

Dial. Listen. Read. Talk. Captioned Telephone®!

Do you...

- struggle with understanding others on the phone?
- say "What? Can you repeat that, please?"
- depend on others to help you with phone calls?

If any of your answers are **YES**, we've got the solution for you — Captioned Telephone (CapTel). CapTel allows you to **LISTEN** to the other person and **READ** captions of everything said during your phone conversations.

What is CapTel North Carolina?

- CapTel North Carolina allows anyone with a hearing loss who finds it difficult to hear independently to use the phone.
- 24-hour-a-day free service
 - CapTel users are responsible for their own long distance charges. However, there is no charge for using CapTel North Carolina Service.
- Available for Spanish-to-Spanish calls
 - Hours are 8 am to 12 midnight EST

For more information, contact

- Kim Calabretta, CapTel NC Manager
- kim.m.calabretta@sprint.com

How CapTel North Carolina Service Works:

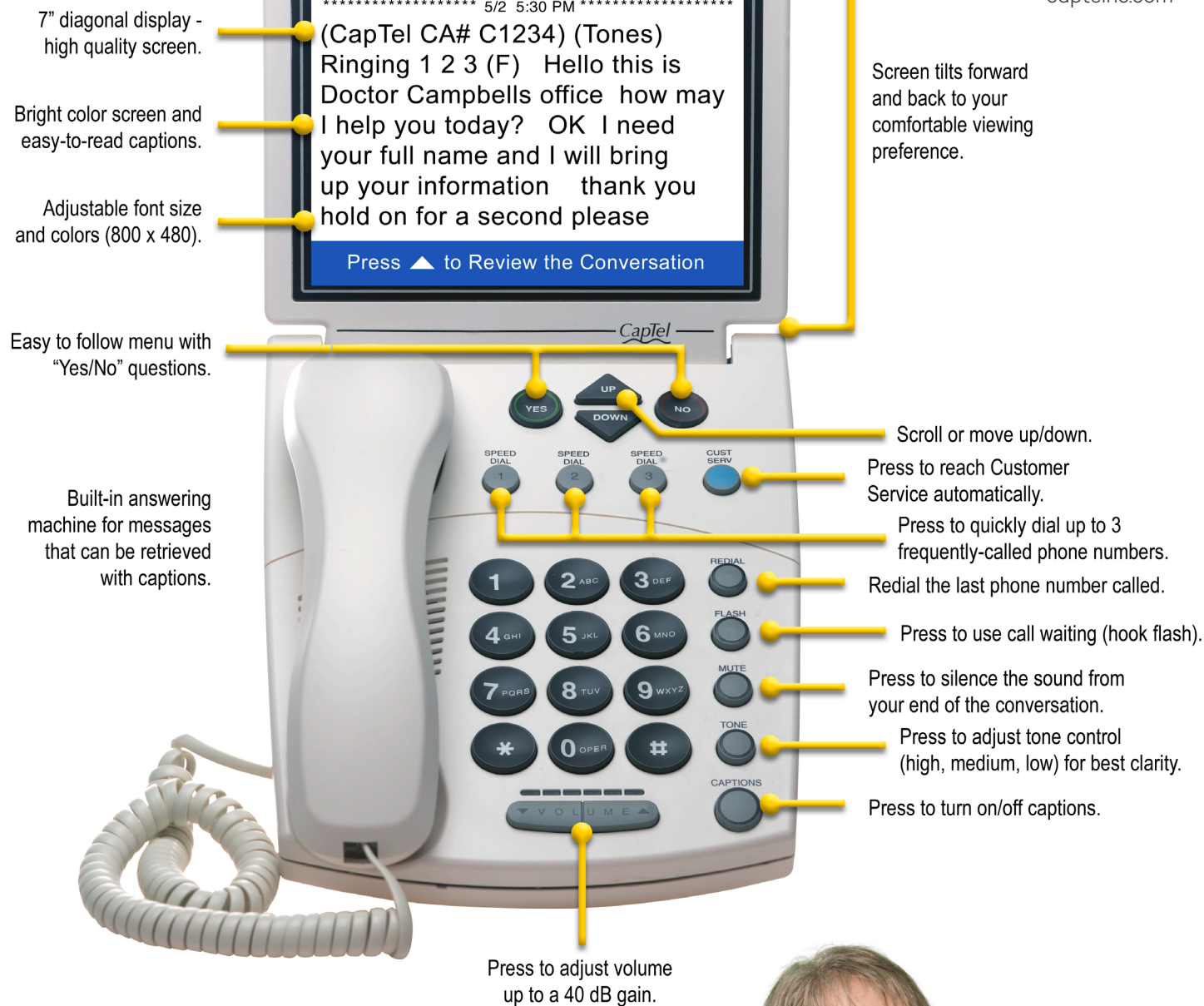
- 1 The CapTel user dials and speaks directly to the other party on the telephone.
- 2 The other party speaks directly to the CapTel user.
- 3 The CapTel operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.
- 4 The CapTel user listens to the other party on the telephone while reading captions of the conversation on a display screen.



