July 2002

Relay Texas Newsletter

2002

The Relay Texas Advisory Committee

Highlights of the April meeting

The Relay Texas Advisory Committee (RTAC) met on Friday April 19, 2002 at the Brown Heatly Building in Austin, Texas. Larry Evans, the new chairperson, led the meeting. Ed Bosson welcomed PUC Commissioner Brett Perlman, who was observing the meeting. Ed also welcomed Kris Cue, the newest RTAC member who is representing the Deaf/Blind consumers of Relay Texas. Paul Rutowski of Sprint Relay welcomed Robert Giuntoli, his replacement as Sprint Account Manager for Texas. Below are highlights of the meeting.

PUC Report

TVIS Web Based Platform: Relay Texas Video Interpreting Service will soon be web-based. Users will log on to WWW.TVISonline.com and will then connect to a video interpreter. The main reason for the change from an ILS (internet locator service) to the web-based platform is to gain easier to access to call data in order to receive FCC reimbursements for calls. To use the web based platform, users will have to register (one time) and provide calling information. The web based access should be ready by May 1, 2002. (Note: As of this writing www.tvisonline.com is not yet available).

Relay Texas Schedule

Starting last month, instead of operating 24 hours, the Austin relay center closes from 11 PM to 7 AM.

IP Relay

IP relay is using your computer (instead of a TTY) to make a relay call. As with TVIS, users connect to the relay agent via a website on the internet. Sprint and the PUC are still discussing IP relay for Relay Texas.

Public Video Sites

John Cage, a TCDHH regional specialist, has been working with various service providers in the Valley to provide Video services for callers to use TVIS. Agencies in Del Rio and Victoria will provide public video conferencing sites for deaf customers. Also, agencies in Austin, Dallas, Houston and Big Spring have or are planning to have public video conference sites.

Sprint Report

E Turbo Code: E Turbo Code is a new feature at Relay Texas. ETC only works with Ultratec TTY's made since April 2002. The caller may dial Relay Texas by pushing one "relay" button on the phone and then types in the phone number of the person they want to call, which is sent to the relay agent. ETC also allows you to pre-set certain dialing info, such as VCO and billing information which is sent to the agent. This works well especially if you travel, and are not calling from your home number.

TCDHH Report

Since the $35 STAP application fee was waived, TCDHH has been overwhelmed with STAP applications. They processed more in the first 4 months of FY 2002 than they did in all of 2001. TCDHH is requesting 2 more full time staff from the LBB.

SKSK

Happy July 4th!

Mark Seeger Leaves Sprint

Veteran manager joins CSD

Mark Seeger has joined Communications Service for the Deaf (CSD) as the special assistant to the CEO (chief executive officer) for strategic planning at CSD. He is a veteran manager, with more than 19 years of experience in both public and private sectors. Prior to joining CSD, he was a senior marketing manager for telecommunication relay services (TRS) at Sprint in Austin, Texas. In this position, he supervised a national team of 21 marketing managers and was ultimately responsible for several multi-million dollar contracts.

Under his tenure, the Sprint TRS product reached unprecedented ratings and growth in all areas. It is also under his tenure that there were many "firsts" of variety of relay features that helped propel Sprint into being the provider with the highest number of states than any other competitors.

Other experiences include program management and direct services with the Texas Commission for the Deaf and Hard of Hearing, as well as professional certification as an ASL interpreter.

Mark Seeger

Seeger earned his Masters in human services administration from St. Edwards University and his Bachelor of Arts in math education from the University of Texas at Austin. He is the recipient of numerous awards and honors including his selection as one of the "100 Sprint Heroes", recognized from more than 90,000 Employees Company wide.

While many of us will miss Mark as a part of the Sprint/Relay Texas team, we'll still be seeing much of him as he continues to play a role in relay services in Texas. We wish him the best in his new endeavor.

SKSK

IP Relay

Using the internet to connect to Relay Texas

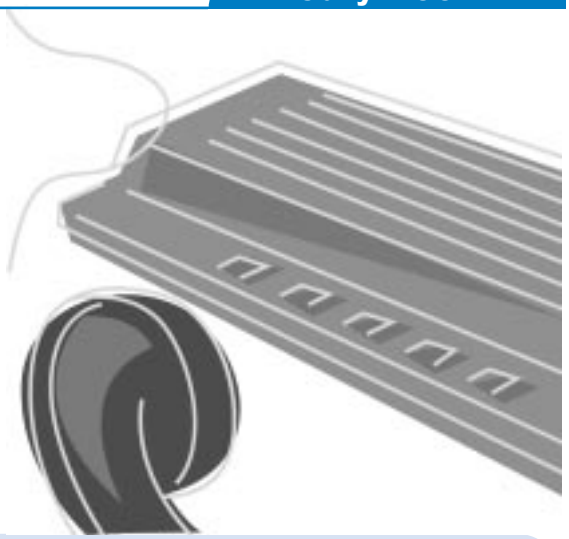
Sprint Internet Protocol Relay (IP Relay) service will be coming to Texas on July 8, 2002. Computer users can now access Relay Texas by going to www.sprintrelayonline.com

What is IP Relay? IP Relay means connecting to a relay agent via the internet – all you need is your computer – no special modems or a telephone. All you do is go to www.sprintrelayonline.com and sign in, and you will "chat" real time with an agent, who will make your call like any other standard (TTY) relay call. However, Sprint's IP Relay will have unique interactive features such as language preferences in English, Spanish, and French Creole, and "emoticons", such as the trademark "I Love You" sign that will reduce typing. The web layout will offer relay users text size and color options, background color options, split screen feature, ability to clear the screen, and utilize macros such as GA and SK. There will be dialing instructions, online help, and connection capability to Sprint Relay Customer Service. You will also be able to send out emoticons (happy face, kiss, etc.) to convey your emotions.

