

Are you connected?



Fact Sheet

CSD-DTV Help Center for Deaf, Hard of Hearing and Deaf-Blind

Opens on Monday, February 9, 2009

Hours of Operation: 7:00 a.m. – 1:00 a.m. (CST) 18 hours/day, 7 days/week

FCC Working with Community-Based Organizations:

The FCC is working with community-based organizations to help educate consumers, assist with converter box procurement and installation, establish and staff help centers, and conduct post-deadline assistance with respect to the transition to digital television (DTV).



CSD's Project Description: The CSD-DTV Help Center is tailored to meet the communication needs of 28 million deaf, deafblind, hard of hearing and speech disabled consumers seeking information related to the DTV transition, assistance with coupon and converter box procurement, installation, and post-deadline assistance across the country.

- ▶ The CSD-DTV Help Center staff will communicate with individuals, one-on-one, and their families to educate them about the DTV change and troubleshoot issues as needed to ensure a converter box is successfully obtained and installed.
- ▶ Deaf and hard of hearing consumers will be offered a choice of communication modes that matches their needs whether it is by voice, videophone, TTY, Instant Messaging, IP Relay, Voice Carry-Over Relay, Captioned Telephone, Video Relay and Spanish Video Relay.

Contact Our Help Center

Voice: 1-877-dtv-4you (1-877-388-4968)

TTY: 1-877-tty-4csd (1-877-889-4273)

Email: dtvhelp@c-s-d.org

Videophones:

Direct videophone numbers 866-351-1950
866-401-3519

Direct videophone IP addresses dtv03.csd.tv; dtv05.csd.tv;
dtv04.csd.tv; dtv06.csd.tv;

AIM: dtvcsr07; dtvcsr08

<http://dtv.c-s-d.org>

