



yp customer guide 11

EMERGENCY NUMBERS

FOR MILWAUKEE FOUR-COUNTY AREA

Milwaukee, Ozaukee, Washington, Walworth

IN AN EMERGENCY DIAL 9-1-1

Includes Listings For:
Dodge / Fond du Lac / Jefferson / Racine / Sheboygan / Walworth

FIRE/POLICE/AMBULANCE
Services For
Telecommunications
Devices for the Deaf
Dial - 9-1-1

HOMELAND SECURITY: For information on HOMELAND SECURITY, call 1-800-BE-READY (1-800-237-3239) or visit www.ready.gov or www.dhs.gov. View in the YP Real Yellow Pages™ at: www.reallypageslive.com

<p>ARSON HOTLINE 800-362-3005</p> <p>BUREAU OF ALCOHOL, TOBACCO, FIREARMS AND EXPLOSIVES (ATF) 800-800-3855</p> <p>COAST GUARD 414-747-7182</p> <p>COPE OZAUKEE CO CRISIS LINE 262-377-2673</p> <p>FBI MILWAUKEE 414-276-4684</p> <p>NATIONAL RUNAWAY SWITCHBOARD 800-RUNAWAY (786-2929)</p> <p>NATIONAL SUICIDE PREVENTION LIFELINE 800-273-TALK (8255) TTY 800-799-4TTY (4889)</p> <p>POISON CONTROL CENTER 800-222-1222</p>	<p>SHERIFF JEFFERSON CO 920-674-7300 (VOICE/TTY)</p> <p>MILWAUKEE CO 414-278-4700 (VOICE) 414-278-5252 (TTY)</p> <p>OZAUKEE CO 911 (VOICE) 262-284-8499 (TTY)</p> <p>RACINE CO 911 (VOICE) 262-866-2300 (TTY)</p> <p>WASHINGTON CO 911 (VOICE) 262-335-4411 (TTY)</p> <p>WAUKESHA CO 262-446-5070 (VOICE) 911 (TTY)</p> <p>STATE PATROL MADISON CENTRAL HDOT 608-266-3212</p> <p>MILWAUKEE-WAUKESHA 262-785-4700</p> <p>FOND DU LAC 920-929-3700</p>	<p>UNITED WAY GET CONNECTED. GET ANSWERS FREE & CONFIDENTIAL INFORMATION & REFERRAL ASSISTANCE. 24 HOURS A DAY, 7 DAYS A WEEK 2-1-1</p> <p>U.S. SECRET SERVICE MILWAUKEE 414-297-3587</p>
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Call 9-1-1 to report an accident, fire, serious illness, injury, or crime in progress that requires immediate response. If you are a business or organization with a private PBX or a CENTREX system, obtain an outside line before dialing 9-1-1.

For up-to-date Government Information online go to: www.usa.gov.

Other important numbers may be found in the following Yellow Page Headings:

- Alcoholism Information and Treatment Centers
- Counselors - Human Relations
- Crisis Intervention Service
- Drug Abuse & Addiction Information & Treatment
- Human Services Organizations
- Mental Health Services
- Social Service Organizations (includes Children's Services)
- Wildlife Management
- For Complete Government Listings, Please Refer to White Pages or Special Government Section (in Some Directories, Blue Pages)

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Wisconsin FCC Complaint Log 2012-2013

Complaint Tracking for Wisconsin (06/01/2012-05/31/2013). Total Customer Contacts: 13

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/12	Customer was denied by Supervisor to make calls using the Speech to Speech service.	06/01/12	Caller was mistakenly denied while using the Speech to Speech service. Apologized for the inconvenience. Follow up letter sent per the customer's request.
2	07/02/12	A Wisconsin text telephone relay customer said that the Operator chose an option in an automated menu without the customer asking her to do so. The Operator apologized for the inconvenience. Follow-up requested.	07/02/12	The Supervisor coached the Operator on proper call procedure when reaching an automated menu. Followed up with the customer via email stating that proper procedure was reiterated with the Operator.
3	07/09/12	A Wisconsin text telephone customer complained that the Operator did not let them know when their caller hung up and then eventually hung up on the call. Customer Service apologized for the problem. Customer did not request follow up.	07/09/12	The Supervisor met with the Operator and coached the Operator on proper procedures. Additionally, keeping the customer informed and disconnect procedures were discussed with the Operator. The Operator was not able to remember this call but will be sure to perform in a more professional manner in the future.
4	09/27/12	A Customer wished to report that captions stopped in the middle of an important call.	09/27/12	The Customer Service Representative apologized for the incident and advised the customer that the call information was shared with the Operator's Supervisor. The Supervisor will increase the monitoring frequency to make sure that failure to caption audible text is not a continuing issue for this Operator.
5	10/01/12	Customer reported that the CapTel 200 is displaying an error message that displayed, "Account log in failed, please call support. Code E2".	10/01/12	The Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. The Customer Service Representative suggested that the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
6	10/01/12	Customer reported seeing error E2 on the CapTel display.	10/01/12	The Customer Service Representative apologized for the customer's experience and noted that there was a brief 10 minute technical difficulty that affected their call. The Customer Service Representative suggested that the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.

