Appendix Q: Relay Brochures and Website

RELAYINDIANA - Microsoft Internet Explorer

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Address http://www.relayindiana.com/

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WELCOME TO RELAY INDIANA

Contact Us

ABOUT RELAY INDIANA

Relay Indiana provides full telephone accessibility for people who are deaf, hard of hearing or speech impaired. Relay Indiana processes over 1 million calls every year and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation. Browse through our site to learn more!

Indiana Telephone Relay Access Corporation (InTRAC) is a not-for-profit corporation established in 1991 by a law passed by the Indiana State Legislature. Its purpose is to provide telephone relay service for people who are deaf, hard-of-hearing or speech impaired. InTRAC's responsibility is to coordinate the efforts of the 42 Indiana telephone company members to comply with the laws of the Federal Communication Commission (FCC) concerning telephone relay service. Relay Indiana is the name of the service managed by InTRAC.

Please click here for the most recent annual report for Indiana Telephone Relay Access Corporation (InTRAC). The annual report requires Adobe Acrobat Reader. If you cannot read the report, please click here to get Adobe Acrobat Reader for free.

This site uses Flash. If you do not see the words "Welcome to Relay Indiana" above,

click here to download a free copy of Flash

Done

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NEWS

IN THE NEWS:

Have you heard about the **InTRAC CapTel** program? CLICK HERE to find out more about the amplified telephone that includes word-to-word captions of everything the caller says.

To find out if you qualify for the free CapTel loan program through InTRAC, CLICK HERE to see the Equipment Program section of our web page.

Don't qualify for the CapTel equipment program? Click CLICK HERE to find out how to purchase a CapTel telephone.

GENERAL INFORMATION:

Relay Indiana operators can be contacted by dialing 711. This is the new three digit number that can be dialed nationwide to reach a relay operator. 711 is much easier to remember as relay users travel, and they will be conected to that State's relay provider. However, if Indiana residents prefer, they can still dial the original number 800-743-3333.

Done

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RELAY BUSINESS PARTNERS

Attention Indiana Businesses:
Would you like to gain the business of thousands of Relay Indiana users? There is a large community of deaf consumers who are ready to do business right now. Sign up now...

Deaf or hard of hearing? Find a business registered and ready for your Relay Indiana call:

Relay Indiana Business Partner FAQs

Select Business by City

List Business by Zip Code

Select Business by Category

Select Business by Name

Not listed? Click here to register!

Done

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MORE ABOUT US

As explained on our home page, Relay Indiana is a telephone service that enables standard telephone users to communicate with deaf, hard-of-hearing, or speech impaired phone users. Before telephone relay service, people using a TTY were limited in conversing with others also using a TTY. Now the relay service has opened up the lines of communication for many different styles of communicating.

WHAT IS THE CHARGE FOR THE SERVICE?

Local calls are provided free of charge. Long distance calls are billed to the customer by their long distance provider. Funding for the relay program is provided by a surcharge on each telephone line in the State of Indiana.

WHO MANAGES InTRAC?

A seven member Board of Directors makes the decisions concerning State Contracts, Financial Management, new Legislative Laws or new directions for InTRAC. Six members are from the telecommunication industry in Indiana. The remaining seat is filled by the Director of Deaf and Hard of Hearing Services with the State of Indiana..

Duane Hazelbaker, President of the Board
Director External Affairs
AT&T

Martha Niehaus, Secretary of the Board
Director Regulatory Affairs
Perry Spencer RTC

Neil Krevda, Treasurer of the Board
Asst. VP Regulatory/Governmental Affairs
Verizon

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AT&T

Martha Niehaus, Secretary of the Board
Director Regulatory Affairs
Perry Spencer RTC

Neil Krevda, Treasurer of the Board
Asst. VP Regulatory/Governmental Affairs
Verizon

Charles F. Coon, Board Member
General Manager
Tele-Media Solutions

James VanManen, PhD, Board Member
Deaf and Hard of Hearing Services
State of Indiana

Cindy Taylor, Board Member
Commercials Operations Manager
Ligonier Telephone Co.

Alan Matsumoto, Board Member
Manager, External Affairs
Embarq Inc.

DAILY InTRAC OPERATIONS

InTRAC' s Executive Director, Ginny Barr, manages the daily, activities concerning the relay service. In addition to the usual business functions of this office, InTRAC has an equipment Distribution Program which enables persons with financial needs to obtain equipment in order to use Relay Indiana. The Executive Director is available to answer questions concerning the relay service, contracting with InTRAC by telecommunication companies, or the equipment loaner program. Please click "Contact Us" above, for further information.

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HOW TO USE

CALLING RELAY INDIANA

Dial 711 —— You can easily call 711 from anywhere in the nation and connect with any relay service. While in Indiana, if you dial 711, you will connect with Relay Indiana. If you are in Florida and dial 711, you will be connected with Relay Florida, etc. The FCC requires that all telecommunication companies have 711 accessibility completed by October 1, 2001.

Dial 800-743-3333 and you can still be connected with Relay Indiana from anywhere in the nation!

HOW DOES THE RELAY SERVICE WORK?

