

*Relay*

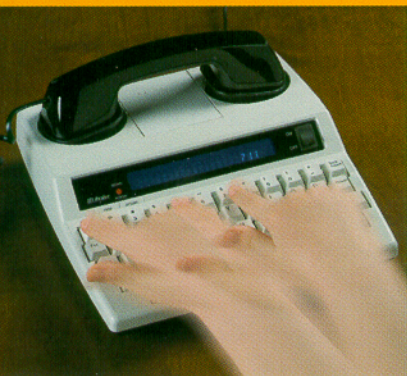
**North Carolina**

*Dial* **711**

 **Sprint**<sup>®</sup>



# How do I use relay service?



**R**elay service provides telephone accessibility to people who are deaf, hard-of-hearing or speech-disabled. Relay North Carolina is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. Relay North Carolina provides state-of-the-art technology, a full range of features and highly trained, professional Relay Operators to ensure that users are able to communicate easily and effectively—every time they place a relay call.

## WHAT EQUIPMENT DO I NEED TO USE RELAY?

The most common telephone device used to make a relay call is a TTY (text telephone.) There are other telephone devices available depending on the type of relay service used. North Carolina residents who are deaf, hard-of-hearing, deaf-blind or speech-disabled are eligible to receive TTY equipment through NC Telecommunications Equipment Distribution Program (TEDP) at no charge if they qualify based on income restrictions. For more information, contact the Division of Services for the Deaf and the Hard of Hearing at 1-800-999-5737 (Voice/TTY).



## FOR TTY USERS

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.

## FOR VOICE USERS

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

## FOR VOICE CARRY-OVER USERS

Voice Carry Over (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a relay operator will serve as your "ears" and type everything said to you on a TTY or VCO phone.







**Two-Line VCO.** Two-line VCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. This feature provides a more natural flow of conversation without the pauses of single-line calls.

what you say to the TTY user you are calling. Whatever the TTY user types will go directly to your TTY or VCO phone equipment for you to read. "GA" is needed for this type of call.

**VCO to VCO.** The relay operator will serve as both parties' "ears", typing what you say to your party and what is said to you. "GA" is needed for this type of call.

**VCO to HCO.** The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

## FOR HEARING CARRY-OVER USERS

Hearing Carry Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the relay operator to read to the standard telephone user.

**HCO to TTY.** HCO users can listen while the relay operator is reading/voicing the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

**HCO to HCO.** HCO users may contact other HCO users through Relay North Carolina. The relay operator will voice to both parties what is typed on each user's TTY.



## FOR SPEECH-TO-SPEECH USERS

Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. Sprint's unparalleled equipment and exceptional STS relay operator training ensure that speech-disabled users will be heard *and* understood. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly. "GA" is needed for this type of call.







conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial 1-888-825-2448 (Voice/TTY) and tell the relay operator how you want your call translated.



Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Relay North Carolina or dial it directly TTY to TTY.

## COMPUTER (ASCII) CALL PROCESSING

Computer users can also access Relay North Carolina directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:  
(Note: It may be helpful to set your "time out" to 100 seconds.)

■ 8 Bits ■ No Parity ■ 1 Stop Bit ■ Half Duplex, Chat or Local Echo ON

When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.

## ADDITIONAL FEATURES

**Answering Machine Retrieval.** To request answering machine retrieval, type "AMR GA." The relay operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."

## INTERNATIONAL CALLS

Relay North Carolina allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Calls originating from a country outside of the US may also access Sprint Relay via 1-605-224-1837.

## SPANISH ACCESSIBILITY

TTY users can type in Spanish and their

## EMERGENCY

In case of emergency, relay users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. For more information on how to obtain emergency numbers in your area, call Sprint Relay Customer Service at 1-800-676-3777.

## DIRECTORY ASSISTANCE

Relay North Carolina will relay Directory



**Voicemail Retrieval.** To request voicemail retrieval, type the phone number you wish to call with your password or special instructions and then "GA."

**Branding.** VCO, HCO, TTY, ASCII, Deaf-blind TTY, Deaf-blind ASCII and Voice users may request permanent branding through Relay North Carolina. With branding, the relay operator automatically uses your preferred answer type when processing your call. Branding is not available for PBX numbers.

## BILLING PREFERENCE

There is no charge for using Relay North Carolina within your local calling area. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Relay North Carolina gives you a number of billing options when you place intrastate, interstate, or international calls. Please notify the relay operator of your preferred billing option, including direct, collect, third party, Sprint FONCard<sup>SM</sup>, local exchange carrier (LEC) calling card, other long distance calling card, and prepaid phone card.



## TTY PUBLIC PAYPHONES

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public pay-phone service through relay services. The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Relay North Carolina to assist in connecting calls. There are several ways to bill non-local calls:

- Collect   ■ Third party   ■ Calling card or prepaid card.

For more information call Sprint Relay Customer Service at 1-800-676-3777.

## CONTACTS FOR MORE INFORMATION

**Sprint Relay Customer Service: 1-800-676-3777 or [Sprint.TRSCustServ@mail.sprint.com](mailto:Sprint.TRSCustServ@mail.sprint.com)**

Customer Service is available to assist with TTY calls, or to receive customer suggestions, comments and complaints. When calling about a specific incident, please remember to provide the relay operator's identification number, date and time of call. Or, for assistance during a relay call, callers may ask to speak to the relay operator's supervisor. Customer Service will also accept requests for Relay North Carolina brochures, outreach materials, presentations, or any other additional relay information.





**Want to  
Communicate?  
Go Ahead.<sup>SM</sup>**

**Dial 711**  
*Voice and text only.*

**or use these  
Relay North Carolina  
toll free numbers:**

**1-800-735-2962** TTY

**1-877-735-8200** Voice

**1-888-762-2724** ASCII

**1-877-735-8260** VCO

**1-877-735-8261** Speech-to-Speech

**1-888-825-2448** Spanish

**1-900-230-3300** 900 Services (TTY)

*Customer is fully responsible for billing.*

**1-800-676-3777**

**Sprint Relay Customer Service**

