

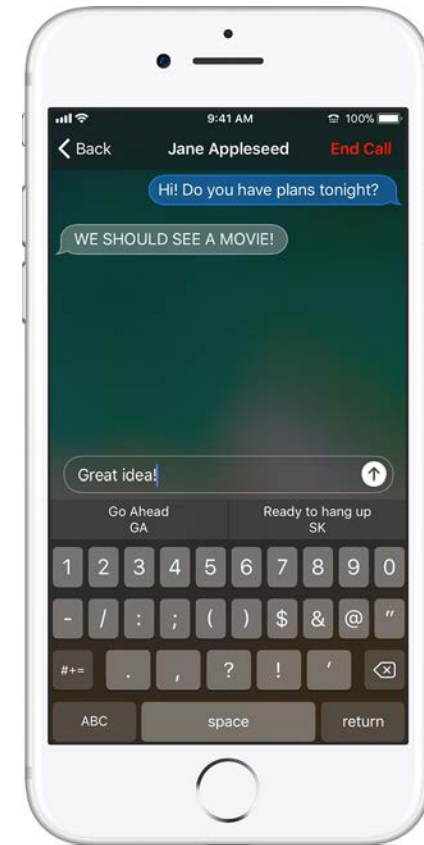
# Real-time Text Effect

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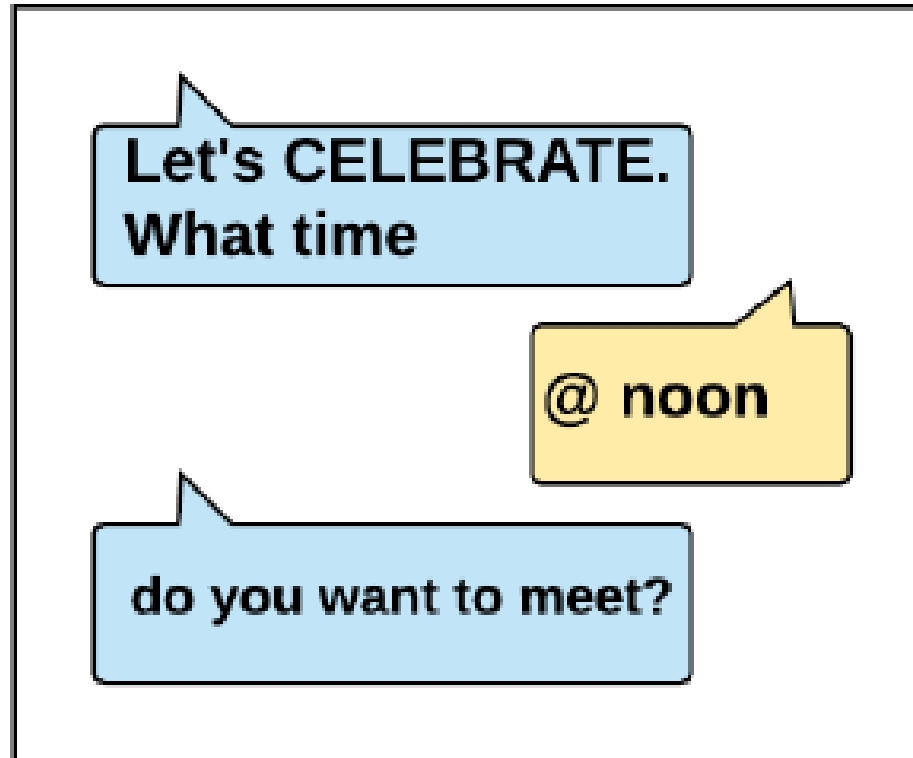


