

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <https://www.fcc.gov>
TTY: 1-888-835-5322

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MITRE CORPORATION ASSESSMENTS OF QUALITY METRICS AND ASSOCIATED USABILITY OF INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE

Release of Summaries of Phase 1 Activities and Phase 2 Results

CG Docket Nos. 03-123 and 13-24

The Managing Director and the Consumer and Governmental Affairs Bureau of the Federal Communications Commission (FCC or Commission) announce that they have released two summaries prepared by the MITRE Corporation¹ detailing the results of the first two phases of independent testing performed to assess the quality and usability of Internet Protocol Captioned Telephone Service (IP CTS) devices and services, as well as automated speech-to-text (STT) technologies. The Commission engaged MITRE to conduct this research to evaluate the effectiveness and efficiency of, and consumer response to, various approaches to delivering IP CTS, pursuant to a TRS research initiative launched in 2013.²

In Phase 1, MITRE conducted (1) a survey of 540 IP CTS consumers, to identify user demographics and usability issues; (2) lab testing of four IP CTS devices and services and two STT engines, to identify performance measures for the project; and (3) controlled usability testing of 20 IP CTS users, employing four IP CTS devices and services to establish a baseline of usability metrics based on consumer assessments. MITRE's report on this survey, "IP CTS Devices: Summary of Phase 1 Activities," has been filed in CG Docket Nos. 03-123 and 13-24.³

In Phase 2, MITRE conducted usability testing of four IP CTS devices and services and three STT engines, with 11 users participating. In its summary, MITRE presents consolidated test results from this assessment and provides qualitative and quantitative performance measures for the IP CTS devices, services, and STT engines, as well as recommendations for further research and service improvement.

¹ The MITRE Corporation is a private, not-for-profit corporation that operates federally funded research and development centers (FFRDCs).

² In 2013, the Commission directed the Managing Director, in consultation with the relevant offices and bureaus, to determine how to best structure and fund research designed to further the Commission's multiple goals of ensuring that telecommunications relay service (TRS) is functionally equivalent to voice telephone services and improving the efficiency and availability of TRS. *Structure and Practices of the Video Relay Service Program, Report and Order and Further Notice of Proposed Rulemaking, Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, 28 FCC Rcd 8618, 8630, para. 22 (2013).

³ MITRE Corporation, Internet Protocol Caption Telephone Service (IP CTS) Devices: Summary of Phase 1 Activities (2017), CG Docket Nos. 03-123 and 13-24 (filed April 11, 2018), <https://ecfsapi.fcc.gov/file/10411287298464/MITRE%20Corporation%20Summary%20of%20Phase%201.pdf>.

This MITRE report, “IP CTS – Summary of Phase 2 Usability Testing Results,” has been filed in CG Docket Nos. 03-123 and 13-24.⁴

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call CGB at 202-418-0530 (voice), 844-432-2275 (videophone), or 202-418-0432 (TTY).

For further information regarding this Public Notice, please contact Robert McConnell, CGB, Disability Rights Office at: (202) 769-0760 (videophone and voice), or email at Robert.McConnell@fcc.gov; or David Schmidt, TRS Fund Program Coordinator, Office of Managing Director at: (202) 697-0425 (voice) or e-mail at David.Schmidt@fcc.gov.

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⁴ MITRE Corporation, Internet Protocol Caption Telephone Service (IP CTS) – Summary of Phase 2 Usability Testing Results (2016), CG Docket Nos. 03-123 and 13-24 (filed April 11, 2018), <https://ecfsapi.fcc.gov/file/10411287298464/MITRE%20Corporation%20Summary%20of%20Phase%202.pdf>.