



Sprint
Accessibility

Rhode Island FCC Complaint Log

2016 - 2017

Complaint Tracking for RI (06/01/2016-05/31/2017). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Date Generated: Fri, Jun. 2nd, 2017 @ 11:03:26 AM CT

**Need to make a phone call to
someone who has a hearing
loss or speech disability?**

Get Connected
with Rhode Island Relay!



**Rhode
Island Relay**
rhodeislandrelay.com



Bring people together

with RHODE ISLAND RELAY

HOW DOES VOICE TO TTY RELAY WORK?

Read spoken words and type your response.



1



2



3



- 1** The voice caller dials 711 and is connected to a relay operator.
- 2** The relay operator types what the voice caller says.
- 3** The TTY user reads what is spoken on a device.

RHODE ISLAND RELAY can offer calling freedom!

Making calls through **Rhode Island Relay** is liberating, enjoyable and convenient. **Rhode Island Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Rhode Island Relay**.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party.

RELAY NUMBERS

TTY

711 or 800-745-5555

TeleBraille

711 or 844-357-1593

Voice

711 or 800-745-6575

Voice Carry-Over

711 or 844-357-1592

Hearing Carry-Over

711 or 800-745-5555

Speech-to-Speech

711 or 866-355-9213

Spanish-to-Spanish

711 or 866-355-9214

Spanish-to-English Translation

711 or 866-355-9214

ASCII

711 or 800-745-1570

900 Toll Call

900-230-5757



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or 866-355-9213

Rhode Island Relay Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** The relay operator repeats the STS user's spoken words if needed.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call set-up much easier for STS users.

In order to speed up the set-up of the call, Rhode Island Relay offers **My Email Set Up**. You can email call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions or nature of the call; anything that makes it easier for you to complete the call.

For more information on STS services:

rhodeislandrelay.com/sts



For people who **can** hear
but are **unable** to speak.

Hearing Carry-Over

711 or 800-745-5555

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Rhode Island Relay Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Rhode Island also offers two call features: HCO to TTY and HCO to HCO.

For more information on HCO services:

rhodeislandrelay.com/hco

For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 844-357-1592

Rhode Island Relay offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son says.



OTHER VCO FEATURES

Rhode Island Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

rhodeislandrelay.com/vco

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through Rhode Island Relay offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



2



3

1

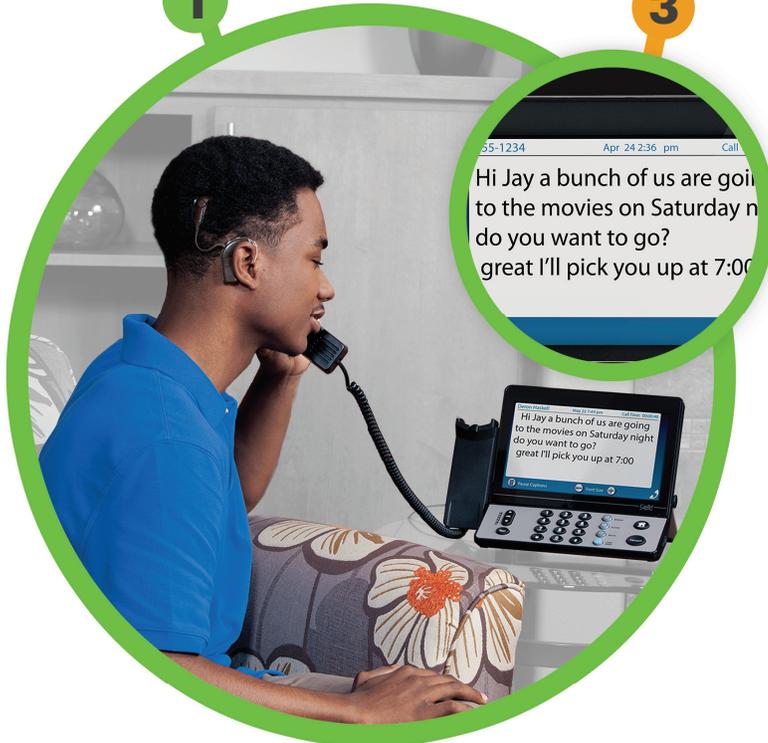
The CapTel user speaks directly to the other party using a CapTel phone.

2

The other party speaks directly to the CapTel user and everything is transcribed word-for-word verbatim by a specially trained operator using voice-recognition technology.

3

The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.



HOW TO GET A CAPTEL PHONE

Rhode Island residents with a hearing loss may receive an Internet-based CapTel phone **free** of charge if they complete and submit a Third Party Certification of Eligibility. For more information, go to rhodeislandcaptopel.com/getcaptopel

If Rhode Island residents prefer to **purchase** the CapTel phone through the website, go to weitbrecht.com/captopel-rhode-island.html

To **loan** a CapTel phone through the Adaptive Telephone Equipment Loan (ATEL) program, visit www.atel.ri.gov.

rhodeislandcaptopel.com

Para personas que prefieren comunicarse en español.

