

Deaf Blind Users

1. What equipment do you use to access CRS? (please list all)

2. On a scale of 1-5, please rate the operator's ability to follow instructions? (For example, if asked to type at a slower speed.)

- 1-Unsatisfactory**
- 2-Needs Improvement**
- 3-Satisfied**
- 4-Good**
- 5-Excellent**

Additional Comments

3. Do you get hung up on before you have finished your call?

- Yes**
- No**

4. Who tends to end the call?

- The operator**
- The other party**

5. How often does this happen to you?

- 1-Never**
- 2-Rarely**
- 3-Sometimes**
- 4-Often**
- 5-Always**

6. What new technologies do you feel would improve the quality of the California Relay Service for Deaf Blind users?