Complaint Tracking for Wisconsin (06/01/2012-05/31/2013). Total Customer Contacts: 13

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	10/01/12	Customer reported seeing "Account Login Failed" and was unable to get captions on his call.	10/01/12	The Customer Service Representative apologized for the customer's experience and noted there was a brief technical difficulty that affected their call. The Customer Service Representative suggested for the customer to try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
8	10/24/12	This Operator was impatient. Informed caller that the Operator's Supervisor will be notified. No follow up requested.	10/24/12	The Supervisor met with the Operator. The Operator followed the Speech to Speech procedures by asking the caller to repeat as necessary.
9	10/29/12	Customer stated that the Operator was rude. The Operator did not relay all of the voice person's conversation. The voice customer asked the Operator to please relay the complete message and then the call disconnected.	10/29/12	Apologized to the customer and stated that someone in management would be notified. The customer wanted a call back and message left. The customer was contacted via phone and a message was left October 29, 2012, at approximately 3:15pm.
10	11/06/12	Customer stated that the Operator was not able to type the correct number to him per several attempts. Apologized. No follow-up requested.	11/06/12	The Operator remembers this call. There was specific money amounts that the Operator was relaying to the caller. The Operator states that the call started to garble so the Operator disabled turbo, slowed the typing speed, and finally spelled out the money amount to the caller, which enabled the call to proceed. The Operator stated that the caller was very appreciative and thanked them for being able to get the call processed.
11	01/26/13	The customer said that the Operator is not a bad Operator, but just needs to learn how to save and retrieve Speech to Speech messages. The Supervisor apologized for the inconvenience and would forward this to the Operator's immediate Supervisor. No follow up requested.	01/26/13	The Operator is familiar with the procedure, however, there was a technical issue that caused the speech to speech message not to be saved.

Complaint Tracking for Wisconsin (06/01/2012-05/31/2013). Total Customer Contacts: 13

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	02/18/13	A customer complained that when they called the Wisconsin Speech to Speech number, the Operators are not able to see the account notes. He has tried several times on two lines and still no notes. This is an ongoing problem, (about a month) at the call center. Customer service apologized and told the customer that a trouble ticket would be entered. Follow up requested.	02/18/13	Sent follow up email to customer per request.
13	03/01/13	A Speech to Speech customer reported that for the last 4 days he has had trouble connecting to certain numbers through Wisconsin Speech to Speech relay. He provided several numbers in which he reached a recording, "the number you have dialed cannot be completed as dialed". When he dials direct from his phone, he connects fine. He said that the Supervisors at the call center have told him that a trouble ticket would be entered. Customer Service responded, apologized, and placed a test call from their desk phone. The test call also included the customer on line and found the same problem. Entered ticket. Follow up requested.	03/01/13	The technicians fixed the circuit and now it is working. Sent follow up email to customer as requested.



Wisconsin FCC Complaint Log 2013-2014

Complaint Tracking for Wisconsin (06/01/2013-05/31/2014). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	10/07/13	The customer felt frustrated with the Operator's response, tone, and handling of the situation. When the Operator said "go ahead," the customer asked the Operator directly if 'go ahead' meant she could speak or was that something the other party spoke in conversation? The Operator responded stating that the Operator cannot be involved with the conversation. When the customer responded, the Operator interrupted stating that the caller is typing now. Supervisor apologized and explained how the relay services, including the "go ahead and communication exchange." Customer commented that this type of explanation and response had not been offered during the call.	10/08/13	The Operator demonstrated procedural knowledge of the correct phrasing and procedures to process this type of situation. Also, the Operator was coached on the importance of being professional when speaking to customers.
2	10/19/13	This Operator hung up on customer. Apologized to the customer and will forward to the appropriate department. No follow up required.	10/22/13	Supervisor met with the Operator. The Operator does not remember having any issues on this day. Operator was coached on the importance of not disconnecting customers and if there is a problem with any call to ask for assistance.
3	01/13/14	Caller said the Operator did not type "GA" at the end of each response during conversation. Apologized to caller for the issue. No follow up was requested.	01/13/14	This Operator was not working during the time of the alleged incident. No follow up requested.
4	01/31/14	Speech to Speech customer believes the Operator was ignoring him and did not respond when the call came in. The customer had reached this Operator twice and did not get a response either time. Supervisor apologized for the inconvenience. Follow up requested to be sent via email.	01/31/14	Currently, we do not have this Operator assigned. Sent an email to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	02/20/14	The note in the customer profile states "no abbreviations." The customer reports that the Operator used abbreviations and the customer wanted the words spelled out. Apologized. No follow up requested.	02/20/14	The Operator recalled the call and coached the Operator on how to follow customer's notes. No follow up requested.
6	04/06/14	Customer reported inaccurate captions while using his CapTel 840.	04/06/14	<p>Customer Service Representative apologized for incidence and inquired if the customer sees corrections of errors. Customer said sometimes corrections are made but not always. Customer Service Representative offered to do research on a call if the customer can provide specific examples of inaccuracies along with the time date and Communication Assistant's # from the call. We then can provide enhanced coaching and monitoring for the Communication Assistant involved on the call to help bring optimal performance.</p> <p>Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.</p>
7	04/09/14	Customer reported inaccurate captions during calls.	05/02/14	<p>Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer Service Representative suggested customer document the date time and Communication Assistant's # of any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative followed up with the customer on a later date but customer still did not have any specific examples to share at that time.</p> <p>Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.</p>