Relevo de Rhode Island

711 o 866-355-9214

Español a español / Español a inglés

El **Servicio de Relevo de Rhode Island** es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Rhode Island es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

Para más información:

rhodeislandrelay.com/espanol



1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

2 El operador de relevo escribe lo que dice la persona que llama.

3 El usuario de TTY lee en el dispositivo las palabras habladas.

Other Relay Features

900 Pay Per Call

900-230-5757

Relay users can dial a separate toll-free 900 number to connect with Rhode Island Relay. A relay operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing.

TTY Payphone

TTY users using a TTY payphone can use Rhode Island Relay to assist in connecting calls.

International Calls

605-224-1837

Rhode Island Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

Directory Assistance

Rhode Island Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Rhode Island Relay or dial directly using a TTY.

Customer Profile

Customer profiles make relay services better for you.

The Customer Profile feature allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to mysprintrelay.com or requesting a form through customer service.

A STS customer profile is also available for people with speech disability.

rhodeislandrelay.com/profile

Rhode Island Relay Customer Profile

For more information: www.rhodeislandrelay.com/profile



The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Rhode Island Relay Customer Service
P.O. Box 29230 - KSOPH0312-3A
Shawnee Mission, KS 66201-9230
or fax to 877-877-3291

If you have questions or need assistance, contact Rhode Island Relay Customer Service:
866-703-5485 (Voice/TTY)
800-678-4290 (Spanish)
877-787-1989 (Speech-to-Speech)
866-931-9027 (Voice Carry-Over)
Sprint.TRSCustServ@sprint.com (Email)

Important Information for Speech-to-Speech (STS)

Rhode Island Relay Service offers a unique Customer Profile specifically designated for STS users. With Rhode Island Relay's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to www.mysprintrelay.com. After you enter your username and password, go to the menu list and click **STS Contacts**.

For assistance, call STS Customer Support at 877-787-1989.

Your Personal Information:

Last Name <input type="text"/>		Middle Initial <input type="text"/>	
First Name <input type="text"/>	Area Code & Phone Number <input type="text"/>		Ext. Number <input type="text"/>
Street Address (No P.O. Box) <input type="text"/>			
City <input type="text"/>	State <input type="text"/>	Zip <input type="text"/>	
Email <input type="text"/>			

Your Contact Numbers (For Sprint IP or Federal IP users only)

Area Code & Telephone Number

If you want to register to get your new 10-digit phone number, go to www.mysprintrelay.com/Login

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Name: (Limit 30 characters per name)	Area Code & Phone Number
1 <input type="text"/>	<input type="text"/>
2 <input type="text"/>	<input type="text"/>
3 <input type="text"/>	<input type="text"/>
4 <input type="text"/>	<input type="text"/>
5 <input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section on page 3.

1

Real-time captioning allows deaf and hard of hearing individuals to **actively participate** in conference calls.

Relay Conference Captioning

www.rhodeislandrcc.com

Residents of Rhode Island with a hearing loss can actively participate in meetings, phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC).

- Business communication tool for conference calls and webinars
- Ability to adjust font color and size, including background color
- Accessible through a web browser via a computer, tablet or smartphone
- Ability to receive a text transcript of the conversation



rhodeislandrelay.com/rcc

TeleBraille Relay Service provides equal telephone access for Deafblind users.

TeleBraille for Deafblind

711 or 844-357-1593

TeleBraille Relay allows Deafblind users who use TeleBraille TTYs or large visual displays and prefer slower typing speeds to read messages known as text pacing.



- 1 The hearing party speaks to the relay operator.
- 2 The relay operator types the other party's conversation to the Deafblind user.
- 3 The Deafblind user "reads" the conversation via the TeleBraille TTY or large visual display and types their response.



TEXT PACING:

During calls, the relay operator will type at a normal speed, but the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can request increased or decreased rates of text in increments of 5 words per minute.

For more information on TeleBraille Relay:

rhodeislandrelay.com/deafblind



For questions or feedback, contact us!

Rhode Island Relay Customer Support

- 866-703-5485 (TTY/Voice)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- 877-877-3291 (Fax)
- Sprint.TRSCustServ@sprint.com (Email)
- rhodeislandrelay.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)
- captel@captel.com (Email)



Live Chat with CapTel Customer Service
from www.rhodeislandcaptel.com

Rhode Island Relay services are provided by Sprint under contract agreement with Rhode Island Public Utilities Commission. Rhode Island Relay is funded by surcharge established through a Commission Order in R.I.P.U.C. Docket No. 2046, pursuant to Rhode Island General Law 39-1-42. CapTel is a registered trademark of Ultratec, Inc. © 2017 Rhode Island Relay - All Rights reserved.



NEVER MISS A WORD!



Captioned Telephone (CapTel[®]) service from Rhode Island Relay allows you to **LISTEN**, and **READ** captions of everything during your phone conversations!

rhodeislandrelay.com/captel
888-269-7477



CapTel is a registered trademark of Ultratec, Inc.



**Do you have difficulty hearing on the phone?
Do you misunderstand conversations due to background noise?
Do you say, "What? Can you repeat that, please?"
If you answered YES, we've got the solution for you!**





Connecting people to people . . .



