

# Direct Video

CALLING (DVC)



PROUD PARTNERS

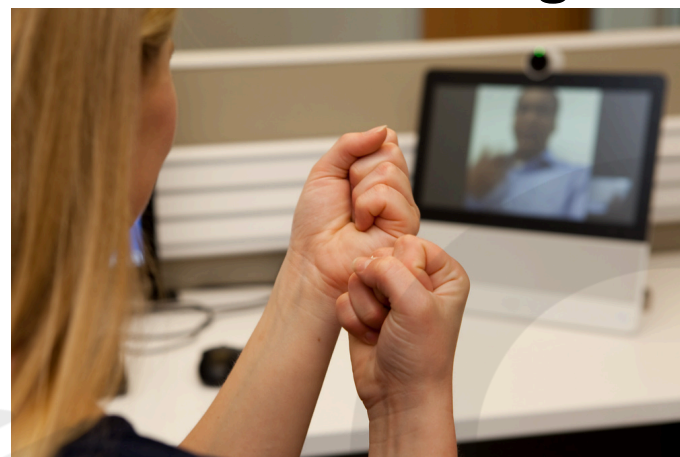


# CSD'S HISTORY

Teletypewriter (TTY)



Direct Video Calling (DVC)



2002



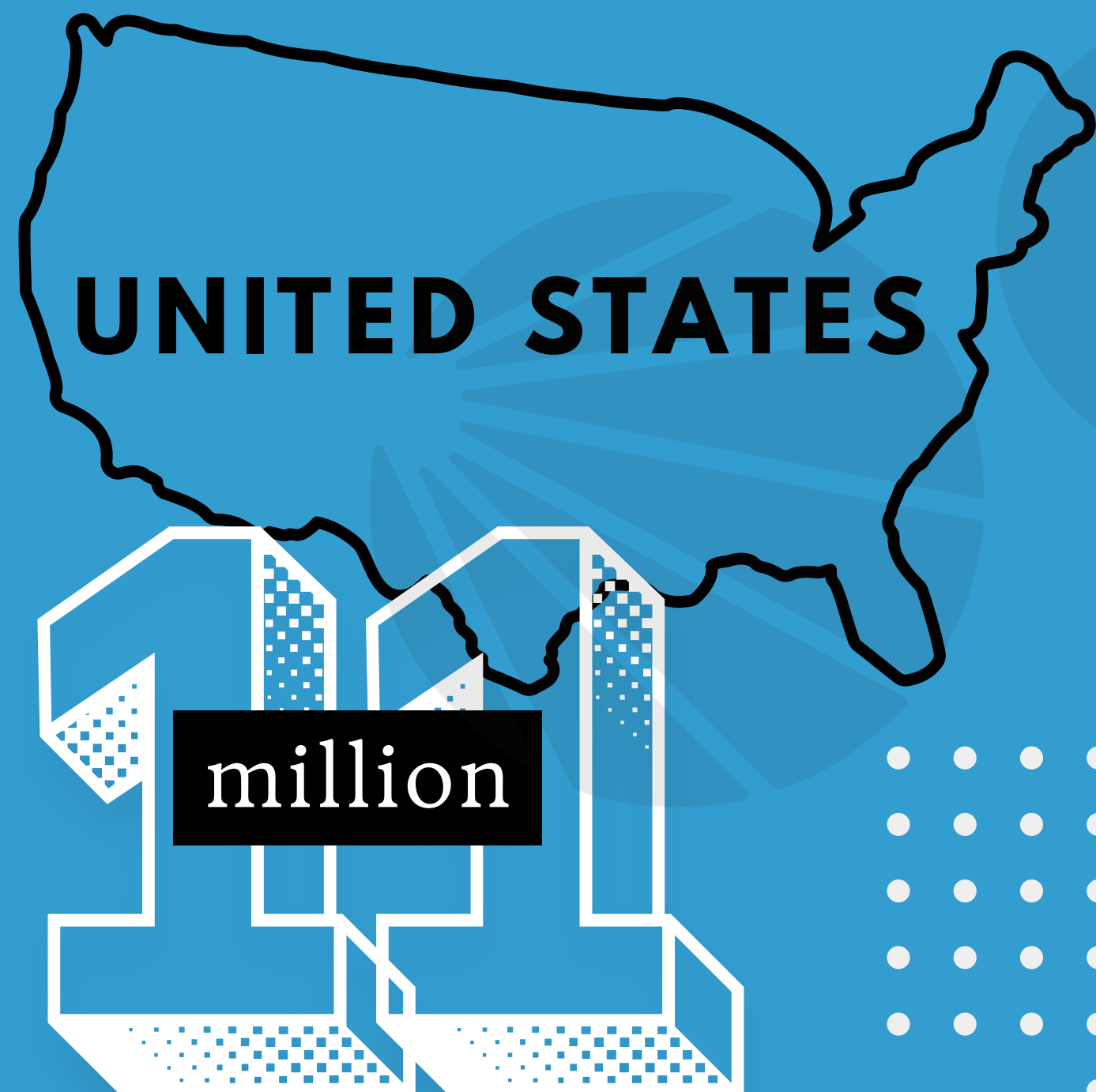
Video Relay Service (VRS)

