



California Telephone Access Program  
www.ddtp.org



## Programs of the California Public Utilities Commission Deaf and Disabled Telecommunications Program

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### **California Relay Service** **Survey Questions for CRS Users**

**Please return by February 15th**

As a California Relay Service user, you understand its value as well as its opportunities for improvement. The California Relay Service Advisory Committee (CRSAC) which provides consumer input to the California Public Utilities Commission (CPUC) is interested in your comments on the quality of the California Relay Service. We need your feedback to inform our recommendations to the CPUC as to the future of CRS contract requirements. Please think about your experiences with CRS and respond to the General Questions **plus** any specific sections that apply to you. **If you use more than one modality, please fill out one survey per modality. (For example, if you use TTY as well as Hearing Carry Over (HCO), please complete two surveys: one for your TTY use and another one for your HCO use.)**

**Thank you very much for your time and interest in helping us ensure that CRS provides the best possible service.**

Completed surveys can be mailed to:

**DDTP Attn: CRS Department  
505 14<sup>th</sup> Street  
Suite 400  
Oakland, Ca 94612.**

Please submit your completed survey no later than February 15, 2008.

Contact information for questions about and assistance with survey:

**Monday-Friday 10am-3pm**

**Voice: 510-302-1145**

**TTY: 510-271-8247**

**Video Phone (VP): 510-302-1100/D-link 63.110.88.120**

**510-301-1147/D-link 63.110.88.159**

**Email: [Holly@ddtp.org](mailto:Holly@ddtp.org)**