

Arizona/ADA Resources  
Compiled By: Kristen Baker, Christine Bartelt, and Fay Chuang

- ❖ Toll-Free ADA Information Hotline-  
Call to obtain answers to general and technical questions about the ADA and to order technical assistance materials:  
800-514-0301 (voice)  
800-514-0383 (TTY)  
<http://www.ada.gov/>  
<http://www.ada.gov/q%26aeng02.htm>

Telephone Numbers for ADA Information-

This list contains the telephone numbers of Federal agencies that are responsible for providing information to the public about the Americans with Disabilities Act and organizations that have been funded by the Federal government to provide information through staffed information centers.

1.) U.S. Equal Employment Opportunity Commission

For publications:  
800-669-3362 (voice)  
800-800-3302 (TTY)

For questions:  
800-669-4000 (voice)  
800-669-6820 (TTY)

Website: [www.eeoc.gov](http://www.eeoc.gov)

2.) U.S. Department of Transportation

ADA Assistance Line for regulations and complaints:  
888-446-4511 (voice)  
TTY: use relay service

Website: [www.fta.dot.gov/civilrights/civil\\_rights\\_2360.html](http://www.fta.dot.gov/civilrights/civil_rights_2360.html)

3.) Federal Communications Commission

888-225-5322 (voice)  
888-835-5322 (TTY)

Website: [www.fcc.gov/cgb/dro](http://www.fcc.gov/cgb/dro)

4.) U.S. Architectural and Transportation Barriers Compliance Board

800-872-2253 (voice)  
800-993-2822 (TTY)

Website: [www.access-board.gov](http://www.access-board.gov)

5.) U.S. Department of Labor

Job Accommodation Network: 800-526-7234 (voice & TTY)

Website: [www.jan.wvu.edu](http://www.jan.wvu.edu)

## 6.) U.S. Department of Education

Regional Disability and Business Technical Assistance Centers: 800-949-4232 (voice & TTY)

Website: [www.adata.org](http://www.adata.org)

## 7.) U.S. Department of Transportation

Project Action: 800-659-6428 (voice) TTY: use relay service

Website: [www.projectaction.org](http://www.projectaction.org)

- ❖ Filing a Complaint for Closed Captioning Problems (From the FCC Website:  
<http://www.fcc.gov/cgb/consumerfacts/closedcaption.html>)-

\*For captioning problems during non-emergency programming, the FCC's rules require that consumers first complain in writing to their programming distributor. The FCC rules establish specific time limits for filing closed captioning complaints.

\*Your written complaint to the distributor should be sent before the end of the calendar quarter following the calendar quarter when the problem happened.

\*Your written complaint addressed to the video programming distributor must provide specific information about the closed captioning problem and should include:

- the television channel number and call sign or name (e.g., Channel 22 WZZZ, Channel 106 The Story Channel);
- the date and time when you experienced the captioning problem;
- the name of the program or show with the captioning problem;
- a detailed description of the captioning problem;
- a specific reference to the FCC's closed captioning rules ("47 CFR Part 79.1");
- your name, street, city, state and zip code, and other contact information such as a phone or TTY number or e-mail address.

\*If the video-programming distributor fails to respond to your written complaint or a dispute remains after the time allowed for the distributor to respond, you can send your complaint to the FCC as indicated below.

\*There is no charge for filing a complaint with the FCC.

\*When forwarding your complaint to the FCC, you must send an original and two copies within 30 days of the deadline for the TV distributor to respond - that is, within 30 days after the 45 day period in which the TV distributor should reply to your written complaint.

\*Your complaint to the FCC should include a signed letter from you showing that you first sent a written complaint and supporting facts or evidence to the video programming distributor. Also, you must mail a copy of the complaint and supporting evidence that you send to the FCC to the video-programming distributor (to let the distributor know you have now complained to the FCC).

\*You can file your complaint using an on-line complaint form found at [esupport.fcc.gov/complaints.htm](http://esupport.fcc.gov/complaints.htm).

\*You can also file your complaint with the FCC's Consumer Center by e-mailing [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov); calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or writing to:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, S.W.  
Washington, DC 20554.

\*If you do not use the on-line complaint form, your complaint, at a minimum, should include the additional documents described above and indicate:

- your name, address, email address, and phone number where you can be reached;
- whether you are filing a complaint on behalf of another party, and, if so, the party's name, address, email address, day time phone number, and your relationship to the party;
- preferred format or method of response (letter, fax, voice phone call, email, TRS, TTY, ASCII text, audio recording, or Braille);
- that your complaint is about closed captioning;
- the name, address, and telephone number (if known) of the company or companies involved with your complaint;
- the date and time or other details about timing of the lack of closed captioning;
- television station call sign (WZUE), TV channel (13), location (city and state), and name of program involved; and a brief description of your complaint and the resolution you are seeking, and a full description of the equipment or service you are complaining about, including date of purchase, use, or attempt to use.

❖ TRS (Telecommunications Relay Services) Telephone Numbers (From Arizona TRS page on FCC Website: [http://www.fcc.gov/cib/dro/trs\\_arizona.html](http://www.fcc.gov/cib/dro/trs_arizona.html))

\*TRS Telephone Numbers

(Service Provider: Hamilton Relay)

Customer Service #: TTY: 800-347-1695 and Voice: 866-259-1768

1-800-842-4681 (V) 1-800-367-8939 (T) 1-800-842-9818 (VCO) 1-888-842-3372 (ASCII) 1-800-842-6520 (STS) 1-800-842-2088 (Spanish)

\*Contact for TRS Complaints:

Sherri Collins, Executive Director

Arizona Commission for the Deaf and the Hard of Hearing

1400 West Washington, Room 126, Phoenix, AZ 85007

Telephone numbers: Voice 602-542-3383; TTY 602-364-0128; Fax 602-542-3380

E-mail: [s.collins@acdhh.az.gov](mailto:s.collins@acdhh.az.gov)

**Or**

Arizona Commission for the Deaf and the Hard of Hearing

1400 West Washington, Room 126, Phoenix, AZ 85007

Telephone numbers: Voice 602-542-3323; TTY 602-364-0990; Fax 602-542-3380; Voice/TTY 800-352-8161

E-mail: [info@acdhh.az.gov](mailto:info@acdhh.az.gov)

❖ Arizona Relay Service

“AZRS is a public service provided by the State, makes communication by telephone easy, accessible, reliable and convenient for people who are deaf, hard of hearing or speech disabled.”

Website: <http://www.azrelay.org/>