

# NexTalk

NexTalk's vision is to create easy, convenient, and secure communications experiences for the deaf, hearing-impaired, and non-English speaking. When communication is made effortless and simple for these communities and those they interact with, then NexTalk's vision is achieved in the lives of those communicating with each other.

The Americans with Disabilities Act requires you to provide means of effective communication to those with hearing disabilities. NexTalk's Access keeps you compliant with ADA requirements.

The ADA requires that title II entities (State and local governments) and title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities.

The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.

**NexTalk provides communication for your community.**

We are leading the charge for greater inclusivity, accessibility, convenience, and options for the deaf, hard-of-hearing, and non-English speaking populations.



# The Requirement of ACCESS

## Providing Equal Access to Communication under the Americans with Disability Act (ADA)

U.S. Department of Justice  
Civil Rights Division  
Disability Rights Section



### Effective Communication

The Department of Justice published revised final regulations implementing the Americans with Disability Act (ADA) for title II (State and Local Government) and title III (public accommodations and commercial facilities) on September 15, 2010, the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 "Standards for Accessibility Design" (2010 Standards).

#### Overview

People who have vision, hearing, or speech disabilities ("communication disabilities") use different ways to communicate. For Example, People who are blind may give and receive information audibly rather than in writing and people who are deaf may give and receive information through writing or sign language rather than through speech.

The ADA requires that title II (state and local Governments) and title III (businesses and non-profit organizations that serve the public) communicate effectively with people who have disabilities. The goal is to ensure that communication with people with disabilities is equally effective as communication with people without disabilities.

This publication is designed to help title II and title III entities ("covered entities") understand how the rules for effective communication, including rules that went into effect on March 15, 2011 apply to them.

- The Purpose of effective communication rules is to ensure that the person with a vision, hearing or speech disability can communicate with, receive information from and convey information to, the covered entity.
- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have disabilities.
- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal methods of communication.
- In addition, aids and services including a wide variety of technologies including 1) assistive listening devices; 2) open captioning, closed captioning and real-time captioning, and closed captioning decoders and devices; 3) telephone handsets with amplifiers, hearing aid compatible telephones, text telephones (TTY), videophones, captioned telephones and other voice, text and video based telecommunication products.

# ACCESS Government

You want your city, county, or agency to be inclusive, customer-focused, and forward-thinking.

You need to provide services that are private, secure, and compliant with the Americans with Disabilities Act (ADA) and federal requirements.



NexTalk's Access Government package has everything you need to achieve those goals and regulatory requirements.

Our Access Government package bundles NexTalk's most important tools into one, complete system that allows you to communicate with deaf, hearing-impaired, and non-English speakers quickly and conveniently. This ensures that your city is showcased as truly inclusive, open, and accessible to everybody.

## NexTalk's Access Governments package includes:

- **Access Office:** When hearing-impaired constituents call your office through your assigned TTY number, our software notifies your staff of the call and instantly provides a chatbox on your staff's computer to communicate with the constituent via text. You're now communicating with the deaf or hard-of-hearing right away.
- **Speech Path:** Our SpeechPath technology instantly converts a caller's words into text, so your hard-of-hearing employees can easily and privately discern all aspects of the conversation. This eliminates the middleman traditionally needed to reach your deaf and hard-of-hearing customers keeping all conversations private and secure.
- **Access Remote Interpreting:** We provide translation service for over 200 languages and American Sign Language so that no matter which constituent needs your help, you can get them what they need.

# ACCESS OFFICE

Access Office is a complete call management platform that equips your office to facilitate calls with the deaf and hearing-impaired. When a hearing-impaired customer calls your office through your assigned TTY number, our software notifies your employees of the call and instantly provides a chatbox on their computer to communicate directly with the deaf or hard-of-hearing customer. The call is private and secure with no middleman. It's that simple.



## Benefits to your business:

- Secure & private communication that eliminates the middlemen traditionally needed to reach your deaf and hard of hearing customers.
- A platform that demonstrates your inclusivity as a company.
- An opportunity to ensure that you and your company are accessible to everyone.

## Software Features

- Group calling
- Assign managers as administrators
- Create groups based on departments to easily transfer calls to specialists
- Monitor real-time chats
- Allow admins to enter and engage in chats at anytime
- Unique call validation technology to ensure calls are actually from a deaf or hard of hearing individual.
- Create pre-written "answering machine" message for when calls come through after business hours or on holidays
- Ability to transfer calls to other departments or escalate them to a manager
- Check log-in records to see which employees have logged in
- Pre-written messages to common concerns and frequently asked questions to save time and standardize responses
- Allow staff to mark themselves as unavailable

# ACCESS

## Remote Interpreting

With interpreting services for over 200 languages, NexTalk's Access Remote Interpreting is the most comprehensive and complete in-person communication platform for the deaf, hard of hearing, and non-English speakers.



Our software demonstrates your firm's commitment to inclusivity and accessibility, allowing you to instantly communicate with all of your customers while remaining compliant with federal ADA requirements.

Access Remote Interpreting is ideal for entities that need to communicate in-person, such as governments, hospitals and clinics, schools and universities, and businesses such as dentists, law offices, insurance companies, and more. No matter your field or the level of privacy and security required, Access Remote Interpreting can make sure that you communicate with the deaf, hard of hearing, and non-English speakers clearly and correctly.

### Benefits to your business:

- A platform that demonstrates your inclusivity as a company
- An opportunity to ensure that you and your company are accessible to everyone

### Access Remote Interpreting includes:

- Video Remote Interpreting (For American Sign Language Interpreters)
- Audio Remote Interpreting (For Spoken Language Interpreters, over 200 Languages)
- Over-the-Phone (OPI) Interpreting (200 languages)

# ACCESS

## Home with Speechpath

Designed for the individual user at home and on the go, Speechpath allows you to take phone calls by simply converting what the other person is saying to you, into text for you to read. Their words are immediately transcribed into text on your screen, then you can respond back to them verbally.



Other phone systems for the deaf and hearing-impaired rely on a third-party intermediary to translate speech into text. Not the case with SpeechPath. Our technology immediately and accurately transcribes speech into text for you to read and understand. Conversations remain between only two parties and are private and confidential as well as faster and more accurate. This makes what would be a tough, frustrating phone call, into an easy and convenient experience.

As hearing becomes more difficult, everyday conversations can be challenging. We become frustrated and upset because we want simple tasks like talking on the phone to be as easy as they used to be.

The deaf and hearing-impaired often rely on services that are not secure or private, relying on a middleman to relay information.

It's time to simplify and secure your conversations with ACCESS Home and SpeechPath.

### Benefits to you:

- Private and secure conversations (no middleman)
- Communicate effectively and conveniently

### Software Features:

- TTY Calling
- SpeechPath - Captioned Calls (computer-based - no third person)
- Text Relay Calls
- Video Phone Calls (Between Access users only)