TTY

Real-time  
Text



## Real Time Text



## TTY

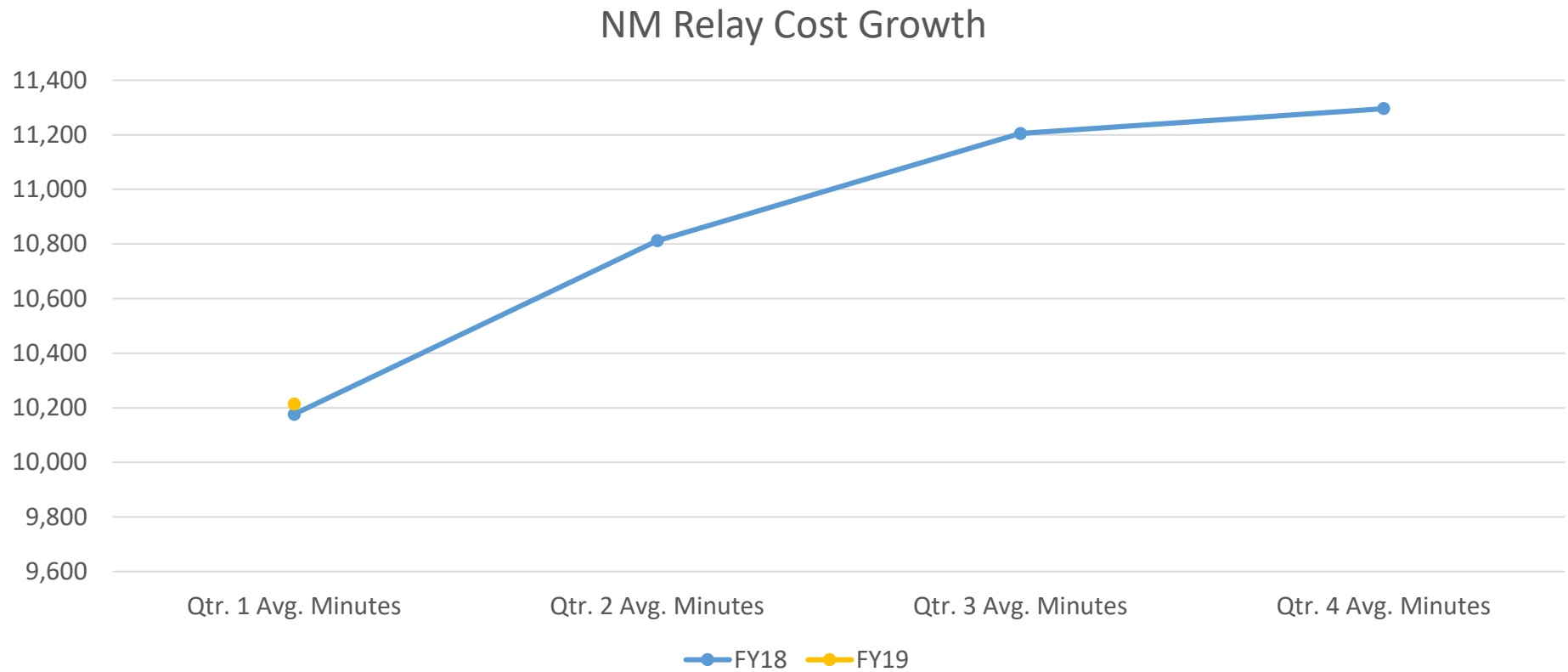
LET'S CELEBRATE.  
WHAT TIME DO YOU WANT  
TO MEET QQ GA  
  
NOON GA

# FCC Real-time Text Proceeding

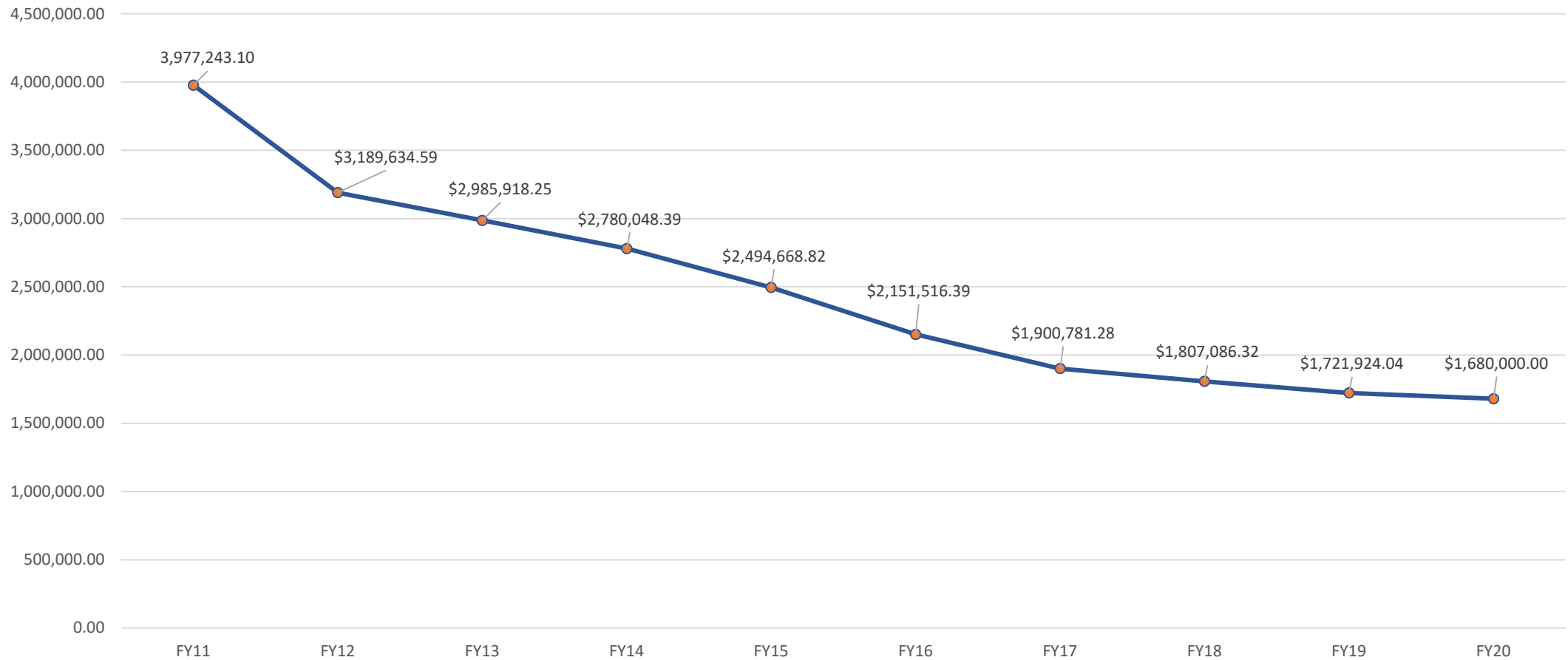
- December 2016 FCC adopted rules to facilitate a transition from TTY's to real-time text. Real-time text became available on December of 2017.
- Since then all but one of the nationwide wireless providers allow individuals to use real-time text on their smart devices.
- Real-time text features-
  - Communications convey automatically, without clicking send
  - Ability to use voice and text simultaneously on the same call in both directions
  - Initiate and receive calls with regular telephone numbers
  - Works with Off-the-shelf equipment (Currently limited)

# Demand and Cost Rising

Each section shows the average minute usage of relay services that the state is mandated to provide. FY19 only has one quarter to show for growth.



# Revenue Dropping



# Additional Cost Considerations for Relay