



Christen Marabate

Regional Manager

Christen Marabate integrates her care and understanding for individuals with hearing loss with over nine years combined experience in leading positions within the industry. During her tenure at Weitbrecht Communications, Inc. she supervised large sales and customer service teams, handled customer outreach, and developed new and dynamic training methods to assist her team members in handling customer needs. Christen brings to ClearCaptions years of expertise in one on one customer focus and consumer technologies as well as a passion for assisting the deaf and hard of hearing. She is a graduate of The National Theatre Conservatory (congressionally chartered MFA program) and attended The University of Alabama at Birmingham.



We're here to keep you connected.

ClearCaptions is committed to your safety and wellbeing during the current COVID-19 situation.

We're here to help you with your call captioning questions and needs, keeping you connected to family, friends, doctors and others, every time, for every call, every day.



We can also provide the following to individuals and communities:

- Safe and secure home caption phone deliveries and installations at NO COST to qualified individuals
- Remote installation of the ClearCaptions Mobile App for iPhone®
- Virtual educational seminars
- On-site educational seminars
- Customer support 7 days a week – call **866-246-7850**

Contact me today to let me know how I can help.

Christen Marabate

323-313-5718

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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAP-TIONS TURNED ON. IP captioned telephone service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally-administered fund.

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“Keeping You Connected!”



Company Mission Statement & Values

WordsMatter.

Communication · Quality · Accountability · Integrity · Stewardship

Our Mission is to Improve Lives, Every Day!

ClearCaptions is committed to serving the hard-of-hearing community, striving to help our customers maintain connection to others and foster confidence to live an independent lifestyle.

Working with you. Changing Lives. Every Day.

ClearCaptions offers near real-time phone captioning that **allows you to see every word said on the call**. For those with hearing loss, this **eliminates anxiety and frustration when using the phone**.

We can help individuals enjoy the **independence** of **staying connected** confidently, and without assistance from others.

When your clients see captioned calls for themselves, they will thank you!

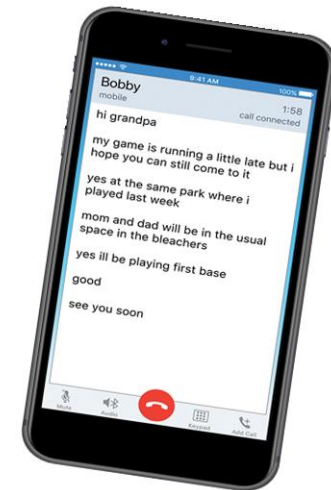
Your calls captioned—whenever, wherever...

From the comfort of your own home...




ClearCaptions blue.

...to wherever the
day takes you!




ClearCaptions mobile™

Helping Our Customers Stay Connected & Independent

ClearCaptions was founded in 2011 with a driving force to serve the hard-of-hearing community. Since our inception, we strive to bring value and improve the lives of our customers.

Making communication easier is our passion. We believe in providing the highest levels of service and products to our customers. [Words Matter](#) to us at ClearCaptions.

As a Federal Communications Commission (FCC) – certified telephone captioning provider, ClearCaptions follows the highest industry standards for privacy, security and professionalism on all your calls.



How it all started – The Americans with Disabilities Act

- The Americans with Disabilities Act was passed in 1990 as a comprehensive civil rights law that prohibits discrimination against individuals with disabilities within employment, public services, public accommodations, and telecommunications.
- The Americans with Disabilities Act created 5 titles.
 - Title I - employment
 - Title II - public entities
 - Title III - public accommodations
 - **Title IV – telecommunications (IP CTS)**
 - Title V – miscellaneous provisions

DISABILITY RIGHTS
ARE CIVIL RIGHTS

Internet Protocol Captioned Telephone Service

(IP CTS)

- IP CTS is a form of Telecommunications Relay service. This service allows people with hearing loss to speak as they would normally speak on a phone call but gives them the ability to read captions when the caller responds.
- The operator generates captions of what the other party to the call says. These captions are then sent to your phone. The cost for the service is paid from a federally-administered fund.



Is ClearCaptions Really Free For Customers?


Yes - ClearCaptions phone captioning service is completely free for qualified individuals whose hearing loss inhibits their phone use.

