

## MassRelay Customer Profile

### 1. Customer Information

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Phone Number: \_\_\_\_\_

First & Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Please indicate the best way to contact you:**

- E-mail                       Phone: TTY / VCO / HCO / STS / Voice (circle one)  
 U.S. Mail                     Fax (Please provide number \_\_\_\_\_)

- Please include me on the MassRelay Mailing List.**  
 **Please include me on the Hamilton Relay Mailing List.**

### 2. Multi-User Profile/Remote Profiles

#### Password + Personal Identification Number (PIN)

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The multi-user/remote feature is of great benefit if you have more than one relay user living in your household or are away from your primary phone number. The PIN also ensures that you are the only person who can make changes to your profile. When accessing your profile from another location (remotely), please provide the OPR with the 7-digit Password and 4-digit PIN (secret number) so the OPR can access your profile options.

**Password:**

*Choose 7 letters and/or numbers for Password*

**PIN:**

*Choose 4 numbers for PIN*

### 3a. Making Relay Calls

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Every time I CALL Relay, I use...

Language (select one):  English  Spanish

<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> 2 Line VCO <input type="checkbox"/> w/ ASCII <input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> TTY <input type="checkbox"/> ASCII <input type="checkbox"/> Speech-to-Speech	<input type="checkbox"/> HCO <input type="checkbox"/> 2 Line HCO	<input type="checkbox"/> Voice only: <input type="checkbox"/> 711 <input type="checkbox"/> 800#
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I am a voice user who wants to call a CapTel user.

When available, I prefer the gender of the OPR relaying my call to be:

Male  Female  Either

### 3b. Answering Relay Calls

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If you live with a person who answers relay differently than you, skip this section.

Every time I ANSWER a Relay call, I use:

Language (select one):  English  Spanish

<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> 2 Line VCO <input type="checkbox"/> w/ ASCII <input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> TTY <input type="checkbox"/> ASCII <input type="checkbox"/> Speech-to-Speech	<input type="checkbox"/> HCO <input type="checkbox"/> 2 Line HCO	<input type="checkbox"/> Voice only
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### 4. For every Relay call I make, I want...

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Check the service you want with every relay call you make.

**Translation** – *Translate ASL to conversational English*

**Spell Check Turned Off**

**No Abbreviations**

**Typing Speed Buffer**- Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed \_\_\_\_\_wpm (10 wpm up to 45 wpm)

## 5. Speech-to-Speech (STS) Relay Connections

(If you do not use STS, skip to Section 6)

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### Revoicing Preferences:

**I want the OPR to repeat everything I say:**

- Let the other person hear me
- Don't let the other person hear me

**OPR assists as needed by other party:**

- Automatically
- When requested by either party

**I want the OPR to retain specific call content information from calls I make to use for making consecutive calls.**  Yes  No

**I use a Voice Synthesizer and/or Augmentative and Alternative Communication (AAC) device.**  Yes  No

If yes, identify by brand or describe. You may also include notes for the OPR on how to best work with you when you use your device.

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**I want the OPR to confirm call handling preferences before dialing my requested number.**  Yes  No

**I give permission for callers to request to call me by name rather than by telephone number.**  Yes  No  
*(Example: The person calling you can tell the OPR "I'd like to call Bob Smith.")*

If yes, how do you want to be listed in the directory?

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### **Standard First Instructions that I would like the OPR to ask me on every call:**

*Example: Before dialing, I want the OPR to ask "Shall I inform the other party who is calling?"*

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**Standard Message for OPRs to Leave on Answering Machines**

*Example: "Hi, this is Bob. Please call me back through STS Relay at 866-645-9870 and ask the OPR to dial my number 123-555-4567."*

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**Please indicate the best time to contact you at the number listed on page 1:**

Day(s): \_\_\_\_\_ From: \_\_\_\_\_ AM / PM to \_\_\_\_\_ AM / PM

If you have another number you would like to profile (such as a work number), please complete another form with the customized profile options you would like to be used for that number.

**6. Long Distance Company**

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You will not be charged for local or long distance calls. However, there are situations when payment is necessary, including international calls, directory assistance, pay phones and pay-per-call services.

My long distance company is: \_\_\_\_\_

**7. Speed Dialing**

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You may choose up to 50 speed dials. Include area code with phone number. If you are a Speech-to-Speech (STS) user, please mark the box to indicate that the person is familiar with STS. Contact Customer Care, at any time, to add more numbers to your speed dial list.

<b>Name</b>	<b>Phone Number</b>	<b>Familiar with STS</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		





**When completed please return to:**

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**MassRelay Customer Care**

P.O. Box 285

Aurora, NE 68818

**Fax:** 402-694-5110

**CS TTY:** 800-720-3480

**CS Voice:** 800-720-3479

**Email:** customerservice@massrelay.com

**Or fill out your Customer Profile on-line at:** [www.Mass.gov/MassRelay](http://www.Mass.gov/MassRelay)

Your Customer Profile should be activated within 24-72 hours from receipt. All customer information is kept confidential.