Wisconsin FCC Complaint Log 2014-2015

Complaint Tracking for Wisconsin (06/01/2014-05/31/2015). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/16/14	Operator did not follow customer notes or customer instructions. No time/date given. No follow up requested. The Customer Service Representative thanked customer for letting us know.	07/16/14	Unfortunately, the identified Operator number is not assigned to any employee and the complaint does not provide information that could support further investigation. No action can be taken to discuss or coach performance on the identified issue.
2	07/30/14	Wisconsin Speech to Speech user gets TTY answer when calling Wisconsin Speech to Speech and Customer Service direct numbers. Apologized for the problem and re-branded, preferences in profile as Speech to Speech answer type. Explained to customer that I will let relay technicians know the issue. Customer wants contact with resolution.	07/30/14	The issue cause and resolution for the branding loss has been identified and the customers preferred answer type has been entered. Customer was informed of the answer type branding correction on July 30.
3	08/17/14	Customer reported captions were delayed behind the spoken words on a call to the CapTel 800.	08/22/14	Customer Service Representative apologized for the incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up due to the seconds of delay being behind the CapTel guidelines. Call Center management indicated that a possible cause for the delay was the caller was speaking very quickly or there were multiple speakers on the call. The Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance. Changed to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
4	09/10/14	Customer's son reported seeing an error message on the CapTel 800.	09/10/14	Customer Service Representative advised customer's son we experienced a brief technical difficulty that is now resolved. Customer's son confirmed they were successfully getting captions at the time they spoke with customer service.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	09/12/14	Customer's helper reported seeing (Waiting for CapTel Operator) on the CapTel 800.	09/12/14	Customer Service Representative advised customer's helper about a brief two minute technical difficulty that had since been resolved. Customer Service Representative advised the caller who was on a cell phone to try their call again and confirmed they were able to make their captioned call successfully while on the call with customer service. Customer Service Representative confirmed the difficulty was resolved.
6	03/04/15	Customer reported a specific call where captions stopped.	03/30/15	Customer Service Representative apologized for the incident and thanked customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. The Communication Assistant's Supervisor confirmed the call was disconnected due to no captionable audio for over two minutes per policy. Customer Service Representative called the customer to let them know our investigation finding.
7	05/29/15	On Speech to Speech call, during the Operator switch over, the customer felt very rushed and felt like another agent was needed. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	06/03/15	The Program Manager followed up with the customer. Apologies were conveyed and a options on how to best request a different speech-to-speech agent were discussed. The customer was satisfied with the discussion and expressed gratitude for and compliments about the service.



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Wisconsin FCC Complaint Log

2015 - 2016

Complaint Tracking for Wisconsin (06/01/2015-05/31/2016). Total Customer Contacts: 9

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/15	Customer shared feedback regarding accuracy of captions and provided specific call data.	06/16/15	Operator apologized for the incident and thanked the customer for the feedback. Call detail was shared with the Call Center management for follow up with the Operator by the Operator's supervisor. Call center staff met with the Operator to discuss the concern and discussed proper captioning techniques related to taking good guesses and scanning for errors. The primary Supervisor has been informed of the concern and will be performing extra observation looking for similar coaching opportunities related to accuracy as well as increasing monitoring frequency for the Operator to ensure consistent quality performance.
2	07/17/15	Customer reported that sometimes the captioned answering machine message has incorrect information.	08/06/15	Operator apologized for the incident and thanked the customer for bringing their experience to our attention. Customer did not have call specifics to follow up on with the Call Center. Operator shared that the recorded message could be re-captioned which the customer did and said this remedied the circumstance. Operator followed up with the customer to see if any additional incidents had occurred to report and the customer said all was well and thanked the Operator for the follow up.
3	08/11/15	Customer reported that the captions were far behind the spoken word on the CapTel 800 in 2-Line mode.	08/19/15	Operator apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator 's supervisor. Operator shared tips with the customer to use when the other party speaks quickly causing a lag in captions. Call Center management was unable to increase monitoring frequency of the Operator because the Operator is no longer at the Call Center.
4	12/18/15	A Wisconsin TTY user complained that the Operator abbreviated during the call when their notes said no abbreviations. Customer Service apologized for the problem. Customer did not request follow up	12/18/15	Made a U-only abbreviation. When customer said I don't understand shorthand. Operator reviewed three lines of text and there were no abbreviations used. Was aware of note and might have just had that one slip. Just a common practice to use a "U" for "You". Coached to be careful and type out the smallest of words to avoid use of abbreviations.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	03/15/16	Speech to Speech user said this Operator is impatient when answering the phone and does not give the caller a chance to respond. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	03/15/16	Supervisor met with the Operator and coached to be more patient. Follow up with customer via phone call as per request.
6	03/15/16	Speech to Speech customer said had to wait up to 10 minutes to get an Operator. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	03/15/16	Management apologized for the delay. Follow up with customer via phone call as per request.
7	04/20/16	The Operator was rude. The Operator interrupted the customer and let the conversation overlap by not waiting for the customer to give the go ahead. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded to the appropriate party in management. Follow up requested.	04/20/16	The Operator was coached by the quality supervisor on the importance of demonstrating a warm and friendly demeanor when speaking with customers. The Operator was also coached on proper pacing techniques. A follow up email was sent to the customer as requested on 5/2/2016.
8	04/21/16	Speech to Speech customer stated that this Operator has no patience and rudely interrupts. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	04/21/16	Supervisor coached the Operator to be patient and professional at all times. Follow up with the customer was made via phone call.
9	05/18/16	A Speech to Speech customer stated that the Operator was very rude and made the caller feel rushed. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	05/18/16	Supervisor coached the Operator to remain professional and patient for all calls.



Sprint
Accessibility

Wisconsin FCC Complaint Log

2016 - 2017

Complaint Tracking for Wisconsin (06/01/2016-05/31/2017). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/08/16	Wisconsin Speech to Speech user has tried to reach Speech to Speech all day and cannot reach an Operator to place his calls. He held for 10 and up to 35 minutes without connecting. I apologized for the problem and let him know I would report this to relay management. Customer does not want contact.	07/12/16	While the customer did not provide the time his calls were attempted there was one hour when we experienced additional speech to speech call volume on this date. We continue to monitor answer time and will make adjustments as needed.
2	07/27/16	The caller stated that when he needed to make a call, the Operator did not understand him sufficiently in order to complete his call. The Operator told him that she was in training and if he waited until after a certain time, other Operators might be available to process his call. After that time, he was able to successfully complete that call with a different Operator. Customer Service Response: I apologized for the inconvenience and explained that it is necessary for the Operators to train during live calls to become proficient. I thanked him and told him that the report would be sent to the Supervisor. No follow up requested.	07/27/16	The provided Operator ID is currently unassigned. Supervisor is unable to conduct a follow up meeting with the Operator.
3	08/12/16	Operator is unresponsive and impatient and won't answer questions.	08/12/16	Supervisor coached the Operator to always request Supervisor's assistance if there is any trouble with understanding the caller. Multiple attempts were made to follow up with the customer via a phone call resulting in leaving a message on the answering machine.
4	08/15/16	Customer requested number to call and realized it was the wrong number. Operator said, "Sir, hang up." Customer states they don't know why. Customer Service Representative apologized for the problem, explaining I will let the Operator's Supervisor know for follow up with the Operator. Customer does not want contact.	08/15/16	Operator ID not assigned at this time.
5	10/06/16	Customer's sister reported hearing, "Please hold for the next available Operator when calling to the CapTel 840 in 1-Line mode."	10/06/16	Customer Service Representative apologized to the customer for the additional wait time to connect with an Operator and advised the customer to continue to hold for the next available Operator. Customer Service Representative noted this added answer time was a result of higher call volume in our Call Centers as a result of the Hurricane.
6	01/12/17	Speech to Speech customer feels as if the Operator was impatient. Assistant Supervisor apologized for the inconvenience. Follow up requested via phone call.	01/12/17	Follow up was done by Program Manager via phone call. Program Manager discussion: Call center will coach Operator to wait for callers' indication they are done speaking. Customer will make effort to instruct Operator at beginning of call set up to wait for the go ahead before seeking clarification. Customer will attempt to speak 'go ahead' or another phrase to indicate they are done speaking.