SKSK

Editor's note: The latest news is that MCI now provides IP Relay at this address: www.ip-relay.com; Hamilton, and AT&T will also be able to provide IP Relay in Texas in the very near future. This means once all of these vendors start providing IP Relay you will have four choices to choose from to provide IP Relay!

ANSWERING MACHINE RETRIEVAL TIPS



If you use a TTY and have voice mail or an answering machine at your home or office, you can call Relay Texas using your TTY to retrieve your voice messages. You will only need one phone line and a regular telephone handset. The TTY must not be direct connected.

Call Relay Texas and type, "PLS USE AMR GA" or "I WANT TO USE ANS MACH RETRIEVAL GA". You do not need to give the agent a number to dial, because the answering machine is at your same location. The agent will instruct you to "PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON GA". The agent hears the play back through the telephone handset. You will need to play back ALL the messages to the agent. When the play back is finished, place your handset back on the TTY and type "GA". The "GA"informs the agent you are ready for the messages to be typed. The agent will type all the messages to you.

VOICE MAIL SYSTEMS

If you are calling from a TTY to pick up voice messages from a "voice mail" system (such as Southwestern Bell's Call Notes) or a PBX mailbox system, the agent will need a number to dial, plus your PIN or access code. Before the agent dials, inform the agent of the instructions to access the system. Provide the commands to enter/press to pick-up new messages. You may provide instructions to save or delete your messages. The agent will understand that you want to "pick up or get messages" from the information you give, but it's a good idea to make sure the agent understands complicated instructions before the call is made.

TIPS FOR AMR and VOICE MAIL

Provide the agent with clear instructions. Try not to mix up AMR and Voice Mail system instructions when informing the agent you want to get messages. The relay agent handles AMR and "Voice Mail" very differently.

- To the relay agent AMR means "Answering Machine Retrieval" and since the answering machine is at your same location, the agent does not need a number to dial.
- To the relay agent "Voice Mail" or "get my messages" means that you will instruct the agent to dial a number and give the agent an access code or pin number and entry commands to pick up the messages.

SKSK

Infrastructure Changes at Sprint Relay

Robert Giuntoli, the new Account Manager for Relay Texas was transferred to Texas last March 18th. He has more than 10 years of experience in the Telecommunications Relay Service industry. He was involved with the implementation and outreach of Wisconsin Telecommunications Relay Service in 1992 with Society Assets, Inc as a Customer Service Representative. In 1995, he was hired by MCI as a Program/Center Manager for Florida Relay Service. In late 1998, RG joined Sprint as an Account Manager for Relay South Carolina and the Florida Relay Service. After his recent relocation to Texas, he is looking forward to meeting you all and share information on new services and features Sprint is offering for Relay Texas. Some examples of new features and services are E-Turbo, VCO-Direct, and IP Relay (Internet Relay). RG is currently working on the state-wide Relay Ambassador Program to educate the public and new users about TVIS (Video Relay).

Congratulations RG!

If you have any questions about Relay Texas, the best way to reach RG is by email at robert.w.giuntoli@mail.sprint.com. If you don't have email, you can call him at 1.800.578.6275 TTY or leave a message on his voice mail at 512.873.1055. His office is located at the Sprint Relay Center in Austin.

We will certainly miss Paul as our account manager, yet give a big, warm Texas welcome to Robert and look forward to working with him.

SKSK

Editor's note: It is interesting to note that three Texas account managers - all of them since 1990; Mark Seeger, Brandi Rarus, and Paul Rutowski - have moved up to higher positions. Looks like Texas is a good training site for promotions for Sprint employees.

Robert "RG" Giuntoli

Paul Rutowski, Sprint Relay Texas Account Manager since December 1996, has moved up to the position of Customer Relations Manager - Eastern Division. He is now responsible for a team of Account Managers in the eastern half of the United States. His team consists of Account Managers for Connecticut, Florida, Minnesota, North Carolina, New Hampshire, Nevada, New York, Ohio, South Carolina, Texas, the Federal Relay Service, and Puerto Rico. He will also be overseeing Sprint's recently acquired account with Vermont. His office will remain in Austin, Texas at the Sprint Relay Center where he will be communicating with his team and overseeing the development of new services such as nation wide video relay service and internet relay.

Congratulations Paul!

Paul Rutowski

Long-Standing Member of RTAC Honored

In Friday, April 19th, the Relay Texas Advisory Committee honored Eileen Alter, who, after 13 years of service to the committee, decided to step down to spend more time with her family and her growing business.

Eileen began her journey with relay services in 1988, while serving as an intern at the Texas Commission for the Deaf under the supervision of Larry Evans. Relay services were just starting to come of age, and local Deaf citizens were beginning to advocate for a state-wide relay service in Texas. Eileen was given the assignment to research relay services around the nation and decided to make this research her Master's thesis. Her research included which states had or had begun to fund a 24 hour relay service, including their call volumes and financial data. Her report also made suggestions regarding establishing a relay service for Texas, including consumer needs, (such as confidentiality, well trained operators, and emergency call assistance), funding, policy development and technological needs.
Once local Deaf leaders began lobbying for relay services in Texas, they shared Ms. Alter's research project report with legislators and Eileen began lobbying for services as well. (She was also pregnant at the time!) As many of you know, House Bill 174, sponsored by Senator Chet Brooks, also referred to as "The Relay Bill", passed in 1989 and Relay Texas opened its doors on September 1, 1990. The rest, as they say, is "history".