The Federal Communications Commission is committed to providing equal communications to people with recognized hearing-loss to fulfill the mandate of the Americans with Disabilities Act (ADA)



Funding of Products and Services

- All ClearCaptions IP CTS products and services are offered at no cost.
- IP CTS services are paid for out of a federal fund called the Telecommunications Relay Services Fund. As such, ClearCaptions is reimbursed directly from the TRS Fund for minutes of service provided to our customers.
- Every carrier providing interstate or intrastate telecommunications services (including interconnected VoIP service providers) and every provider of non-interconnected VoIP service contribute to the TRS Fund.



Bundle	\$110.00
X1 Starter Double Play	120.00
Includes Digital Starter and Streamlix for Primary Outlet, HD Technology Fee, and Performance Pro Internet	
Bundle Discount	-10.00 cr
Additional services and equipment	\$59.63
TV	
Sports Entertainment Pkg	9.99
Digital Preferred	18.00
Includes Access to On Demand Programming	
Service Discount	-8.01 cr
AnyRoom DVR Service	9.95
Service to Additional TV with TV Box	19.90
Qty 2 @ \$9.95 each	
Internet	
Internet Equipment	10.00
Rental	
Voice	
Phone number:	
Other charges and credits	-\$14.62 cr
Universal Connectivity Charge	-0.53 cr
Regulatory Recovery Fees	-0.86 cr
Regional Sports Fee	5.00
Adjustments for services removed 10/21	

Your phone bill includes a Federal Universal Service charge for ADA Title IV funding.

It's your right to claim YOUR free* caption phone.

*Provided at no cost through a federally-funded program for qualified users.

See Every Word

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How ClearCaptions Works

ClearCaptions is a free phone captioning service that provides near real-time call captions of phone conversations for individuals whose hearing loss inhibits their phone use.

Similar to captioned television, ClearCaptions allows for you to read real-time written call captions of what callers say on our revolutionary home phone, your mobile device, or your computer.

This free captioning service is provided by ClearCaptions and paid through a fund administered by the Federal Communications Commission (FCC). There is no cost to qualified individuals whose hearing loss inhibits their phone use.



Captioned Calls From ClearCaptions

The revolutionary captioning phone from ClearCaptions displays near real-time phone captions on an easy-to-use touchscreen display.

- Industry leading near real-time accurate captioning.
- Full-color touchscreen display.
- One-touch caption size and color adjustments.
- Answering machine with captioned messages.
- Fast-dial Contacts and Favorites.
- Built-in speakerphone for hands-free calling.
- ClearCaptions provides the in-home captioning phone, installation and support.

****There is NO cost for the phone & service for qualified users.***

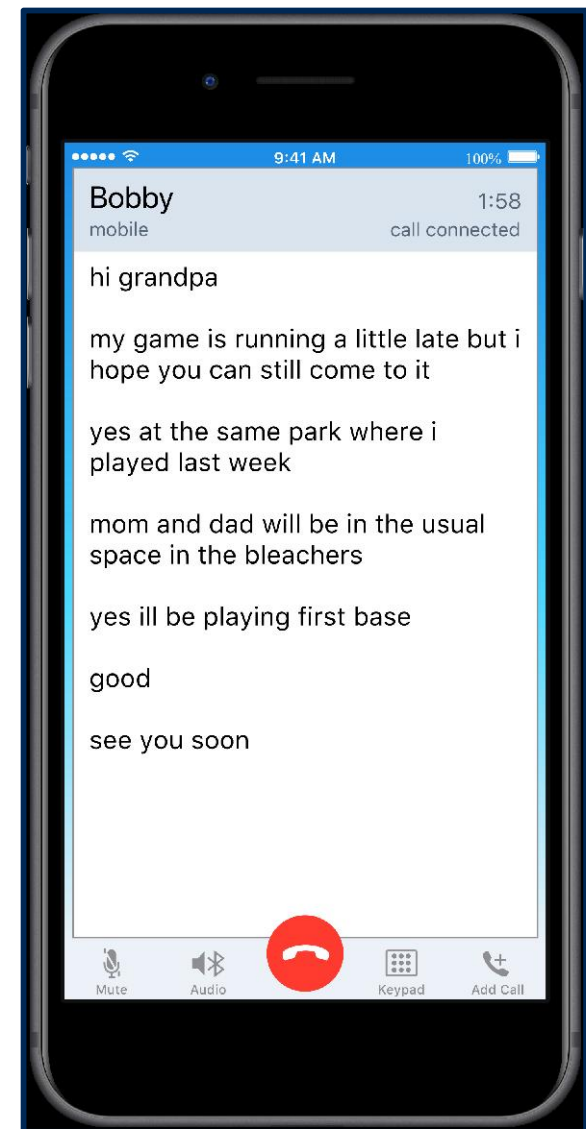


The FREE ClearCaptions Mobile App For Your Smartphone

ClearCaptions Mobile App lets you enjoy captioned calls when you're on the go. Stay connected and confident, wherever you are.