WISCONSIN RELAY



Providing clear communication
and simple phone connections
between people who are:

- deaf
- hard-of-hearing
- speech-disabled
- hearing



www.wisconsinrelay.com

WHAT IS RELAY SERVICE?

Imagine yourself in one of these four possible scenarios:

1. You plan to call your deaf colleague and invite him to an event but you can't because he can't hear you on the phone.
2. You receive a florist order from a caller who has a speech disability, and you have a hard time understanding him.
3. You get tired of repeating what you say because your favorite aunt can't hear you very well.
4. Your neighbor who is deaf-blind asks you to call her but you are wondering how to communicate with her over the phone.

We have the solution... **WISCONSIN RELAY!**

Wisconsin Relay is a statewide service that allows you to make phone calls to people with hearing loss or speech disability who use text telephones (TTYs) or voice carry-over (VCO or CapTel) phones.

Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, call length, or type of calls.

All calls are strictly confidential and no records of any conversations are maintained. Anyone wishing to use Wisconsin Relay simply dials the relay number to connect with a relay operator. The relay operator will dial the requested number and relay the conversation between the two callers.

Always Available:

Relay Ohio is available
24 hours a day, 365 days a year.

Accurate & Transparent:

The Relay Operator voices everything you type and types everything you say.

Private & Confidential:

No relay calls are ever shared nor saved.

For more information:

www.wisconsinrelay.com

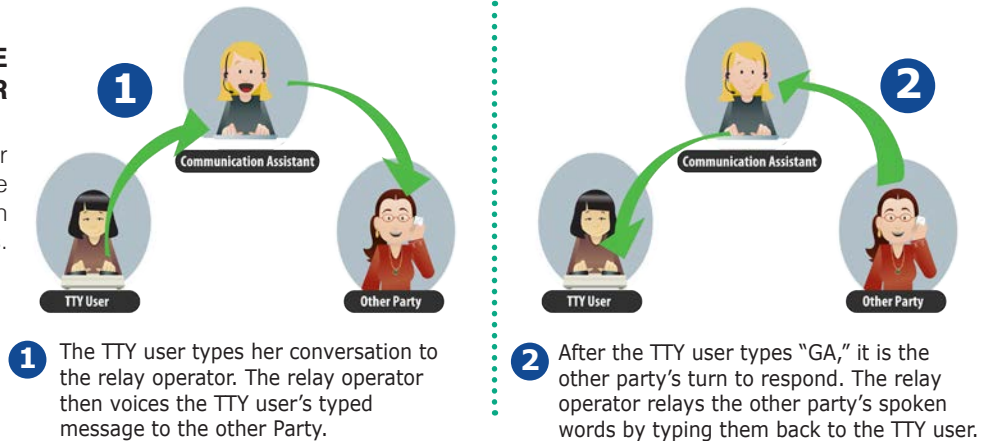


HOW DOES RELAY SERVICE WORK?

The relay service offers several ways to connect two callers through a relay operator. Below are three options of how a relay operator functions:

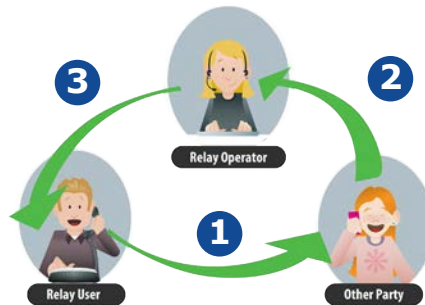
TEXT & VOICE RELAY OPERATOR

The relay operator passes phone conversations between two callers.



TEXT ONLY RELAY OPERATOR

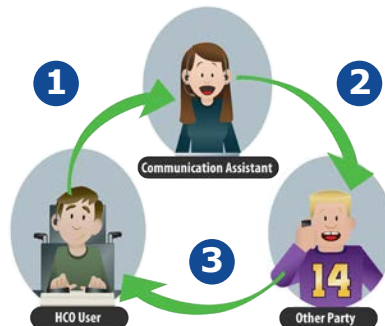
The relay operator is only typing what the other party says but the relay caller prefers to use their own voice. This service is ideal for Voice Carry-Over or CapTel service.



The relay user can interrupt or continue to talk during the conversation.

VOICE ONLY RELAY OPERATOR

The relay operator only voices what the caller with speech disability says but the caller can hear what the other party says. This service is ideal for Hearing Carry-Over or Speech-to-Speech.



DON'T HANG UP CAMPAIGN

People with hearing loss or speech disabilities use the phone like everyone else – to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation, or simply to be neighborly.

- Have you ever made a call and had someone hang up on you?
- Do you want Wisconsin Relay to educate those who hang up on you?



