRO, visit: <http://www.fcc.gov/encyclopedia/disability-rights-office>.

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Learn more about the FCC at [www.fcc.gov](http://www.fcc.gov).