

CAD-ASC, DWCC & CNSDB TTY Relay and IP Relay Survey

Introduction

The Canadian Association of the Deaf-Association des Sourds du Canada (CAD-ASC), Deaf Wireless Canada Consultative Committee (DWCC), and the Canadian National Society of Deaf-Blind (CNSDB) will be doing another survey.

Canadian Radio-television and Telecommunications Commission (CRTC) has issued a proceeding on the issues surrounding MRS (Messages Relay Service) which entails the services of TTY and IP (Internet Protocol) Relay which are Text based relay services. *Please note that this survey will focus on emerging issues that Deaf, Hard of Hearing and Deaf-Blind Canadian customers who are experiencing with issues and concerns on Message Relay Services that includes TTY and IP Relay. The CapTel services (speech and caption relay) and Video Relay Services (VRS) are not part of this proceeding announced by the CRTC.*

This survey is DUE by June 4, 2017.

To take this survey, you must be:

- 1. An adult (18 years or older)**
- 2. A Canadian resident**
- 3. Deaf, Hard of Hearing, Deaf-Blind**
- 4. A customer of a Canadian telecom company (either phone or wireless service company)**
- 5. One or more of the following:**
 - a) landline phone by using TTY**
 - b) internet broadband via computer or laptop (IP-relay)**
 - c) use a wireless mobile device, ie. smartphone**

There will be no need for the collection of personal data, such as your name or email addresses; only your answers to the survey questions will be used. The collected data will be used for analysis. Your privacy, confidentiality and trust are important to us. If you have any concerns or questions, you may contact Frank Folino, CAD-ASC President at ffolino@cad.ca.

Upon completion of the survey, there will be a final report with the data made public at the CRTC website under the public proceeding CRTC TNC 2017-33 **by June 3, 2017. You will also be able to find it on the DWCC website: www.deafwireless.ca and the CAD-ASC website: www.cad.ca**

We value our Deaf, Hard of Hearing and Deaf-Blind community with their perspectives on Message Relay Services (MRS); the survey is important for us to show that change needs to be made with a new Telecom Policy Decision from the CRTC. Come join in the survey to push for CHANGE for the benefit of all! The more people that participate, the better the results.

Please help and share the survey with your friends and family! :) THANK YOU!

Please answer each question, the more complete questions we get from you, the clearer accurate information we can give to the CRTC. Thank you.

We need your agreement to participate in the survey. **Please circle your choice(s)**

AGREEMENT:

1. Do you agree to take the survey? (Please circle your choice)

- A. Yes
- B. No

DEMOGRAPHICS

2. Are you Deaf, Hard of Hearing, or Deaf-Blind? (Please circle your choice)

- A. Deaf
- B. Hard of Hearing
- C. Deaf-Blind
- D. Late Deafened

3. What language do you use? (Please circle your choice)

- A. ASL and English
- B. English only
- C. LSQ and French
- D. French only
- E. ASL, English, LSQ and French

4. Gender (Please circle your choice)

- A. Female
- B. Male
- C. Other
- D. I prefer not to provide this information

5. How old are you? (Please circle your choice)

- A. 18 to 24 yrs
- B. 25 to 34 yrs
- C. 35 to 44 yrs
- D. 45 to 54 yrs
- E. 55 to 64 yrs
- F. 65 yrs or older
- G. I prefer not to provide this information

6. Which Province or Territory do you live in? (Please circle your choice)

- A. British Columbia
- B. Yukon
- C. Alberta
- D. Northwest Territories (NWT)
- E. Saskatchewan
- F. Manitoba
- G. Nunavut
- H. Ontario
- I. Quebec
- J. Newfoundland Labrador
- K. Nova Scotia
- L. Prince Edward Island (PEI)
- M. New Brunswick

7. Where do you live (village, town, city) - (Please circle your choice)

- A. City or metropolitan area with 50,000 or more people
- B. City or town with between 2,500 - 50,000 people
- C. A village with fewer than 2,500 people (can be rural)
- D. I am a nomad, moving around, living from one place to another place, with no permanent residence
- E. I prefer not to provide this information

TELECOMMUNICATIONS SERVICES

8. Which wireless carrier do you pay for your wireless services? (Please circle your choice)

- A. Rogers
- B. Bell
- C. Telus
- D. Koodo
- E. Fido
- F. Freedom Mobile
- G. Vidéotron
- H. N/A or Other company, please specify which wireless company:

9. Which internet service provider do you pay for your home internet (WiFi or wireline to modem) services? (Please circle your choice)

- A. Shaw
- B. Telus
- C. Rogers
- D. Bell Aliant
- E. Sasktel
- F. Vidéotron
- G. N/A or Other company, please specify which internet service provider company:

RELAY SERVICES

10. How often do you use the following Relay Services for any purposes?

Please PUT IN ‘X’ for your choice of each service:

Never OR 1-5 times per month OR More than 5 times per month

Type of Relay Service	Never	1-5 times per month	More than 5 times per month	Comments:
TTY Relay Service				
IP Relay Service				

