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INSTITUTE FOR PUBLIC REPRESENTATION

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Benton Senior Counselor
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Chris Laughlin**
Patrick Llewellyn
Drew T. Simshaw

600 New Jersey Avenue, NW, Suite 312
Washington, DC 20001-2075
Telephone: 202-662-9535
Fax: 202-662-9634

March 20, 2017
via email to PRA@fcc.gov and Cathy.Williams@fcc.gov

Cathy Williams
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Paperwork Reduction Act Comments

OMB Control Number 3060-1203

User Interfaces Provided by Digital Apparatus; Video Programming Guides and Menus Provided by Navigation Devices; Complaint Procedures for User Interfaces, Menus and Guides, and Activating Accessibility Features on Digital Apparatus and Navigation Devices

OMB Control Number 3060-0874

Consumer Complaint Portal: General Complaints, Obscenity or Indecency Complaints, Complaints under the Telephone Consumer Protection Act, Slamming Complaints, RDAs and Communications Accessibility Complaints

Dear Ms. Williams:

Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI), National Association of the Deaf (NAD), Association of Late-Deafened Adults (ALDA), Cerebral Palsy and Deaf Organization (CPADO), Deaf Seniors of America, California Coalition of Agencies Serving the Deaf and Hard of Hearing (CCASDH), National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH), Deaf and Hard of Hearing Consumer Advocacy Network (DHCAN), and Rehabilitation Engineering Research Center on Technology for the

* Admitted to the bars of New York and New Jersey. Supervised by a member of the DC bar.

** Admitted to the Colorado bar. Supervised by a member of the DC bar.

Deaf and Hard of Hearing, Gallaudet University (DHH-RERC), respectfully support the Federal Communication Commission’s (“Commission”) continued collection of information relating to the accessibility of user interfaces, guides, and menus of digital apparatuses and navigation devices, described in the Information Collection notice regarding the above-referenced OMB control numbers, published at 82 Fed. Reg. 4877 (Jan. 17, 2017).

The continued collection of this information is critical for the Commission to fulfill its duty of ensuring the civil right of people who are deaf or hard of hearing to access programming on video devices made available by manufacturers and multichannel video programming distributors, as directed by Congress in the Twenty-First Century Communications and Video Accessibility Act (“CVAA”) and other legislation.

In particular, the above-referenced Information Collection notice proposes modifying its online consumer complaint portal to include the collection of complaint information related to the FCC’s accessibility requirements for video programming digital apparatus and navigation device user interfaces (e.g., TV and set-top box controls, menus, and program guides). We support enabling consumers to file complaints regarding these user interfaces through the Commission’s streamlined online portal, and believe that such collections are consistent with the spirit and letter of the Paperwork Reduction Act and have tremendous practical utility. It is important that the FCC continue to ensure that consumers who are deaf, hard of hearing, late-deafened, deafblind, or have other disabilities face a minimal burden when they seek to provide this vital information to the Commission regarding their ability to access communications services and devices.

Respectfully submitted,

/s/ Drew Simshaw

Drew Simshaw

Institute for Public Representation

dts52@law.georgetown.edu

202-662-9545

Counsel to TDI

Jack O’Gorman
Georgetown Law Student

Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)

Claude Stout, Executive Director • cstout@TDIforAccess.org

8630 Fenton Street, Suite 121, Silver Spring, MD 20910

TDIforAccess.org

National Association of the Deaf (NAD)

Howard Rosenblum, Chief Executive Officer • howard.rosenblum@nad.org

Contact: Zainab Alkebsi, Policy Counsel • zainab.alkebsi@nad.org

8630 Fenton Street, Suite 820, Silver Spring, MD 20910

301.587.1788

www.nad.org

Association of Late-Deafened Adults (ALDA)

Sharaine Roberts, President • aldapresident@alda.org
8038 MacIntosh Lane, Suite 2, Rockford, IL 61107
815.332.1515 • 866.402.2532 (toll-free)
www.alda.org

Cerebral Palsy and Deaf Organization (CPADO)

Mark Hill, President • president@cpado.org
1219 NE 6th Street, Apt. #219, Gresham, OR 97030
503.468.1219
www.cpado.org

Deaf Seniors of America

Contact: Nancy B. Rarus, President • nbrarus1@verizon.net
5619 Ainsley Court, Boynton Beach, FL 33437
www.deafseniorsofamerica.org/

**California Coalition of Agencies Serving the
Deaf and Hard of Hearing (CCASDHH)**

Sheri Farinha, Vice Chairperson • sfarinha@norcalcenter.org
4708 Roseville Road, Suite 111, North Highlands, CA 95660

**National Association of State Agencies of the
Deaf and Hard of Hearing (NASADHH)**

Sherri Collins • S.Collins@acdhh.az.gov
100 N. 15th Ave. Suite 104, Phoenix, AZ 85007
602.542.3383

Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN)

Contact: Tom Dowling, Treasurer • dowlingt@cox.net
4618 Tapestry Drive, Fairfax, VA 22032-3617

**Rehabilitation Engineering Research Center on Technology for the Deaf and Hard
of Hearing, Gallaudet University (DHH-RERC)**

Contact: Christian Vogler, PhD • christian.vogler@gallaudet.edu
800 Florida Avenue NE, TAP – SLCC 1116, Washington, DC 20002