Many people with hearing loss or speech disability find that businesses, organizations, and individuals they call through relay are unfamiliar with Wisconsin Relay. As a result, when the relay operator announces the call “This is Wisconsin Relay” to someone unfamiliar with this service, often that person will hang up. The hearing person who is receiving a relay call for the first time may think that a telemarketer is calling.

These hang-ups are frustrating for deaf, hard-of-hearing, deaf-blind, and speech-disabled callers, and may lead to a loss of business and bad customer relations for the business or organization being called.

If you have experienced a hang-up when placing a relay call, you may contact us at:

- 899-676-3777 (TTY)
- 800-676-4290 (Español - TTY/Voz)
- 877-787-1989 (STS only)
- 866-931-9027 (VCO only)
- Sprint.TRSCustServ@sprint.com
- online: wisconsinrelay.com/donthangup

Help Wisconsin Relay increase awareness and get the message out about the “Please, Don’t Hang Up” campaign.

“ Wisconsin Relay?
It must be
telemarketing! ”



DIAL 711 - EASY TO REMEMBER



All you have to do is dial 711.

Follow these simple steps:

- Dial 711 (or the Wisconsin Relay toll-free number appropriate for your specific call. - see list of relay number on the back of this brochure)
- A specially trained Wisconsin Relay operator will answer and identify themselves by their operator number.
- Give the operator the phone number of the person you are calling.
- The operator will connect you with the person you are calling and will assist you with communication.

It really is that easy!

NOTE:

- If the phone from which you are calling does not accept 711, just call the full relay number (see the numbers on the back of this brochure) for the same great results.
- Calls can be made to anywhere in the world, 24 hours a day, 365 days a year.
- All calls are strictly confidential and no records of any conversation are maintained.
- Long distance calls are billed at a discounted rate.

911 EMERGENCY CALLS



711 is not an emergency number and should not be confused with 911.

In case of emergency, relay users should call the TTY equipped 911 Center or emergency services center in their community.

HOWEVER, if you use a TTY and cannot obtain emergency services on 911, you may call 711 and tell the relay operator you have an emergency situation. The operator will then voice your emergency to the appropriate authorities.

NOTE: Wisconsin Relay can process emergency calls but it may take longer for the connection to be made.

JUST DIAL 711!

If you are a hearing person and you want to call people who are deaf, hard-of-hearing, late-deafened or who have a speech disability, all you have to do is dial 711. It's easy! (If the phone from which you are calling does not accept 711, just call 800-947-6644 for the same great results).

Step-by-Step Instructions

- Dial the TTY number, **711** or **800-947-6644**.
- A specially trained Wisconsin Relay operator will answer and identify themselves by their operator number.
- Give the relay operator the phone number of the person you are calling.
- The relay operator will connect you with the person you are calling and will assist you with communication.

It is really that easy!

Remember, calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are strictly confidential and no records of any conversation are maintained. Long distance calls are billed at a discounted rate.



Scan the QR code to view
a **How To Make a Relay Call** video.

Or go to the website at
www.wisconsinrelay.com/videos



800-947-3529

TEXT TELEPHONE RELAY

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

Step-by-Step Instructions

- Dial the TTY number, **711** or **800-947-3529**.
- Wisconsin Relay Operator will answer with "8234" (for Relay Operator identification), "F" or "M" (for Relay Operator gender) and "NUMBER CALLING PLS GA." ("GA" denotes "go ahead.")



- Type in the area code and telephone number you wish to call and then type "GA."



- The Relay Operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.



For more information, go to www.wisconsinrelay.com



Talk with confidence.

Voice Carry-Over (VCO) Direct is a service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person. If you are a late-deafened individual who has difficulty hearing over the phone, VCO Direct is the perfect communication solution for you!

A Relay Operator types what the hearing person says to your TTY or VCO phone for you to read. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

Now, when, you dial 711 or 877-644-6826 your calls are automatically handled by a Relay Operator who specializes in all types of VCO calls, such as:

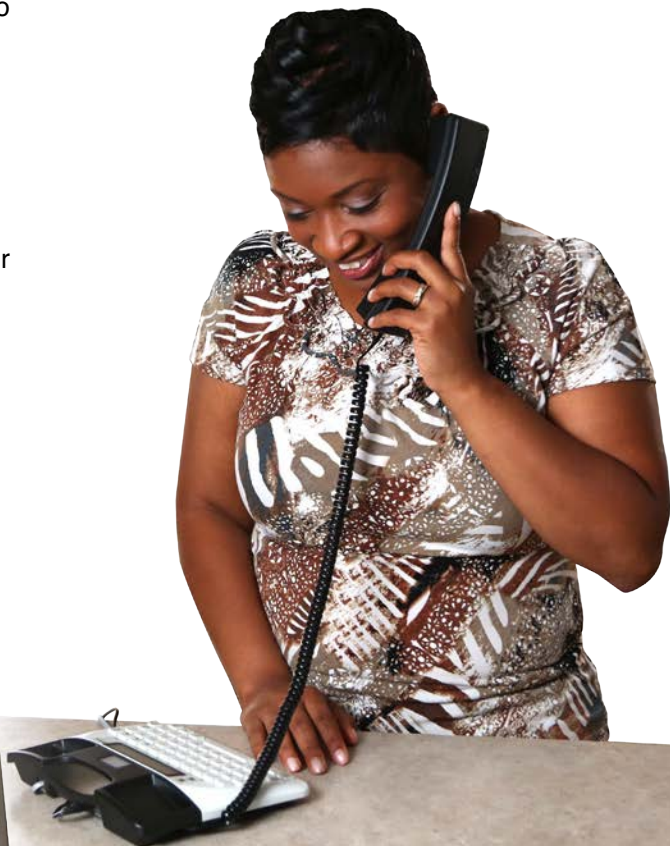
- VCO to Voice
- VCO to TTY
- VCO to VCO
- Two-Line VCO

With this service, you no longer have to specify your call type to the Relay Operator.



Scan the QR code to view a **Voice Carry-Over** video.