Many of us believe that Eileen's research, commitment and dedication to relay services for Texans had a huge impact on the passage of House Bill 174. Her commitment and dedication had continued for 13 years, as she was the first person to become a member of the Relay Texas Advisory Committee in 1989. While we know that she'll always keep an eye on Relay Texas, we'll certainly miss her presence, input and her smile at our meetings.

Eileen, we salute you and thank you very much for your involvement!

SKSK

Eileen Atter

Relay Texas Newsletter

July 2002

PUBLIC UTILITY COMMISSION OF TEXAS
Rebecca Klein, Chairman
Brett A. Perlman, Commissioner

PUBLIC UTILITY COMMISSION STAFF
Ed Bosson, Relay Texas Administrator
Lisa Kriger Anderson, Relay Texas Assistant
Lane Lanford, Executive Director
(512) 936-7000 (V) (512) 936-7136 (TTY)
1701 N. Congress Ave., Austin, TX 78711

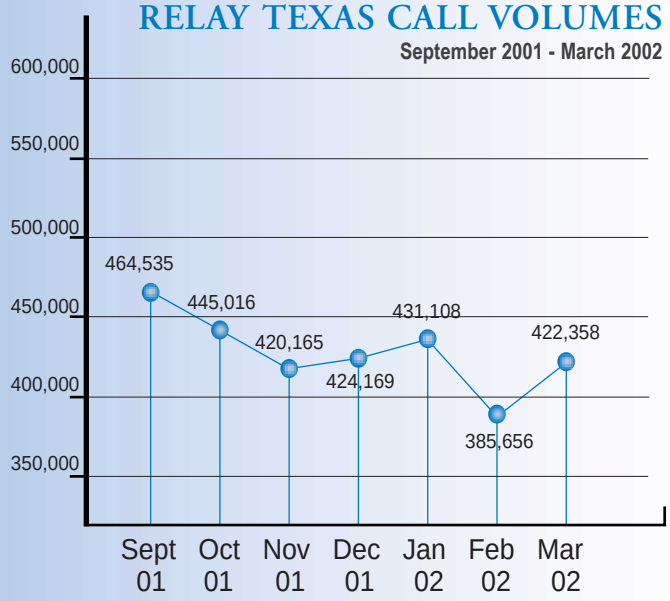
RELAY TEXAS ADVISORY COMMITTEE
Larry Evans, Chairperson

Hector Brual (OPUC)
David Coco (TCDHH)
Kris Cue (TDBA)
Matt Martinez (TAD)
Jack Clifton (TCDHH)
Larry Whitworth (TDC)
Joseph Acosta (STAP)
Candice Clark (TTA)
Kathy Westberry (CTD)
Karen Greebon (CTD)
Herman Harrison (TTA)
Lynn Stroud (SHHH)
Sandra Murgia (STAP)
Vacant (Consumers Union)

SPRINT
Robert Giuntoli, Account Manager
1 (800) 578-6275 (TTY)

RELAY TEXAS CALL VOLUMES

September 2001 - March 2002



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Relay Texas
Dial 7-1-1

1-800 Relay Tx
1 800 735 2989 (TTY)

1-800 Relay VV
1 800 735 2988 (Voice)

1-800 Relay X1
1 800 735 2991 (ASCII)

1 TRS VCO 1RTX
1 877 826 1789 (VCO)

1-900-230-2303
(To Make a 900 Call)

1-877-826-6607
Speech to Speech

1-877-826-6608
Speech-to-Speech/VCO

1321 Rutherford Lane
Suite 120
Austin, Texas 78753

www.puc.state.tx.us
Email: relaytx@puc.state.tx.us

1-800-662-4954
Spanish Translation

ISDN: 1-866-786-3681 or 1-866-786-3682
Texas Video Interpreting Service

Voice: 1-866--786-3684
IP: ils.deafonline.com

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Welcome to Relay Texas and STAP

Vision:

To allow comprehensive access to the telephone network by Texans who are telecommunicatively challenged (deaf, deaf-blind, hard-of-hearing or speech-impaired), and to allow hearing persons a way to contact persons with these disabilities.

- 7-1-1 (New short cut to reach Relay Texas. Best for TTY, Voice, and ASCII Users)
- 1-800-RELAYTX (TTY)
- 1-800-RELAYX1 (ASCII)
- 1-800-RELAYVV (Voice)
- 1-877-VCO1RTX (VCO)
- 1-800-662-4954 Spanish (relay, translation)
- 1-877-826-9438 Reduced Typing Speed (Slower typing speeds for deaf/blind or visually disabled)
- 1-877-826-6607 Speech-to-Speech
- 1-877-826-6608 Speech-to-Speech/VCO

The PUC administers Relay Texas, a program in which agents interpret telephone calls between people who can hear and those who are deaf, deaf-blind, hard-of-hearing or speech-disabled. In addition, the PUC and the Texas Commission for the Deaf and Hard-of-Hearing work together on the Specialized Telecommunications Assistance Program to help persons with disabilities buy equipment to enable them to communicate over the phone.

Relay Texas
Customer Database Profile
Form and Instructions.

* Instructions are only for calls placed through the Sprint Relay Service.

Relay Texas

What is Relay Texas?

Frequently Asked Questions

Relay Texas Features

Speech to Speech Request for Proposals

ASCII Split Screen - Directions for Use

Dial 7-1-1 for Relay!

Texas Video Interpreting Service

RT Newsletter Articles

Relay Texas Call Data

Relay Texas Advisory Committee

Universal Service Fund

Legislation

Relay Texas Law

Confidentiality Law

STAP

What is STAP?