FCC's First Full-Stack Qualified Direct Video Entity

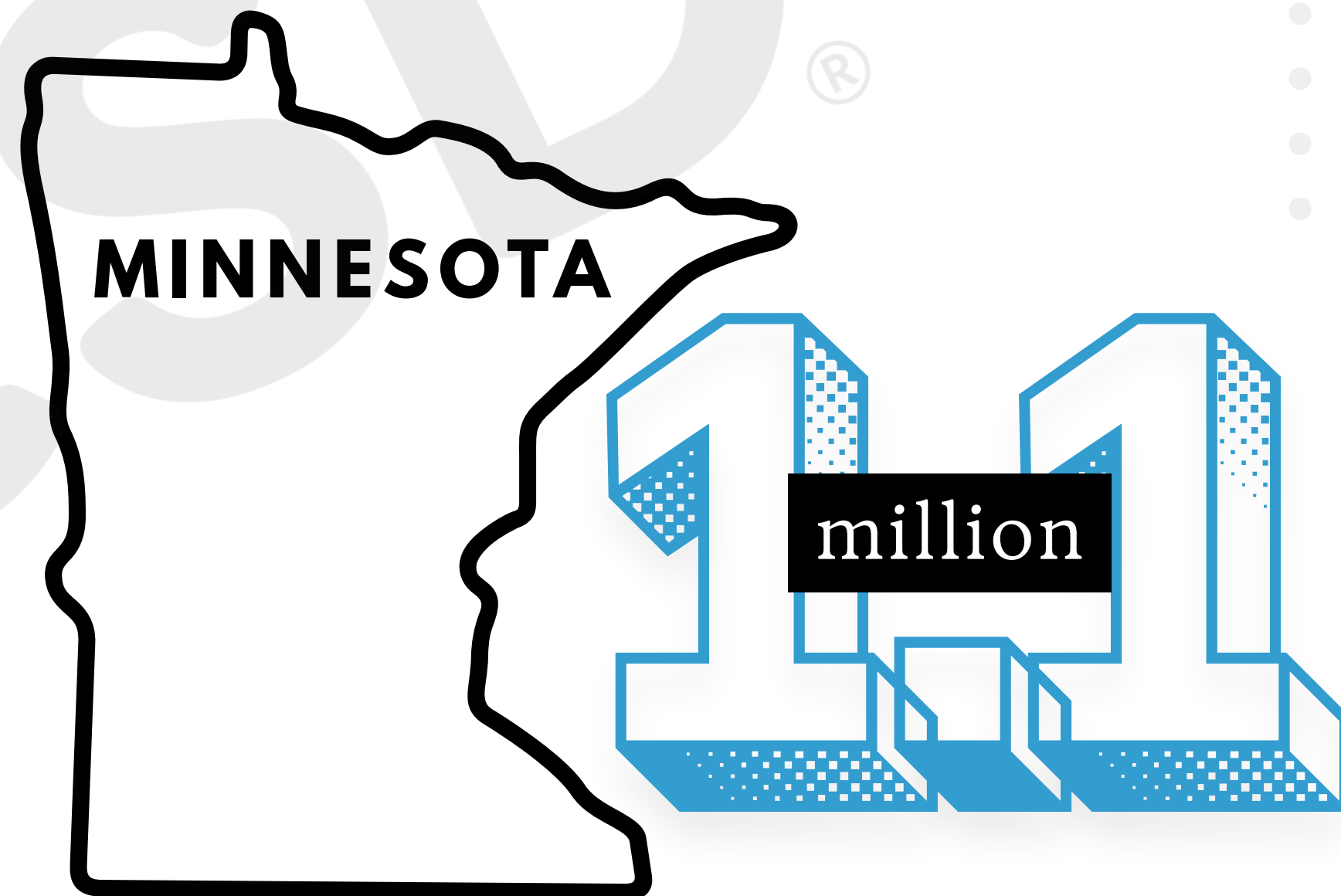


# Data

NATIONAL DEAF CENTER &  
MINNESOTA DEPARTMENT  
OF HEALTH

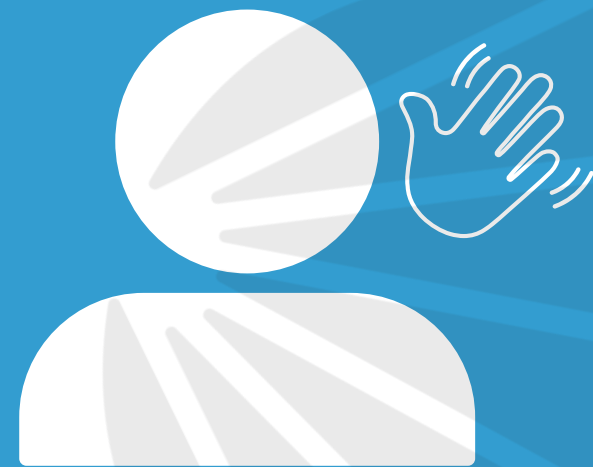


## DEAF AND HARD OF HEARING POPULATION

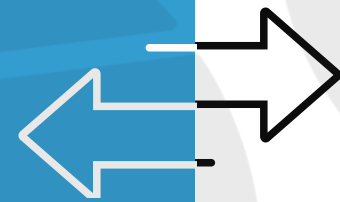


# Video Relay Services

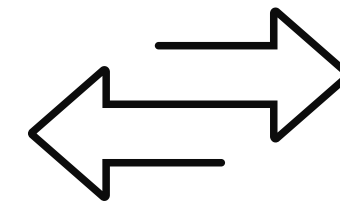
(VRS)



THE DEAF CALLER



THE CALL IS ROUTED TO A  
VIDEO RELAY SERVICE  
(VRS) INTERPRETER



HEARING CUSTOMER SERVICE  
REPRESENTATIVE



**Some thieves have used video relay services (VRS) to try to scam deaf and hard of hearing