Or go to the website at www.wisconsinrelay.com/videos



VCO OPTIONS

Wisconsin Relay offers three additional VCO options for making phone calls.

OPTION #1: VCO to VCO

The Relay Operator will serve as both users "ears" and type what each person says. This is ideal for people who have a VCO phone or don't wish to type.

1. Call 711 or 877-490-3724.
2. Wisconsin Relay will answer with the Relay Operator's number, Relay Operator's gender, and "VOICE OR TYPE NOW GA."
3. Voice or type "VCO TO VCO PLS", then voice or type the area code and telephone number you want to call, followed by "GA."
4. The Relay Operator will type the greeting of the person you have called followed by "GA" as your cue to start speaking. Remember to wait for "GA" before responding.

OPTION #2: VCO to TTY

The Relay Operator will type what the VCO user says to the TTY user. Whatever the TTY user types will go directly to the VCO user's TTY or VCO phone.

1. Call 711 or 877-490-3724.
2. Wisconsin Relay will answer with the Relay Operator's number, Relay Operator's gender, and "VOICE OR TYPE NOW GA."
3. Voice or type "VCO TO TTY PLS", then voice or type the area code and telephone number you want to call, followed by "GA."
4. When the TTY user answers, the Relay Operator will announce it is a VCO to TTY call and will type the message "GA" as your cue to start speaking.
5. The Relay Operator will type what you say to the TTY user you are calling. Remember to wait for "GA" before responding.

OPTION #3: Two-Line VCO

The Voice line must have three-way/conference calling capability. Two-line VCO provides a more natural conversation without the pauses required during single-line VCO calls.

1. Call 711 or 877-490-3724.
2. Wisconsin Relay will answer with the Relay Operator's number, Relay Operator's gender, and "NUMBER CALLING PLS GA."
3. Type the area code and telephone number of your second line and then type "TWO LINE VCO GA."
4. When your second line rings, answer it by voice and ask the Relay Operator to hold.
5. Press the conference button and then dial out to the third party's number.
6. Press the conference button again to "bridge" all three parties.

If you have the THREE-WAY calling feature:

1. Follow steps 1 to 4 above. Press and release the receiver button or flash key on your phone.
2. Dial out to the third party's number.
3. Press and release the receiver button or flash key again to "bridge" all three parties.

For more information, go to www.wisconsinrelay.com/vco

Listen with clarity.

Hearing Carry-Over (HCO) users can hear their call placed through relay, while the Relay Operator serves as the customer's voice. Callers may request a male or female operator. To use HCO, a TTY (text-telephone) is required.

HCO Branding

A branded HCO user will be identified to the operator as an HCO customer. This will enable an HCO user to call into the relay and hear the operator's greeting instead of it coming across the TTY.

To identify your phone number as HCO, dial 711 or 800-947-3529, and request to be permanently branded as an HCO customer. The operator will brand your home telephone number.



Scan the QR code to view a **Hearing Carry-Over** video.

Or go to the website at www.wisconsinrelay.com/videos



HCO OPTIONS

Wisconsin Relay offers three HCO options for making or receiving phone calls.

OPTION #1:

HCO user placing a call through relay:

1. Call 711 or 800-947-3529 using TTY.
2. Greeting from the Relay Operator will appear.
3. Type the number you want to call and "HCO GA." Pick up the receiver.
4. Wait for the operator to say, "One moment for your call to begin," to the person you are calling.
5. Place the receiver on the TTY. Type your response, then "GA."
6. Pick up the receiver. Your caller will speak directly to you.
7. After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

OPTION #2:

HCO user receiving a call through relay when your caller requests HCO:

1. Place receiver on TTY and type your greeting and "GA."
2. Operator will type his/her greeting and, "WITH A CALL... YOUR CALLER HAS REQUESTED HCO GA."
3. Pick up the receiver. Your caller will speak directly to you.
4. After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

OPTION #3:

HCO user receiving a call through relay when your caller does NOT request HCO:

1. Place the receiver on the TTY and type your greeting and "GA."
2. Operator will type his/her greeting and, "WITH A CALL..." The operator will type your caller's response and "GA."
3. Type your response. Then type "(HCO) GA."
4. Pick up the receiver. Your caller will speak directly to you. (There may be a few moments of silence at the beginning of the call while the operator asks your caller if they are familiar with HCO calls.)
5. When your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

Talk with ease.

- Tired of struggling to be understood over the phone?
- Want the freedom to communicate anytime from anywhere?

We have the perfect solution for you — Wisconsin Relay Speech-to-Speech (STS) provides one-on-one support for telephone calls.

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

STS Customer Service (My Support)

Wisconsin Ohio now has a dedicated customer support for STS users. A customer service representative will assist the STS user with basic information about STS, filling out customer profiles, and other features designed to support the STS users and their callers.

The customer support is open 24 hours a day, 7 days a week.

- 877-787-1989
- Sprint.TRSCustServ@sprint.com

For more information,
go to www.wisconsinrelay.com/sts



Scan the QR code to view
a **Speech-to-Speech** video.

Or go to the website at
www.wisconsinrelay.com/videos/



ENHANCED SPEECH-TO-SPEECH

The enhanced STS feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, Wisconsin Relay now offers My Email Set Up. **Now, you can e-mail call instructions or information 2 to 24**



My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- Include information such as:
 - the number to be dialed
 - the name of the person being called
 - any special instructions
 - subject of the call
 - anything that makes it easier for you to complete the call.

■ IMPORTANT INFORMATION:

Before you use My Email Set Up, it is important to call My Support at 877-787-1989.

The STS customer support representative will fill out your profile.

Or you may go to **www.wisconsinrelay.com/sts** and download the STS Customer Profile form.

After you finish filling out the form, mail it to:

Wisconsin Relay Customer Service
P.O. Box 29230 - KSOPHR0312-3A
Shawnee Mission, KS 66201-9230

Or fax the form to 877-877-3291.