CapTel Phone's Features



captelnc.com



How to get a CapTel 840 or 840i phone:

- A CapTel phone is provided at no cost to qualified applicants living in North Carolina.
- Applicants must have hearing loss.
- Applicants must have a phone line to receive a CapTel phone.
- Applicants must have a demonstration on the CapTel phone.
- For more information, visit captelnc.com/getcaptel
- To order or learn about the CapTel phone, call **866-545-4012**



CapTel is a registered trademark of Ultratec, Inc.

A-FMNC-0006

■ Dial ■ Listen ■ Read ■ Talk

Let's Stay ConnectedSM



relaync.com/captel

What is CapTel NC?

DO YOU ...

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

HAVE YOU...

- ▶ said, "What? Can you repeat that, please?"

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

Captioned telephone service from CapTel North Carolina (CapTel NC) offers the ability for anyone with hearing loss to HEAR the other person and READ captions of everything that is being said during your telephone conversation independently.

CapTel NC Service Available

24-hour-a-day service is offered at no cost to users. However users are responsible for their own long-distance charges.

Spanish-to-Spanish captioning is available for calls everyday from 8 a.m. to midnight Eastern Standard Time.

To learn more about CapTel NC, go to www.relaync.com/captel.html

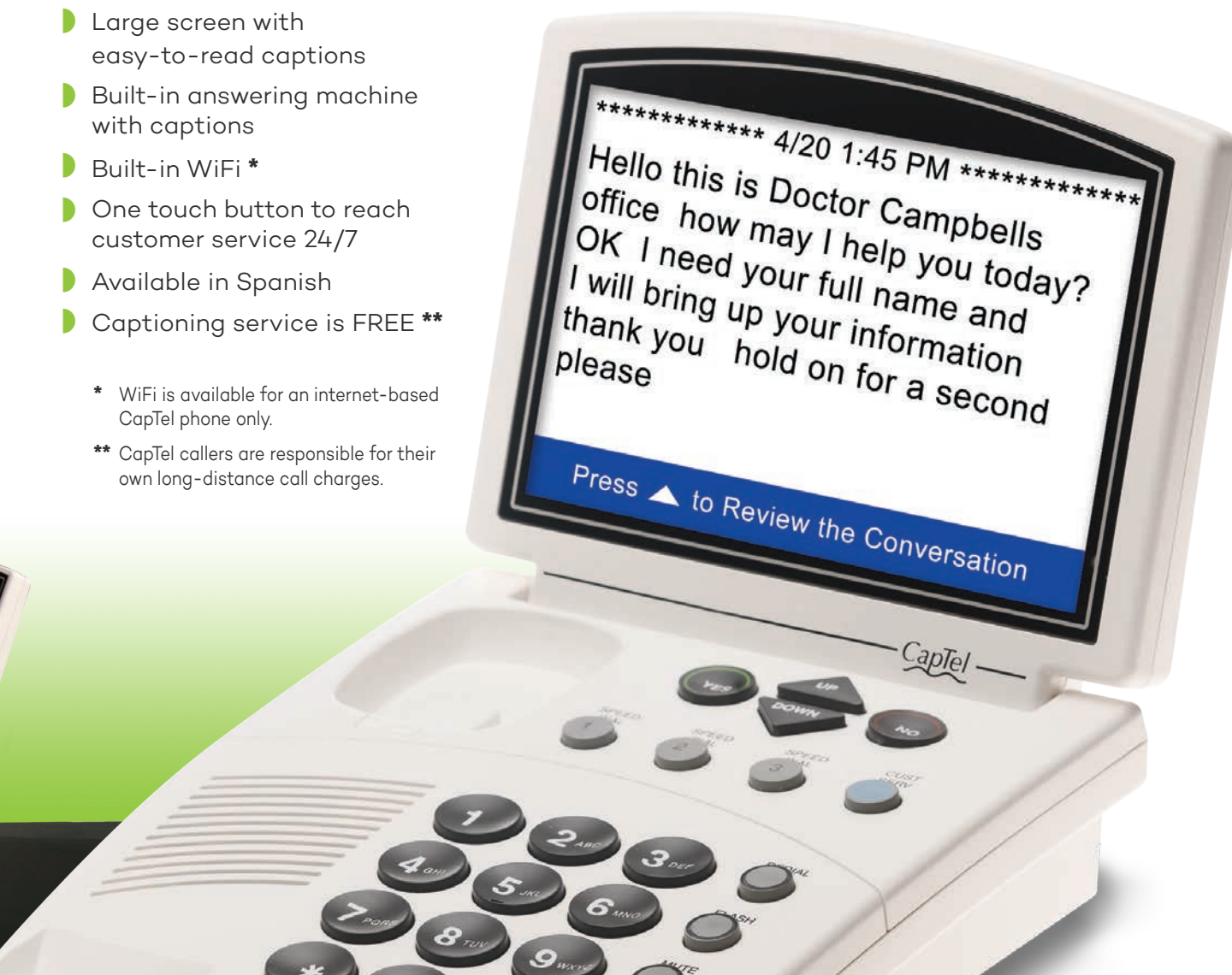


CapTel Phone Features

- ▶ Large screen with easy-to-read captions
- ▶ Built-in answering machine with captions
- ▶ Built-in WiFi *
- ▶ One touch button to reach customer service 24/7
