

Your Options CTS Transition



As alternative network connections are being made available to communicate to substitute landline and copper-based phone services, California Connect can help you stay connected. In some cases, you can remain with your current provider by asking if your service works with a digital base service or with using an analog to digital adapter or it may be that new devices are needed, which California Connect can help you with.

This guide highlights what actions need to be taken for different devices and services and outlines alternative providers you may wish to review.

Upgrade or Replace Your Device or Service

Find your device or service below to see what steps you need to take before the transition.

Device/Service	What it Means	Next Steps
CapTel 840 or CapTel 840+	Captioned telephones can be either analog or digital.	Change your CTS provider to an internet CTS relay provider (listed below).
Copper Landline	Traditional phone service using copper wire.	Move to an internet-based phone service (VoIP) or wireless option.
Analog Alerting Devices	Devices that detect analog rings to trigger alerts.	Check if your device is IP-compatible. If not, replace with digital alert systems.

Review Alternative Providers

You may choose to find a new internet CTS provider that can support your communication efforts after the transition. The FCC has compiled a list of IP Captioned Telephone Service providers, who provide services compatible with the upcoming transition.

All of the providers listed by the FCC are certified to serve Californians. This means you can choose freely among them, whether you need captioned telephone service.. We recommend reviewing each provider's features, equipment, and customer support to find the best fit for your needs.

Organization	Description	Contact
CaptionCall, LLC	Conditional certification to provide Internet Protocol Captioned Telephone Service (IP CTS)	Email: support@captioncall.com Website: www.captioncall.com
CaptionMate, LLC	Full certification to provide Internet Protocol Captioned Telephone Service (IP CTS)	Email: support@captionmate.com Website: www.captionmate.com
ClearCaptions, LLC	Conditional certification to provide Internet Protocol Captioned Telephone Service (IP CTS)	Email: compliance@clearcaptions.com Website: www.clearcaptions.com
Global Caption	Conditional certification to provide Internet Protocol Captioned Telephone Service (IP CTS)	Email: support@globalcaption.com Website: www.globalcaption.com
Hamilton Relay, Inc	Full certification to provide Internet Protocol Captioned Telephone Service (IP CTS)	Email: info@hamiltonrelay.com Website: www.hamiltonrelay.com

Organization

Description

Contact

InnoCaption

Full certification to provide Internet Protocol Captioned Telephone Service (IP CTS). Conditional certification to provide Internet Protocol Relay Service (IP Relay)

Email: support@innocaption.com
Website: www.innocaption.com

Nagish, Inc

Conditional certification to provide Internet Protocol Captioned Telephone Service (IP CTS) and Internet Protocol Relay Service (IP Relay)

Email: hello@nagish.com
Website: nagish.com

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