My Style

- You are able to determine your conversation style.
- STS relay operator can simply look up your preferred style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- You simply say the name of the person being called.



My Name



My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.

CAPTIONED TELEPHONE SERVICE

Do you...

- have difficulty hearing on the phone?
- misunderstand conversations due to background noise?

Have you...

- said "What? Can you repeat that, please?" when talking on the phone?

If you answered **YES**, we've got the solution for you!

Captioned telephone (CapTel®) service from Wisconsin Relay offers anyone with hearing loss the ability to communicate on the telephone independently.

LISTEN, **READ** and **RESPOND** to your callers with ease on the CapTel phone!



Scan the QR code to view an **Wisconsin CapTel Service** video.

Or go to the website at www.wisconsinrelay.com/videos

For more information:
wisconsincaptel.com

Customer Support:

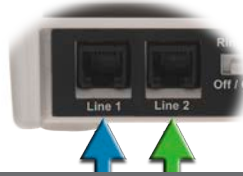
- **888-269-7477**
- **captel@captel.com**

CapTel is a registered trademark of Ultratec, Inc.



CAPTEL COMPARISON CHART

To help you choose which CapTel phone is best for you, please review the comparison chart for one-line CapTel, two-line CapTel and Internet-based CapTel.



Features	One-Line CapTel	Two-Line CapTel	Internet-based CapTel
How many phone lines	One phone line provides both conversation and captions.	The first line provides conversations while captions are on the 2nd line.	The first line provides conversations while captions are on the 2nd line.
Caption On/Off	Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.	Captions can be turned on or off on demand, at any point in a conversation.
Automatic captions upon receiving phone calls	Other party callers must first dial the toll-free captioning service - 877-243-2823 (866-217-3362 for Spanish captioning), then enter the CapTel user's phone number, in order for the CapTel user to receive captions of their call.	Incoming calls are automatically captioned. Other party callers simply dial the CapTel user's standard phone number directly.	Incoming calls are automatically captioned. Other party callers simply dial the CapTel user's standard phone number directly.
Call-waiting tones	Call-waiting tones may interrupt captioning support. The CapTel user cannot use call-waiting during a captioned call.	The CapTel user can use call-waiting during a captioned call.	The CapTel user can use call-waiting during a captioned call.
Automatic call-back (*69) supported	No	Yes	Yes
Emergency 9-1-1	Calls to 9-1-1 are treated as Voice Carry-Over (VCO) calls and routed to 9-1-1 directly. The 9-1-1 messages appear on the CapTel display, but the CapTel user will not have sound over the phone line while receiving captions.	Calls to 9-1-1 are captioned through the captioning service on the second line. The CapTel user's conversation is conducted on the first line.	Calls to 9-1-1 are captioned through the captioning service on the second line. The CapTel user's conversation is conducted on the first line.
Dial outgoing phone numbers	Calls are automatically routed through the captioning service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the captioning service is connected automatically through the second telephone line.	Calls are direct between parties. On every call (outgoing or incoming), the captioning service is connected automatically through the Ethernet line (2nd line).
Phone services supported	Requires one standard (analog) telephone line.	Line 1 can be: Analog, DSL, VoIP, FIOS, or digital cable phone service Line 2 must be: Standard analog telephone line	Line 1 can be: Analog, DSL, VoIP, FIOS, or digital cable phone service Line 2 must be: Connected to the Internet

SPANISH RELAY

800-833-7813 Spanish-to-Spanish
877-490-3723 Spanish-to-English

Wisconsin Relay also provides services in Spanish. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. To make a Spanish relay call, dial the Wisconsin Relay number and instruct the relay operator on how you want your call translated.

Scan the QR code to view
a **Spanish Relay** video.

Or go to the website at
www.wisconsinrelay.com/videos



900 SERVICES

900-230-7575

Wisconsin Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTES: The caller is responsible for direct billing. Billing procedures may apply differently depending upon the pay-per-call service called.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Wisconsin Relay.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing will begin.

VOICE MAIL RETRIEVAL

800-947-3529

The TTY users can request the relay operator to **retrieve voice mail messages** from their answering machine.

For answering machine retrieval calls, Wisconsin Relay **DOES NOT** enter a "CALL TO" number.

1. Dial 711 or 800-947-3529
2. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
3. Place the phone handset back on the TTY and type "GA."
4. Relay operator will type your messages.

800-947-3529

TELEBRAILLE

Deaf-blind relay users often use special TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deaf-blind users and trained to provide effective assistance for their calling needs.

The “text pacing” feature is specific to TeleBraille users. During these relay calls, the relay operator will type at a regular pace, however the message will come across on the user’s TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm.



Scan the QR code to view
a **TeleBraille Relay Service** video.

Or go to the website at
www.wisconsinrelay.com/videos



800-947-3529

DIRECTORY ASSISTANCE

Wisconsin Relay will relay Directory Assistance (DA) calls between relay 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 Wisconsin Relay or dial directly.

800-947-3529

TTY PAYPHONE

Public payphones are available for making phone calls via relay services.

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

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

- | | |
|----------------|----------------|
| ■ Collect | ■ Third party |
| ■ Calling card | ■ Prepaid card |



INTERNET RELAY

Sprint IP Relay is a free service offered to individuals who have a hearing loss or speech disability. This service allows them to place relay calls over the Internet via their computer, laptop, or mobile device. International calls are not allowed.

SprintIP.com

- Fast internet relay connections.
- Make or receive calls.
- Save or print your conversations.
- Deaf-blind friendly.
- Experienced relay operators.
- Learn more at sprintrelay.com/sprintip



IMPORTANT:

Users are required to register a 10-digit phone number at www.mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.

Sprint Mobile IP App

- Use with smartphones or tablets.
- Tap, connect and relay.
- Save or email conversations.
- Make or receive Sprint IP calls.*
- Learn more at sprintrelay.com/mobileip
- Download the Sprint IP App:



* Internet connection (i.e. wireless or WiFi) required.