- Near real-time accurate captioning displayed on your mobile screen.
- Personalized ClearCaptions telephone phone number exclusively for your captioned calls.
- Captioned call conversations can be saved for review later.
- Change font sizes and color directly in the app.
- Available for iOS® devices, models 5S and greater.

****Mobile phone is not included***



ClearCaptions Service

White Glove Service

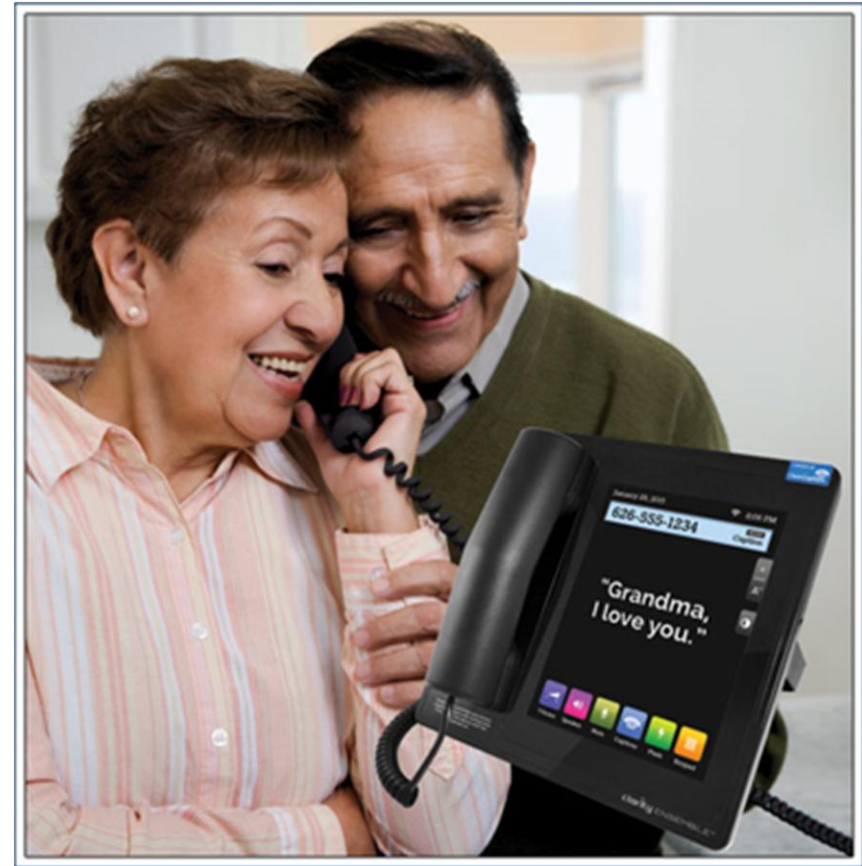
- **Personalized installs**
 - Local TM
 - If no local TM, expertly trained technician - **15 point install checklist for quality assurance**
- **Personalized Education – to ensure successful use**
 - On site training for end user
- **Customer service line for additional support – 7 days a week**
 - Support for instruction on usage
 - Troubleshooting

Call now to get the service at NO COST to you!

"I'm able to speak to my family again!"

What this means to you!:

- **Independence**
 - A service that can improve your quality of life.
 - Peace of mind in case of an emergency.
 - Confidence in the ability to call for help.
- **Caller speaking too quickly**
 - Captions allow you to read the words
- **Experience difficulty hearing on telephone**
 - Security of reading captions to understand
- **Able to communicate when not wearing hearing aids**
 - Comfort of knowing you can still communicate
- **Hard to understand voicemail**
 - Messages can be read and saved



Let's Get You Set Up Today!

(TM Name)

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