- ▶ Available in Spanish
- ▶ Captioning service is FREE **

* WiFi is available for an internet-based CapTel phone only.

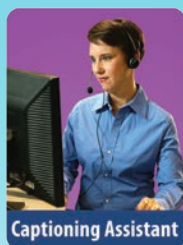
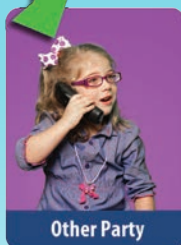
** CapTel callers are responsible for their own long-distance call charges.



How Does CapTel NC Service Work?

1

As CapTel User dials, the phone automatically connects to a captioning service. CapTel User talks directly to Other Party.



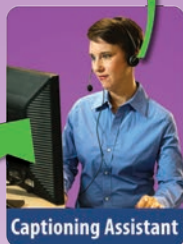
2

Other Party talks to CapTel User while Captioning Operator listens.



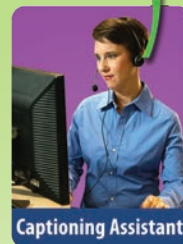
3

Captioning Operator transcribes Other Party's message into text by using voice-recognition technology.



4

CapTel User listens and reads Other Party's conversation on the CapTel phone.



To View a CapTel NC Video

- ▶ Scan the QR code on right
- ▶ Or go to www.relaync.com/captelvideo



“ Now I can make phone
calls without having to
depend on anyone. ”



How to Get a CapTel Phone

Equipment Distribution Service (EDS)

- ▶ Low-income N.C. residents may qualify to receive a CapTel phone at no cost through the Equipment Distribution Service from the N.C. Division of Services for the Deaf and the Hard of Hearing (DSDHH).
- ▶ In order to qualify CapTel phone through the Equipment Distribution Service, an applicant must:
 - Be a legal resident of North Carolina.
 - Have income equal to or less than 250% of the current federal poverty level.
 - Have hearing loss.
 - Receive a CapTel demonstration from a telecommunication consultant at a regional center.