individuals. Taxpayers are urged not trust calls just because they are made through VRS, as interpreters don't screen calls for validity. For details see the IRS video: Tax Scams via Video Relay Service.**







## National Association of the Deaf 2024 Survey Results

94%

of DHH individuals listed the TTY as their **least preferred** form of communication.

0%

of DHH individuals listed VRS as their **preferred** form of communication.

74%

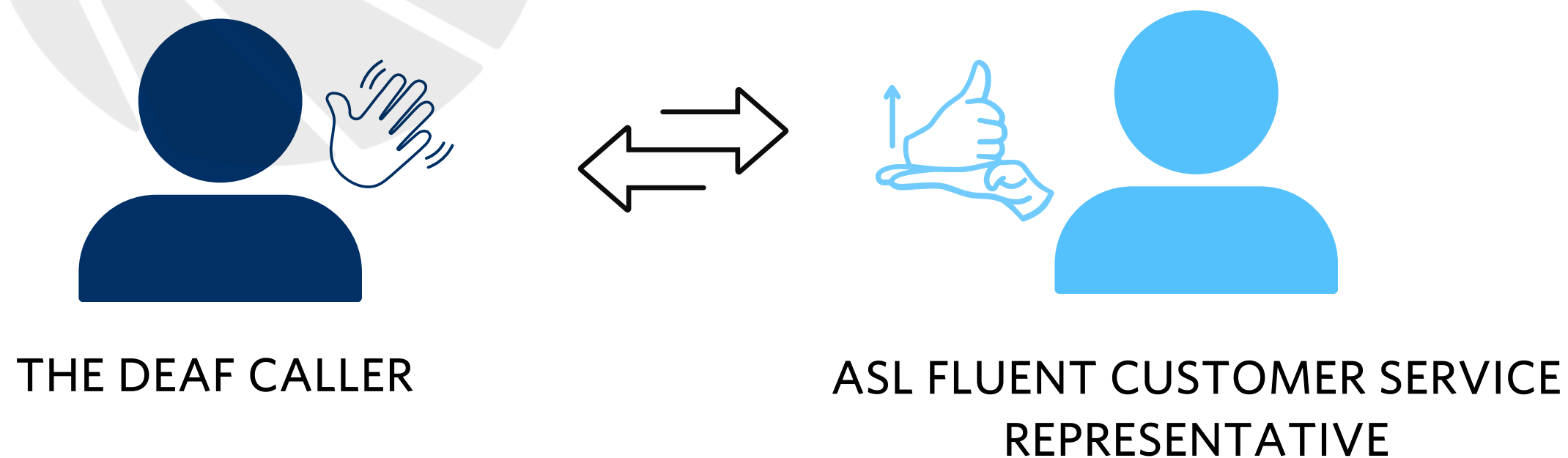
of DHH individuals say that 'chat support' is **not** a suitable accommodation for direct customer support.