One call at a time!

- Relay Services
- CapTel Service
- Speech-to-Speech
- Relay Conference Captioning
- Customer Corner
- Resources
- Contact

WHAT'S NEWS

NEW SERVICE:
Video-Assisted
Speech-to-Speech



INTRODUCING
Captioned Telephone
Service



LEARN MORE ABOUT
Rhode Island Relay



**SPONSORSHIP
REQUEST**



**GET A FREE
CAPTEL**



**FEDERAL
RELAY**





Rhode Island Relay
@RhodeIslandRelay

- Home
- Posts**
- Videos
- Photos
- About
- Community
- Promote
- Manage Promotions



Liked Following Share ... Learn More

Write something...

- Share a photo or video
- Advertise your business
- Create an offer
- Start a Live Video
- Get people to learn more
- Get phone calls
- Get messages
- Publish a job post

See All

Search for posts on this Page

Visitor Posts

Be the first to add a post.
Create Post

Rhode Island Relay shared Rhode Island Commission on the Deaf and Hard of Hearing's post.
August 1 at 10:22am ·
Showcase Cinemas announces their open captioned films!

ART APPROVAL FORM

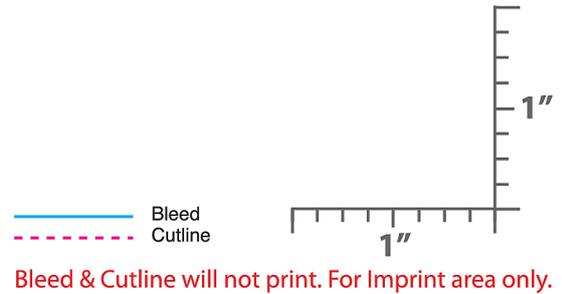
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 Item: CB101 Item Quantity: 1000
 Imprint Type: DECAL Label Type: WHITE
 Proof #: Version 1.0 Item Color:
 Item Flavor: NATURAL/UNFLAVORED Multi Flavors:
 Cap-chapbalm-.15oz EP WHITE

Imprint Color/s :



PRINTS CMYK WILL BE MATCHED AS CLOSE AS POSSIBLE

Comments:



Actual Imprint / Decal Size



NOTE THAT UNLESS A "PMS" COLORS IS PROVIDED, WE CANNOT GUARANTEE THAT ARTWORK WILL MATCH WHAT IS SHOWN ON SCREEN SINCE MONITORS PRESENT COLORS AS "RGB" AND EACH MONITOR IS CALIBRATED DIFFERENTLY.

- This PDF file is being viewed on an RGB monitor therefore there will be a variance between the color on your screen and the color of the actual finished product.
- All PMS Colors are printed CMYK and are matched as close as possible.
- This proof should be used to inspect the layout, spelling, grammar, color selection and color appearance of your order.



ECONOMY THROW
MAX FRONT ONLY SIZE: 50" x 17"
IMPRINT PMS COLOR(S): NONE

ORDER # 1189638 PO # 303501

DATE: 1.27.17 PROOF # 2 TEAM: cpl

**YOUR IMPRINT HAS BEEN MAXIMIZED
FOR THE ALLOWABLE IMPRINT AREA**

**DELAY IN APPROVAL
MAY AFFECT SHIP DATE**

TEMPLATE KEY

-  = BLEED AREA
-  = FINISHED SIZE
-  = SAFE AREA



Captioned Telephone



Individuals with hearing loss can now **hear** their caller's voice **AND read** every word they say with CapTel®!



“ Conversations with my family are easy to follow with a CapTel phone. ”

555-1234 Apr 24 2:36 pm Call Time: 00:01:59

hi grandma my concert recital is next Friday night would you and grandpa be able to come? great it starts at 7pm at the theater downtown

RhodeIslandRelay.com

CapTel is a registered trademark of Ustream, Inc.

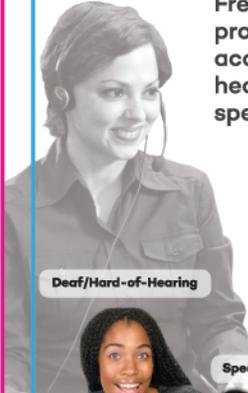
RTR1-QTY. 1



Just Dial 711



Free service that provides full telephone access to people with hearing loss and speech disabilities



Deaf/Hard-of-Hearing



Speech-Disabled



Deaf-Blind

RhodeIslandRelay.com

RTR1-QTY. 1

DELUXE MINI RETRACTOR
 VIEWABLE IMAGE SIZE: 8.25" x 15.75"
 PRINT PMS COLOR(S): NONE

INTERNAL INFO_PRINT SIZE: 8.25"W x 20.25" H



PROOF IS A LOW-RES SCREEN SHOT
 THIS IS NOT AN ACCURATE
 REPRESENTATION OF ARTWORK QUALITY

ORDER # PO #

DATE: PROOF # TEAM:

DELAY IN APPROVAL
MAY AFFECT SHIP DATE