For more information on how to get a CapTel phone

- ▶ Website relaync.com/getcaptel
- ▶ Call toll-free **866.545.4012**





relaync.com/captel

Contact CapTel NC

CapTel NC Website:

- www.relaync.com/captel

CapTel NC Account Manager:

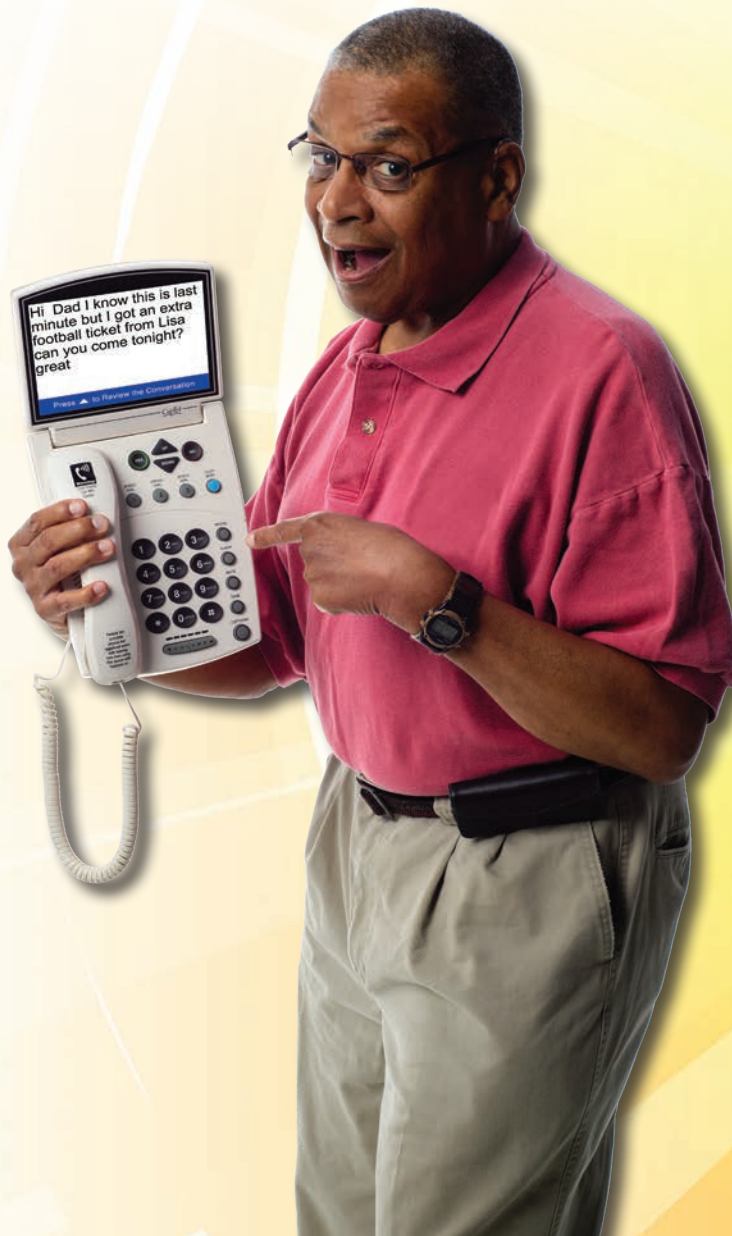
- Kim Calabretta
4030 Wake Forest Road
Suite 300
Raleigh, NC 27609
- 866-545-4012 Voice
- 919-719-2793 Fax
- 919-324-3791 Videophone
- kim.m.calabretta@sprint.com

CapTel NC Customer Service:

- 888-269-7477 TTY/Voice
- 866-670-9134 Español - TTY/Voz
- 608-204-6167 Fax
- captel@captel.com E-mail

Request for CapTel Presentation or Exhibit:

- www.relaync.com/request



NC Department of Health
and Human Services



The Division of Services for
the Deaf and the Hard of Hearing

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