Frequently Asked Questions

Becoming a Vendor

STAP Application & Instructions

Change of Mailing Information for STAP Vendors

STAP Registered Vendors

Email Forum for STAP Vendors

Relay Texas Advisory Committee

Universal Service Fund

Legislation

STAP Law (Revised, June 2001)

STAP Law (Original 1997)

STAP Law (Amended 1999)

Contact Info:

Relay Texas - contact Ed Bosson at 512-936-7147 (TTY) or email relaytx@puc.state.tx.us.

STAP - contact Lisa Kriger Anderson at 512-936-7148 (V/TTY) or email lisa.anderson@puc.state.tx.us.

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1701 N. Congress Ave., PO Box 13326, Austin, TX 78711-3326
General Information 512-936-7000
Customer Hot Line 1-888-782-8477 or e-mail: customer@puc.state.tx.us
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For site issues and suggestions please contact: web@puc.state.tx.us

SBC Southwestern Bell

Greater Austin

December 2001 Issue
Area Code 512

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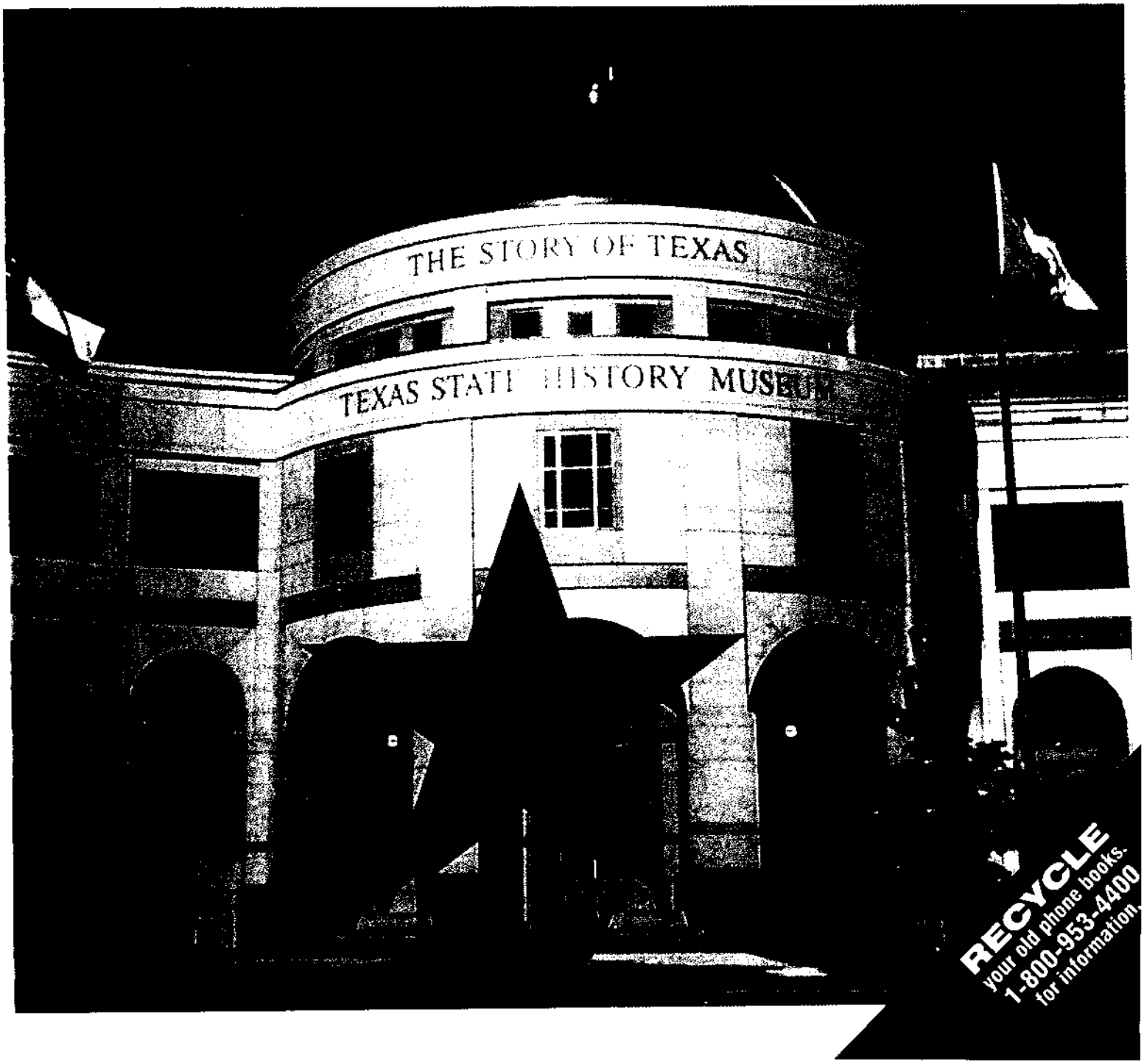


How To Reach Southwestern Bell

Digging or Drilling

Before you dig or drill on your property, please call Texas One Call to avoid damaging your telephone and other underground lines. Remember, it's the law, call 48 hours before digging **1-800-545-6005**

For after-hours emergencies only, call our Repair Service Center.

Southwestern Bell EasyOptions® Services Instructions

(Call Waiting, Call Forwarding, etc.)

To order custom calling features for your home, find out about our products check the status of your home bill, or report trouble on your line through an interactive system **1-888-544-8847**

(Instrucciones son disponible en Espanol)

Southwestern Bell Directory Assistance

For local numbers ..... **Dial 1-411**
For long-distance numbers ..... **Dial 1-411**
For Area Codes ..... **Dial 1-411**

Southwestern Bell Directories

For additional copies of your local Southwestern Bell directories, call **1-800-SWB-BOOK** (1-800-792-2665)

Southwestern Bell directories for other areas may be ordered for an additional charge.