# THE CURRENT SOLUTION

Video Relay Service



## DIRECT VIDEO CALLING





# Comparing DVC to Relay Services

Feature	DVC @ CSD	Relay Services
ADA Compliant	✓	✓
HIPAA Compliant	✓	✓
PCI Compliant	✓	
Trained Representative	✓	
No Seperate Phone Number	✓	
D/HoH Caller Tracking	✓	



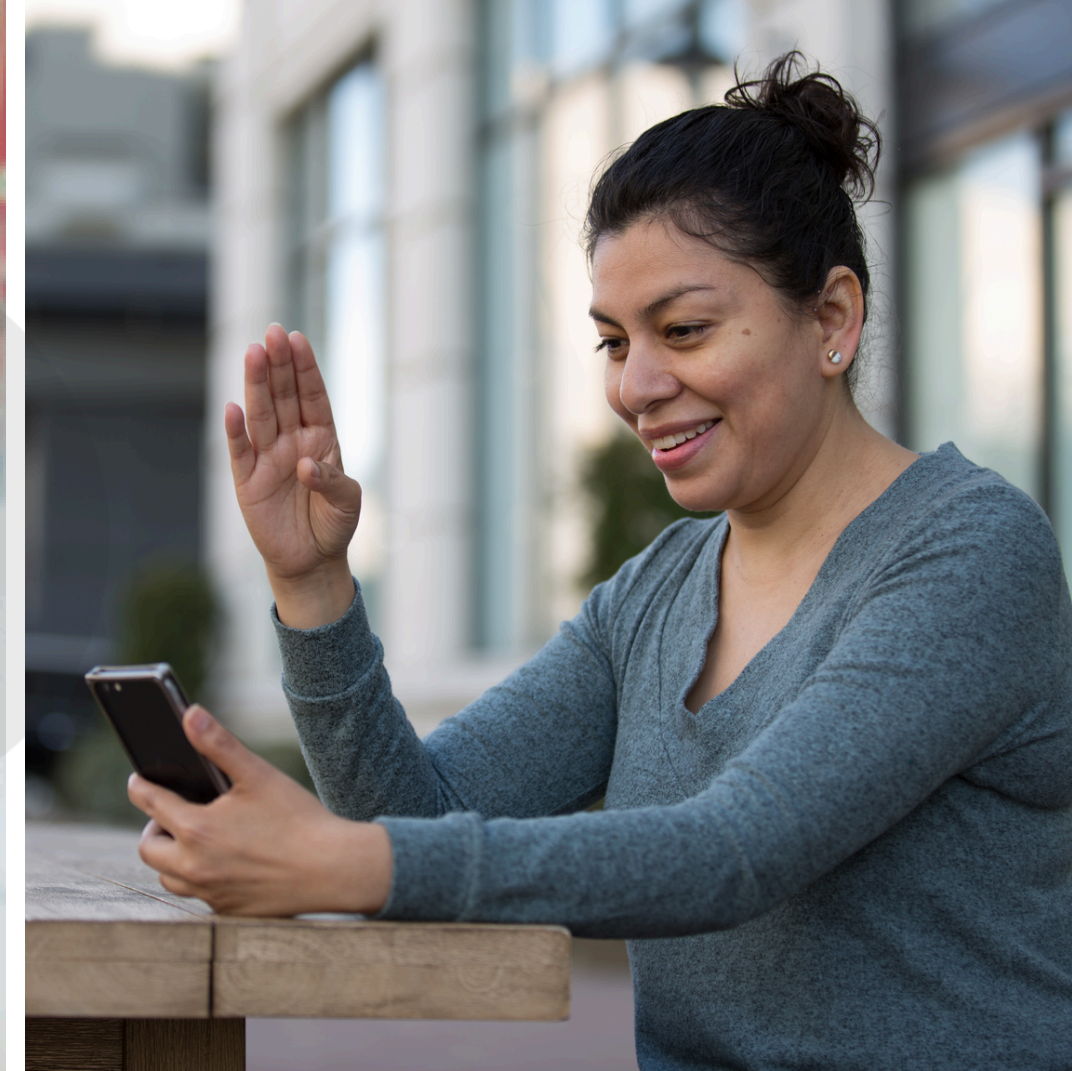
## Call efficiency means cost savings:

Comcast noted that their spending on **Direct Video Calling** saved them **35%** compared to what they were spending through VRS channeling services through their English queue. **FCC Savings have surpassed 2.5 million dollars.**



Comcast reported that it gradually expanded its help lines with DVC since 2019 and now serves **2,000 to 3,000 DVC callers each month.**

-The Federal Communications Commission, 2024





# EFFICIENCY AND ONE CALL RESOLUTION

The results highlight the 35% time efficiency of DVC compared to VRS.

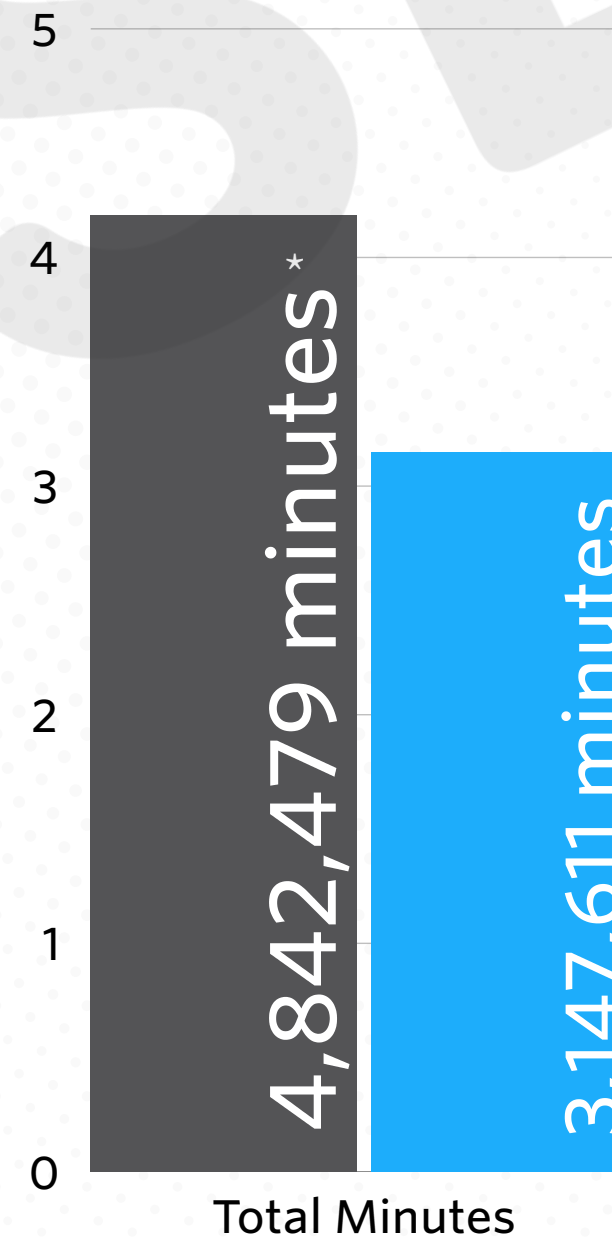
## The Social Security Administration

(800-772-1213)



● VRS

● DVC



● VRS

● DVC





# WHO HAS IMPLEMENTED CSD'S DIRECT VIDEO CALLING?



# Thank you!

## QUESTIONS?



### Contact Us!

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### Direct Video Calling

