

Exhibit 2-4: Suggested Checklist to Determine Whether a Communication System is an Equally Effective Alternative to the TTY

(See paragraph 2-29)

Required Criteria	Meets	Does Not Meet
<p>1. Provides a simultaneous connection between calling and receiving parties.</p> <p style="padding-left: 20px;">a. There are two phone lines: one for the TTY and a second for the regular telephone.</p> <p style="padding-left: 20px;">b. An operator serves as a “link” between hearing-impaired and hearing parties, simultaneously typing or “voicing” information they receive from either phone line.</p>		
<p>2. Guarantees confidentiality.</p> <p style="padding-left: 20px;">a. Operators do not discuss with other persons names of calling and receiving parties or any information exchanged during conversations.</p> <p style="padding-left: 20px;">b. Operators know their role as a neutral “link” and do not participate in conversations between the two parties or volunteer information to either party.</p> <p style="padding-left: 20px;">c. Any printed copies made of conversations are disposed of routinely.</p>		
<p>3. Is usable by both local and long distance callers at no greater cost to the caller than the same call would be if placed on other telephone systems made available by the owner.</p>		
<p>4. Is available for use during all normal working hours.</p>		
<p>5. Places no time limits on calls.</p>		
<p>6. Refuses no calls.</p>		

Required Criteria	Meets	Does Not Meet
7. Alters no conversations. Operators convey all information accurately; they do not “edit” conversations in any way.		
8. Has the capacity to handle a reasonable number of calls without undue delay. a. Appropriate outreach efforts have been published and the system has been appropriately advertised so that callers in both the hearing-impaired and hearing communities are aware of its existence. b. If there is a heavy volume of calls, the system has the ability to place callers on “hold” for short periods of time until an operator becomes available.		