Southwestern Bell Calling Card

If your Southwestern Bell Calling card is lost or stolen, please notify us as soon as possible **1-800-438-LOST** (1-800-438-5678)

TTY Service Center

For hearing-impaired or speech-impaired customers.

For all matters, including repair, relating to your phone service (TTY number) **1-800-397-3172**
For Operator assistance (TTY number) **1-800-855-1155**

For information on how your directory listing can reflect that you use a TTY, or for special rates on TTY calls within your Southwestern Bell calling area, call 1-800-397-3172 (TTY).

TTY Message-RELAY TEXAS

For communication between TTY users and hearing persons.
Answered 24 hours by trained personnel.

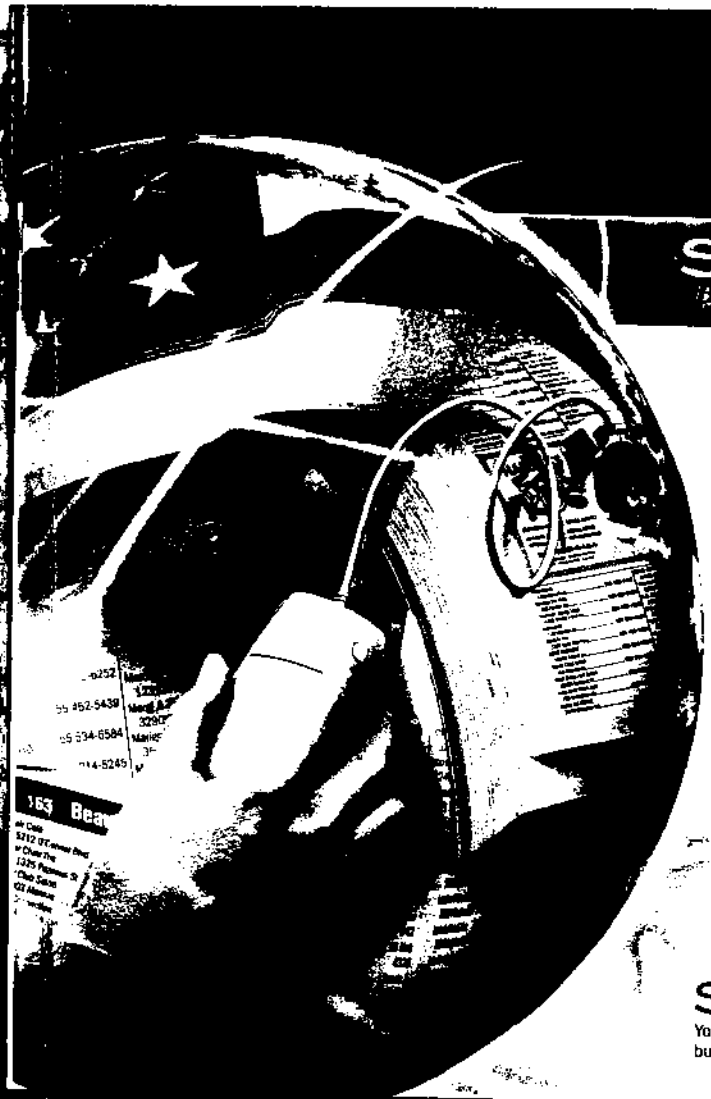
Effective starting 2/28/01
Telecommunications Relay Services dial 711

If you have a TTY and need to talk to someone who does not have one, or if you do not have a TTY and need to talk to someone who does, ...please call these numbers for assistance in relaying a message:
If you have a TTY ..... **711** or 1-800-RELAY-TX (1-800-735-2989)
If you do not have a TTY ..... **711** or 1-800-RELAY-VV (1-800-735-2988)

There is no extra charge for this service. Calls placed to destinations within the state of Texas will be billed at a discounted rate. Long distance calls placed through RELAY TEXAS will be billed at the rate of the carrier selected by the Public Utilities Commission to provide this service.

Internet Address

Visit Southwestern Bell on the Internet ..... **www.swbell.com**



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MAY 2002

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Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. Relay Texas operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to telephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see page 20 for LATA information.)

The numbers for Relay Texas are **7 1 1** and toll-free **1-800-735-2989** for TTY users. If you do not have a TTY, but want to use Relay Texas to call someone who does, call **7 1 1** or **1-800-735-2988.** If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information. Customers with TTYs can use Relay Texas to call their local telephone service provider. Here's how: Call Relay Texas at **7 1 1** or **1-800-735-2989.** Tell the operator the number you wish to call. (Please see pages 2-7 for a list of contact numbers.)

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at **1-800-855-1155** for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

Long-Distance Calling

Use area codes when making calls to locations outside of your local calling area. Refer to the listings starting on page 22 to locate the area codes you need. If the city you want is not listed, contact your long-distance provider.

Note: If the number you are calling is within an overlay area code boundary, you need to dial "1" + area code + number on all long-distance calls.

To make a long-distance call without operator assistance, dial "1" + area code + number. You can save money by dialing your calls direct without involving the operator. Charges for long-distance calls are set by your long-distance provider. Contact your provider for information about rates and discounts.

To use your calling card, dial "0" + area code + number. You will hear a special tone indicating you should enter your calling card number. If you are calling from a rotary phone, wait for the operator to come on the line to assist you.