TTY

11. Do you still use your TTY? (Please circle your choice)

- A. Yes
- B. No

12. How often do you make TTY to TTY calls? (Please circle your choice)

- A. Never
- B. 1-5 times per month
- C. More than 5 times per month

**13. When you make TTY to TTY calls, which do you tend to call:
(Please circle your choice below - you can choose more than one option or you can choose all options that apply to you)**

- A. Deaf, hard of hearing, or Deaf-Blind
- B. Government services
- C. Both A and B
- D. Emergency Only
- E. Other - Enter Text: _____

TTY RELAY

14. Do you use TTY Relay Services? (Please circle your choice)

- A. Yes
- B. No

15. Which TTY Relay Services do you use? (Please circle your choice)

- A. Telus Relay Service (TRS)
 - B. Bell Relay Service (BRS)
 - C. Aliant Relay Service (ARS)
 - D. Rogers Relay Services
 - E. Eastlink Relay Services (ERS)
 - F. Other Canadian service company, please specify which one other Canadian service company:
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16. How did you become aware of TTY relay service? (Please circle your choice below - you can choose more than one option or you can choose all options that apply to you)

- A. My parents or other family members
 - B. Deaf service agencies or Deaf associations (Deaf club)
 - C. School (either mainstream or deaf institution)
 - D. Friend(s)
 - E. Audiologist
 - F. Speech Teacher
 - G. Online
 - H. Other, please specify:
-

17. Do you think TTY Relay access is still important for your daily use? (Please circle your choice)

- A. Yes
- B. No
- C. I don't know
- D. Unsure
- E. It depends on the situation

Comment: _____

18. Do you think there is enough awareness and promotion of TTY Relay? (Please circle your choice)

- A. Yes
- B. No, there should be more
- C. I don't know
- D. Unsure

Do you have other ideas or suggestions for awareness and promotion of TTY Relay?

19. Have you experienced challenges and issues when calling TTY Relay?

Please describe and explain your experiences and challenges with TTY Relay in text:

20. What are your ideas and recommendations to improve TTY Relay?

Please describe and explain your feedback as ideas and recommendations for improving TTY Relay in text:

IP Relay

21. Do you have access to IP-Relay on a computer? (Please circle your choice)

- A. Yes
- B. No
- C. I don't know
- D. Unsure

22. Do you use IP-Relay on your smartphone (ie. iPhone) or tablet (ie. iPad)? (Please circle your choice)

- A. Yes
- B. No
- C. I don't know
- D. Unsure

Please comment about your IP-Relay experience using the smartphone or tablet:

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23. Which IP-Relay Services do you use?(Please circle your choice)

- A. Bell Aliant IP Relay
- B. Rogers IP Relay
- C. TELUS IP Relay
- D. Shaw IP Relay
- E. Videotron IP Relay
- F. Eastlink IP Relay
- G. Other IP Relay company, please specify which company:

24. Did you know that you are required to have a wireline (home telephone line) telephone service provider (TSP) phone number to be an IP Relay customer? (Please put an X beside the letter of your choice below)

- A. Yes
- B. No
- C. I don't know

25. How do you feel about the landline phone requirement for the IP Relay access? (Please circle your choice)

- A. Does not bother me.
- B. Disappointed
- C. Sad that I cannot use IP Relay, simply because I do not have a landline
- D. Prefer to use without the landline phone requirement
- E. Don't care
- F. Angry because I am paying for more to access to IP Relay
- G. Does not matter to me

26. How often do hearing people call you or call you back using IP Relay? (Please circle your choice)

- A. Frequently (often)
- B. Few times
- C. Sometimes
- D. Never

Please explain your experience with voice callers trying to reach you back on IP Relay - Comment box:

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27. How did you become aware of IP relay service? (can choose more than one)

- A. I never learned about IP-Relay until now
 - B. My parents or other family members
 - C. Friend(s) or Community Member(s)
 - D. Deaf service agencies or Deaf associations (Deaf club)
 - E. School (either mainstream or deaf institution)
 - F. E-mail
 - G. Social Media: Facebook, Twitter, Instagram, etc.
 - H. Deaf Community or other website address?:
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28. Do you think there is enough awareness and promotion of IP Relay? (Please circle your choice)

- A. Yes
- B. No, there should be more
- C. I don't know
- D. Unsure

Please share ideas or suggestions for awareness and promotion of IP Relay or have a general comment in this text comment:

29. Do you think IP Relay access is still important for your daily use? (Please circle your choice) Yes

- A. Yes
- B. No, there should be more.
- C. I don't know
- D. Unsure

Please explain examples of when you would use IP Relay in text comment:

30. Please tell us what you use IP-Relay to call: (Please circle your choice)

- A. Doctor or Dentist
 - B. Government services, such as Canada Revenue Agency (CRA)
 - C. Insurance
 - D. Bills
 - E. Family
 - F. Friend
 - G. Emergencies
 - H. Other, please type into text comment box:
-

31. Have you experienced challenges and issues when calling IP Relay? (Please circle your choice)

- A. Yes
- B. No

Please describe your experiences and challenges with IP-Relay in text comment:

32. What are your ideas and recommendations to improve IP Relay?

Please describe your feedback as ideas and recommendations for improving IP Relay in text comment:

33. Are there situations where you prefer to use or MUST use TTY or IP Relay services to make telephone calls? (Please circle your choice)

- A. Yes
- B. No

If yes, please explain why, what your reasons are:

34. Do you ever use other internet-based services (e.g. VRS, Skype, FaceTime, or Messenger) or texting instead of making telephone calls through TTY or IP relay services? (Please circle your choice)

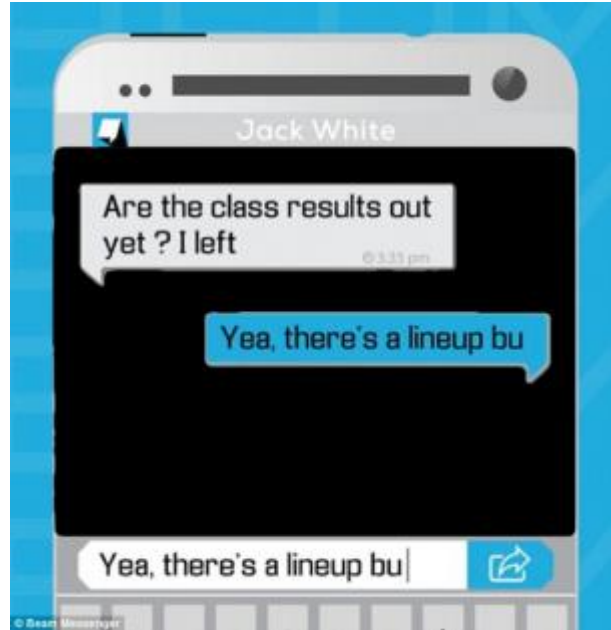
- A. Yes
- B. No

If you wish to comment, please type into text comment box:

Future of Text based Message Relay Services

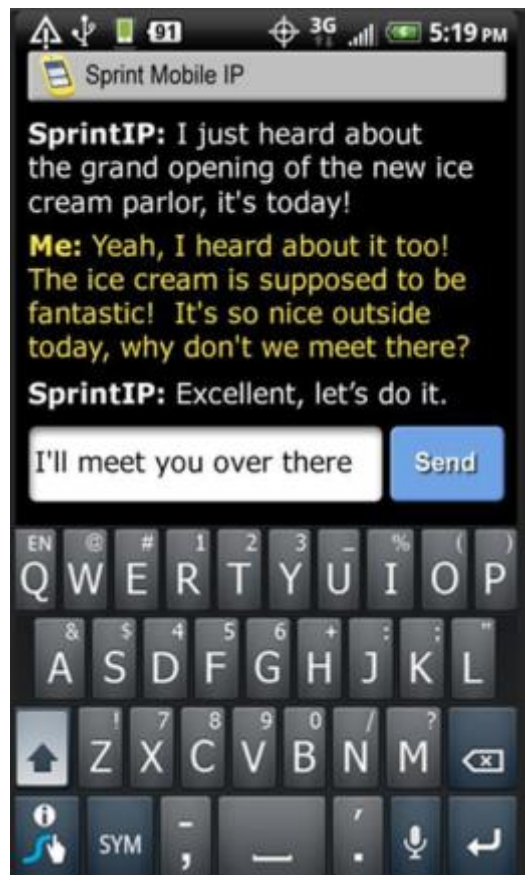
**35. Real-Time Text (RTT) - Would you consider using RTT for conversations on your mobile phone, notebook and computer? See image (click link) for example, or click this link for more descriptive information.
(Please circle your choice)**

- A. Yes
- B. No
- C. I don't know/Unsure



**36. Would you consider using an IP-Relay app on your mobile device or tablet device for conversations?
See image (click link)
(Please circle your choice)**

- A. Yes
- B. No
- C. I don't know/Unsure



37. Would you consider using an already built-in software TTY feature (for example: Apple Software TTY on iPhone) for conversations on your mobile smartphone device? See the [image](#) (click link) or this [link](#) for descriptive information. (Please circle your choice)

- A. Yes
- B. No
- C. I don't know/Unsure



38. Please feel free to share your experiences or ideas how to improve TTY Relay or IP-Relay.

Please be clear how you used the relay service, what devices you have used, we prefer to read about your experience with TTY Relay or IP Relay.

Do not include any identifying information in here (names). We respect your privacy, thank you.

Feel free to write more of your experiences in the space below:

Thank you.

This survey is DUE June 4, 2017.

**To submit this completed survey document, please send via e-mail to
survey@deafwireless.ca**

**The Canadian Association of the Deaf-Association des Sourds du Canada (CAD-ASC),
the Deaf Wireless Canada Committee (DWCC), and the Canadian National
Society of Deaf-Blind (CNSDB) appreciate you taking your time to complete this
survey.**

“Together we will see functional equivalency, access and fairness for all!!”

If you have any questions, you can contact Frank Folino, CAD-ASC President, e-mail:

ffolino@cad.ca

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