Sprint IP Relay Service is a free service offered to individuals who are deaf, hard of hearing and have a speech disability that allow them to place relay calls over the Internet between locations in the United States (including its territories). Available only in USA and US territories. International calls will either be blocked or terminated. Although Sprint IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP; whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see www.sprintrelay.com © 2016 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.

OUTREACH

The Wisconsin Relay Outreach Team is available to:

- Provide outreach services to the deaf, deaf-blind, hard-of-hearing, and speech disabled communities, as well as civic groups and other organizations in Wisconsin.
- Make presentations and distribute relay information in educational settings and at trade shows throughout Wisconsin.
- Conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind and speech disabled and non-disabled communities in Wisconsin.

To receive information or schedule a presentation, contact:

- Emma Danielson
Relay Program Manager
- 877-698-5520 (TTY)
- 217-698-4031 (Voice)
- 866-410-4260 (Fax)
- emma.danielson@sprint.com
(Email)
- wisconsinrelay.com/outreach



EQUIPMENT PURCHASE PROGRAM

The Telecommunications Equipment Purchase Program (TEPP) offers accessible equipment for Wisconsin residents with qualifying disabilities that interfere with the use of the standard telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment.

What type of equipment is available to purchase?

- TTY, large visual display(LVD)TTYs and Captel
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system

Where do I get an application?

If you meet the criteria, go to **tepp.wipfli.com**.

Click the **“I want to apply for a TEPP voucher”** link.

For more information about the TEPP:
go to **wisconsinrelay.com/tepp**



Wisconsin Relay Service Contact Information

 TTY Users	7-1-1 800-947-3529 www.wisconsinrelay.com/tty
 Hearing Users	7-1-1 800-947-6644 www.wisconsinrelay.com/voice
 Voice Carry-Over (VCO)	7-1-1 877-490-3724 www.wisconsinrelay.com/vco
 Hearing Carry-Over (HCO)	7-1-1 800-947-3529 www.wisconsinrelay.com/hco
 Speech-to-Speech (STS)	7-1-1 800-833-7637 877-787-1989 (Customer Service for STS only) www.wisconsinrelay.com/sts
 CapTel®	For Hearing Callers: 7-1-1 or 800-933-7219 888-269-7477 (CapTel Customer Service) www.wisconsinrelay.com/captel
 TeleBraille	7-1-1 800-947-3529 www.wisconsinrelay.com/telebraille
 900 Services	900-230-7575 www.wisconsinrelay.com/900
 Wisconsin Relay Customer Service	800-676-3777 (TTY/Voice) 800-676-4290 (Español - TTY/Voz) 866-931-9027 (VCO only) 877-787-1989 (STS only) Sprint.TRSCustServ@sprint.com (E-mail)

Wisconsin Relay Service

A free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled



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QUICK GLANCES

Videos	Short and educational videos on how relay services work. View videos ...
CapTel Phone	The CapTel phone is now available for those who do not qualify to receive the phone for free under the Equipment Distribution Program. Read more ...
TEPP	The Telecommunications Equipment Purchase Program offers accessible equipment for state residents with qualifying disabilities. Read more ...



NEED INFORMATION?

Do you need more information, or have a question or suggestion about our relay service? Let us know!

Name
Email
Subject
Message

[Send](#)

ANNOUNCEMENTS

Sprint CapTel Video:
Carolyn Ponder's
Testimony



Job Opportunity:

Are you interested in applying for a Wisconsin Telecommunications Relay Service Outreach Specialist?

[Click here for more information](#)



1-608-234-4781 (Voice)
1-608-234-4781 (Videophone)
1-608-267-6934 (TTY)

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Wisconsin Relay Service is provided by Sprint

Wisconsin Relay Service

A free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled



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1-608-234-4781 (Voice)
1-608-234-4781 (Videophone)
1-608-267-6934 (TTY)

© 2016
Wisconsin Relay Service is provided by Sprint

Dial 7-1-1. It's a breeze to communicate with anyone and say "Hello!"



wisconsinrelay.com

Dialing **7-1-1** will connect you to Wisconsin Relay, a free service which allows effortless communication for people who are deaf, deafblind, hard-of-hearing, speech-disabled, and hearing.

It is very simple to make phone calls. Just:

- 1) Dial **7-1-1*** or use the toll-free numbers listed below.
- 2) Give the relay operator the number of the person you are calling.
- 3) Easily communicate - an operator will relay the messages between you and the other person.



TTY User



TTY to Voice
800-947-3529
ASCII
800-267-8867

Voice User



Voice to TTY
800-947-6644

Voice Carry-Over User



Voice Carry-Over
877-490-3724

CapTel User



Voice to CapTel
877-243-2823

People with Speech Disabilities



Speech-to-Speech
800-833-7637
Hearing Carry-Over
800-947-3529

Spanish User



Spanish to Spanish
800-833-7813
Spanish to English
877-490-3723

Customer Service



TTY or Voice 800-676-3777
Español 800-676-4290
CapTel 888-269-7477
Speech-to-Speech 877-787-1989

■ www.wisconsinrelay.com ■

Wisconsin Relay and Sprint Relay partner to provide this free accessible service for all citizens and visitors of Wisconsin.

TIME to END your frequent *"I can't hear you"*



wisconsinrelay.com

comment?

Free* captioned telephone service from Wisconsin Relay offers the ability for anyone with hearing loss to communicate on the telephone independently.

LISTEN, **READ** and **RESPOND** to your callers with ease on the CapTel® phone!

*CapTel callers are responsible for their own long distance call charges.



FEATURES:

- Built-in answering machine with captions
- Large 7" screen with easy-to-read captions
- Built-in WiFi (available with CapTel 840i only)
- One-touch button to reach customer service

FOR MORE INFORMATION ABOUT THE SERVICE OR TO GET A CAPTEL PHONE, GO TO **WISCONSINRELAY.COM/CAPTEL**