For operator assistance, dial "0" + area code + number. When the operator answers, explain the type of call (listed here) you want to make. Charges for operator-assisted calls begin once the operator connects you to the person you are calling and leaves the conversation. These charges are in addition to the direct-dialed rate for the call. You can ask the operator to tell you the time and charges for the call.

Station-to-Station: Call station-to-station if you want to talk to anyone who is likely to answer the phone at the number you're calling.

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Big Bend
Telephone Company

Area Code 915
March 2001

Including Listings For & Distribution To:

Alamito
Big Bend National Park
Big Canyon
Calamity Creek
Comstock
Heath Canyon
Lajitas
Langtry
Presidio
Redford
Sanderson
Sheffield
Six Shooter
Terlingua

Also Including Listings For:

Alpine
Fort Davis
Fort Stockton
Iraan
Marathon
Marfa

ncy Phone Numbers (Cont.)

	SHERIFF	AMBULANCE
	915 639-2251	915 639-2311
		Or 639-2871
	915 371-2336	
	915 292-4525	915 292-4533
	915 386-4221	915 386-4221
	915 729-4848	915 729-4848
	915 229 3764	915 229-3273
Or 1 800 729-4308		
	915 345-2525	
	915 836-4414	915 836-4555
	915 336-3521	915 336-8525
	915 371-2336	
	915 467-2881	

al a 700, 800, 888 or 900 number from your
mpany you have called and may be available to

one, be prepared to provide the following infor-
ency, and the location of the incident. Please
or or a 9-1-1 dispatcher outside of your area.

phone number quickly summons emergency
-1-1, your telephone number (including non-
d on a viewing screen located at the 9-1-1
play of the calling number and address enables
ll is disrupted by the crisis.

Brewster County Crimestoppers	1 915 837-3333
Family Crisis Center of Big Bend, Inc.	1 800 834-0654
FBI (Midland) If no answer call El Paso	1 915 570-0255 1 915 832-5000
Mental Health Crisis Hotline	1 800 542-4005
National Response Center to Report Toxic Chemical and Oil Spills (Voice/TTY)	1 800-424-8802
National Youth Crisis Hotline	1 800 448-4663
Poison Center	1 800 764-7661 or 1 800 POISON-1
Relay Texas Voice Toll Free Dial 1 & Then Customer Service Toll Free Dial 1 & Then TDD Toll Free Dial 1 & Then	 800 735-2988 800 676-3777 800 735-2989
U.S. Border Patrol	1 915 837-3550 or 915 729-4353
U.S. Secret Service (Midland) If no answer call El Paso	1 915 682-9900 1 915 533-6950

Social Services Referral Helpline
Linea De Referimiento Para Servicios Sociales

County	Agency	City	Number
Terrell	Community Resource Coordinator	Sanderson	915 345-2888
Brewster	Texas Department of Health	Alpine	915 837-5571
Pecos	Pecos County Memorial Hospital	Fort Stockton	915 336-2241 ext 136
Reeves	Community Council of Reeves County	Pecos	915 447-4913
Jeff Davis	Jeff Davis County Judge	Fort Davis	915 426-3968
Presidio	Texas Department of Health	Marfa	915 729-4275
Val Verde	Texas Department of Human Services	Del Rio	830 774-3661

Texas Weighted ASA: 1.3 Requirement: 3.3 seconds Daily

Jun 2002	Albuquerque			Austin			Tucson			Independence			Lubbock			Ohio			Sioux Falls			Minnesota			Miami			Syracuse						
Date	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Total Call Secs	Total Calls	Daily ASAD	MTD ASA
1	74	1.4	100				308	1.3	414	288	2.7	780	5837	1.9	11343	90.0	2.0	181	307	1.4	415	478	2.0	951	658	1.6	1061	69	2.7	189	15433	8109	1.9	1.9
2	9	1.2	10				172	1.1	187	198	1.2	245	5601	1.8	9958	26	1.5	40	136	1.0	137	418	1.2	506	379	1.4	529	11	2.9	31	11644	6950	1.7	1.8
3	44	1.6	73	4100	1.9	7936	259	1.4	364	426	2.8	1185	6318	2.4	15315	82	2.2	180	281	1.6	451	624	1.6	978	912	1.6	1442	40	2.8	110	28033	13086	2.1	2.0
4	10	1.2	12	4027	1.1	4543	214	0.9	183	412	2.7	1097	5575	1.4	7650	26	1.6	41	168	1.0	161	406	0.9	383	358	0.8	278	36	2.7	96	14443	11232	1.3	1.8
5	18	0.9	16	3966	0.9	3664	221	0.9	194	371	2.0	734	5279	1.1	5915	15	1.2	18	178	0.9	154	335	0.9	295	282	0.8	229	23	2.7	62	11280	10688	1.1	1.6
6	14	0.8	12	3978	1.0	3802	150	0.8	119	472	2.6	1229	5400	1.1	5744	9	0.9	8	137	0.8	114	345	0.8	286	222	0.8	170	3	2.9	9	11494	10730	1.1	1.5
7	21	0.8	17	3584	0.8	3003	183	0.8	148	415	2.7	1114	5564	1.0	5682	12	0.9	10	131	0.9	111	321	0.8	267	226	0.8	179	18	2.7	49	10581	10475	1.0	1.4
8	17	0.8	14				196	0.9	182	352	1.5	517	6282	1.3	8269	16	0.9	14	156	0.9	139	455	0.9	421	224	1.0	220	10	2.0	20	9794	7708	1.3	1.4
9	10	0.8	8				209	0.8	169	216	1.2	269	5580	1.5	8403	17	1.1	18	131	0.9	116	307	1.4	434	271	1.1	306	12	2.3	28	9751	6753	1.4	1.4
10	7	1.0	7	3960	1.0	4034	130	0.8	108	385	1.5	564	6188	1.4	8570	4	1.2	5	139	0.9	123	426	1.0	417	333	0.8	268	20	2.5	51	14147	11592	1.2	1.4
11	15	0.9	13	3933	0.8	3302	177	0.9	152	386	5.8	2238	5272	1.1	5562	13	1.3	17	107	0.8	85	339	0.8	272	208	0.8	166	9	2.7	24	11831	10459	1.1	1.4
12	13	1.1	14	3924	0.8	3203	176	1.0	178	435	3.4	1476	5254	1.3	6984	8	1.4	11	121	1.0	116	317	1.1	362	318	0.9	290	34	2.9	99	12732	10600	1.2	1.4
13	30	0.9	28	3934	0.8	3080	187	1.0	182	389	2.1	822	5084	1.0	5065	26	1.1	27	126	0.9	115	297	1.1	312	275	0.8	216	33	2.6	87	9934	10381	1.0	1.3
14	17	0.9	15	3367	0.8	2693	241	0.8	196	360	2.1	752	5525	1.0	5656	18	1.0	18	137	0.8	112	385	0.9	331	273	1.1	290	28	3.0	84	10146	10351	1.0	1.3
15	18	0.8	14				280	1.1	313	258	3.1	803	6072	1.7	10098	22	1.0	21	231	0.8	181	545	1.2	662	265	1.3	337	35	2.7	96	12522	7726	1.6	1.3
16	24	1.2	28				277	0.8	226	245	1.4	346	5977	1.6	9311	85	1.4	118	323	1.2	380	472	1.4	669	429	2.5	1081	42	2.5	103	12261	7874	1.6	1.3
17	25	1.1	28	3929	1.2	4797	177	0.9	158	415	2.1	877	6057	1.5	9142	34	1.2	42	181	1.1	198	468	1.3	601	450	1.0	455	57	2.9	164	16462	11793	1.4	1.3
18	9	1.1	10	4002	0.9	3435	171	0.8	144	361	2.0	710	5887	1.0	6071	6	0.8	5	142	0.8	109	336	0.9	296	184	0.7	137	16	2.7	44	10961	11114	1.0	1.3
19	12	1.2	14	3796	0.8	3216	224	0.9	194	340	4.0	1359	5499	1.4	7548	14	0.8	11	154	0.8	123	281	0.9	266	234	0.8	179	9	2.7	24	12934	10563	1.2	1.3
20	21	1.4	28	3708	0.9	3340	188	1.0	196	395	5.0	1989	5563	1.1	6351	35	1.1	40	134	0.9	126	308	1.1	324	335	0.9	317	17	2.6	45	12755	10704	1.2	1.3
21	7	0.9	6	3178	1.0	3170	235	0.8	179	381	2.3	879	6313	1.1	6700	11	0.8	9	189	0.8	144	378	0.8	319	191	0.8	152	4	2.7	11	11569	10887	1.1	1.3
22	4	1.8	7				203	0.9	186	309	1.4	423	6118	1.4	8467	40	1.1	43	155	0.8	129	414	0.9	352	202	0.9	185	10	2.6	26	9818	7455	1.3	1.3
23	11	1.4	16				229	1.0	223	234	1.6	370	5211	1.7	8818	37	1.3	49	141	1.0	143	356	1.5	533	319	1.7	548	20	2.8	55	10754	6558	1.6	1.3
24	5	1.2	6	4443	1.2	5222	135	0.8	104	429	3.2	1387	5963	1.1	6329	12	0.8	9	107	0.9	93	308	0.9	281	284	0.8	236	6	2.5	15	13682	11692	1.2	1.3
25	5	1.1	6	4117	0.9	3878	116	0.8	90	363	5.6	2033	5593	1.2	6521	3	0.9	3	153	0.9	130	280	0.9	254	265	0.9	236	18	2.7	48	13200	10913	1.2	1.3
26	1	1.7	2	3961	0.9	3655	83	0.9	79	402	6.3	2533	5533	1.3	7222	4	1.0	4	107	0.9	91	319	1.1	357	282	0.9	226	13	2.6	34	14203	10685	1.3	1.3
27	33	1.3	42	4018	0.8	3261	130	0.9	121	348	6.5	2262	5013	1.1	5323	19	1.1	20	163	0.9	150	424	1.1	455	283	0.9	242	27	2.7	74	11950	10458	1.1	1.3
28	8	1.7	14	3536	1.3	4581	124	0.9	114	255	8.0	2036	5599	1.5	8128	14	1.2	16	184	0.9	166	620	1.1	709	409	0.8	329	15	2.7	41	16134	10764	1.5	1.3
29	35	1.5	53				233	1.0	226	189	2.2	425	6158	1.9	11442	70	1.5	106	324	1.3	426	669	1.7	1155	469	1.4	665	43	2.9	123	14621	8190	1.8	1.3
30	10	1.3	13				215	0.8	166	141	2.1	292	6089	1.8	10927	29	0.9	26	230	0.9	211	676	0.9	596	240	1.0	248	23	2.3	54	12532	7653	1.6	1.3
	527	1.2	626	77,461	1.0	77,815	5,843	0.9	5,495	10,170	3.1	31,747	171,404	1	236,510	797	1.4	1,108	5,173	1.0	5,151	12,307	1.1	14,044	9,760	1.1	11,216	701	2.7	1,891	387602	294143		1.3

Want to Communicate?

Go Ahead.℠

RELAY TEXAS

Dial 7-1-1

Relay Texas is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows text-telephone (TTY) users to communicate with regular telephone users through specially trained relay agents. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained. Anyone wishing to use Relay Texas simply dials the relay number to connect with an agent. The agent will dial the requested number and relay the conversation between the two callers.

WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?

The most common device used to make a relay call is a TTY (text-telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon your disability. The state of Texas provides financial assistance to any person with a disability who needs special telephone equipment. For more information, call 512-407-3250 and ask about the specialized Telecommunications Assistance Program.

7 1 1 is a new statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs).

Relay users can now simply dial 7-1-1 to connect with Relay Texas. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

VOICE 7 1 1 OR 1-800-735-2988

Standard telephone users can easily initiate calls to Relay Texas. When calling a deaf person using a TTY, the relay agent will type the hearing person's spoken words to the TTY user and then read back the typed reply to the hearing caller.

TTY 7 1 1 OR 1-800-735-2989

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

VOICE CARRY-OVER 1-877-826-1789

Voice Carry-Over (VCO) allows hard-of-hearing users to speak directly to hearing people. When a hearing person speaks to you, a relay agent serves as your "ears" and types everything said to your TTY or VCO phone.

VCO to TTY. The relay agent types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's TTY or text display equipment to be read.

VCO to VCO. The relay agent serves as both parties' "ears", typing what is said on both ends of the 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.

TWO-LINE VOICE CARRY-OVER 1-800-735-2989

2LVCO 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. This feature provides a more natural flow of conversation without the pauses of single-line calls.

HEARING CARRY-OVER 1-800-735-2989

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 agent to read to the standard telephone user.

HCO to TTY. The HCO user listens while the relay agent voices 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 Texas. The relay agent will voice to both parties what is typed on each user's TTY.

CUSTOMER DATABASE PROFILE

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. You can set up your Customer Database Profile by contacting Sprint Relay Customer Service at 1-800-676-3777.

TTY PUBLIC PAYPHONES

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

- 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 Texas to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

CALLER ID

Your phone number will be sent automatically to any person you call through Relay Texas. For one call only, notify the agent you wish to block Caller ID. To permanently block your phone number from being sent through all Relay Texas calls, contact Customer Service.

VIDEO INTERPRETING SERVICE

H.320 ISDN: 1-866-786-3681 or 1-866-786-3682
H.323 Internet: lls.deafonline.com
Voice: 1-866-786-3684

For those relay users who prefer to communicate using American Sign Language (ASL) Relay Texas has developed a unique solution. Texas Video Interpreting Service (TVIS) allows users to communicate with a video interpreter in ASL via a desktop computer with videoconference capabilities. With TVIS, a video interpreter (similar to a relay agent) will relay the telephone conversation with an ASL user in a visual format and voices it to a hearing person via standard telephone. This allows the participants to see expressions and gestures during the call. TVIS callers can use either stand-alone video phones or a videoconference packages with a computer (most popular) to connect to a TVIS site to see a video interpreter.

SPEECH-TO-SPEECH 1-877-826-6607

Specially trained relay agents serve as the speech-disabled user's voice and repeat his/her responses to the called party. Relay Texas' unparalleled equipment and exceptional STS agent training ensure that speech-disabled users will be heard *and* understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is relayed correctly.

SPEECH-TO-SPEECH VCO 1-877-826-6608

Relay Texas allows deaf/hard-of-hearing users to use their voices directly when calling through this feature. If the other party does not understand the Speech-to-Speech (STS)/Voice Carry-Over (VCO) user's voice, the agent will revoice the message after he/she is done speaking. Then the agent will type the voice user's dialogue to the STS/VCO user. A TTY is required for this call type.

SPANISH RELAY 1-800-662-4954

TTY users can type in Spanish and the 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 Relay Texas and instruct the relay agent how you want your call translated.

900 SERVICES 1-900-230-2303

Relay users dial a ***separate toll-free 900 number*** to connect with Relay Texas. The relay agent will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service called.

ASCII CALLS 1-800-735-2991

Computer users can access Relay Texas directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

It may be helpful to set your "time out" to 100 seconds. When calling at a rate of 300 baud or below, follow the above settings using Half Duplex.

ASCII Split Screen is designed to allow High Speed ASCII computer users and relay agents to type and communicate more clearly and quickly. Typed text by both the caller and the agent will appear on split windows on the computer screen. ASCII users can interrupt the agent if needed, or the agent can interrupt the ASCII user if requested to do so by the voice party.

REDUCED TYPING SPEED 1-877-826-9348

Relay users with impaired vision often use special TTY's equipped with tele-braille or large visual displays and prefer slower typing speeds to read messages. Relay Texas has a toll-free number that provides customized relay service for the unique need of these individuals. During these relay calls, the agent will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

CONTACTS FOR MORE INFORMATION

Customer Service is available to answer any questions or to receive answer any questions or to receive customer suggestions, comments or complaints. When calling about a specific incident, please remember to provide the relay agent's identification number, date, and time of call.

Or, for assistance during a relay call, callers may ask to speak to a supervisor. Customer Service will also accept requests for Relay Texas brochures, outreach materials, presentations, or any other additional relay information.

INTERNATIONAL CALLS

Relay Texas allows you to place and receive calls to and from anywhere in the world using English or Spanish. Callers from a country outside the US may also access Sprint Relay by calling 1-605-224-1837.

EMERGENCY

In case of emergency, relay users should call the TTY-equipped **9-1-1** Center or emergency services center in their community. However, Relay Texas can process emergency calls but they may take longer to get through.

1-800-676-3777
Sprint Relay Customer Service
TTY/Voice/ASCII

1-800-676-4290
Servicio al Cliente de Sprint Relay
TTY/Voz/ASCII

RelayTX@puc.state.tx.us