- FOR VOICE USERS
- FOR TTY USERS
- FOR VOICE CARRYOVER USERS
- FOR HEARING CARRYOVER USERS
- FOR SPEECH TO SPEECH USERS
- COMPUTER (ASCII) CALL PROCESSING
- SPANISH TO SPANISH RELAY USERS
- VIDEO RELAY SERVICE (VRS)
- INTERNET REALY (SRO)
- CAPTEL (CAPTIONED TELEPHONE)
- D-LINK (VIDEO TELEPHONE)

FOR VOICE USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by saying "Relay Indiana Agent [number]. May I have the number you're dialing please?"
3. Tell the Operator the area code and telephone number you wish to call and any further instructions.
4. Relay Indiana Operator will process your call, reading aloud what the TTY user is typing, and will "relay" what you say back to the TTY user. (Be sure you talk directly to the person you are calling. Avoid saying "tell him" or "tell

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FOR TTY USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by typing "RELAY INDIANA, (#)"M" or "F" (for operator gender), and, "NUMBER CALLING PLS GA." ("PLS GA" means "please go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. Relay Indiana Operator will dial the number and "relay" the conversation to and from your TTY. Type "GA" after you have completed your part of the conversation.

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FOR VOICE CARRYOVER USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by typing "RELAY INDIANA <M> ("M" or "F" for operator gender), AGENT [number], NUMBER CALLING PLS GA." ("PLS GA" means "please go ahead.")
3. Tell the Operator the area code and telephone number you wish to call and then say "Go Ahead".
4. The Relay Indiana Operator will dial the number and after connecting with the other party, will type what the other party has said and then type "GA" which means it is your turn to speak directly to your party. When you have finished with your portion of the conversation, remember to say "Go Ahead."

CLICK HERE FOR CARTOON EXAMPLE

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FOR HEARING CARRYOVER USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by saying "Relay Indiana Agent [number]. May I have the number you're dialing?"
3. Type in the area code and telephone number you wish to call and then type "HCO PLS GA." ("HCO PLS GA" means "Hearing Carryover, please go ahead.")
4. Relay Indiana Operator will dial the number and begin processing the call

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4. Relay Indiana Operator will dial the number and begin processing the call. You will listen to the party you have called, and you will type your part of the conversation. The operator will "voice" or "relay" what you are typing to the other party. Be sure to type "GA" after each portion of your part of the conversation.

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FOR SPEECH TO SPEECH USERS

1. Dial Relay Indiana at 800-743-8231.

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COMPUTER (ASCII) CALL PROCESSING

1. Before connecting with Relay Indiana set your computer to the following protocols at speeds ranging from 300 to 2400 baud. (Note: It may be helpful to set your "time out" to 100 seconds.)
2. 8 Bits
3. No Parity
4. 1 Stop Bit
5. Full Duplex
6. When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.
7. Dial 711 or 800-743-3333 and follow the instructions for a TTY user.

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SPANISH TO SPANISH RELAY USERS

1. Dial Relay Indiana at 800-435-8590.
2. Operator converses in Spanish.

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VIDEO RELAY SERVICE (VRS)

Video Relay Service (VRS) allows the relay user to use their natural communication of ASL. Using your computer and high speed internet connection (DSL, T1, or Cable modem), go to www.invrs.com and type in the number you want to dial. The interpreter/operator will appear on the

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FOR SPEECH TO SPEECH USERS

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INTERNET RELAY (SRO)

Internet Relay is more real time conversation than standard tty relay service. On your computer go to www.sprintip.com and type in the number you want to call. You will be able to see what you are typing and what the relay operator is typing, at the same time. The relay operator voices your call, as usual, while you have a more real time conversation without having to take turns and saying 'Go Ahead'.

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CAPTEL (CAPTIONED TELEPHONE)

CapTel is specifically for the hard of hearing who use the relay service. CapTel is an Enhanced Voice Carry Over (VCO) Service. The CapTel user does not need to dial a special number to connect to the Relay service. The CapTel user simply dials the number of the party they wish to call, and the CapTel phone dials both the party and the Relay operator automatically. During the conversation, the CapTel user reads the captions on the screen of the phone and voices as usual. This new technology uses voice to text recognition. When the other party speaks, the relay operator "re-voices" the words simultaneously while the operator's computer sends the conversation to the CapTel user in the form of text, which appears on the CapTel screen.

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D-LINK (VIDEO TELEPHONE)

Video Telephone is a small devise that is connected to your television. You must have high speed internet connection (DSL, T1, or Cable modem) and a router installed in your home. After connecting D-Link in your home, simply use your remote control to press 'dial' and enter the relay number or number of another video telephone user. When you connect to the Relay service, you will proceed with your call by using ASL with your interpreter/operator.

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RELAY PROVIDER

ABOUT SPRINT, OUR RELAY PROVIDER

Sprint Corporation has provided telephone relay service since 1990. They began service in Indiana in 1993. At present, they serve 28 states as well as the switchboard for the Federal Government in Washington, D.C. Sprint also recently won the bid to serve Puerto Rico. Sprint has 11 Relay Centers throughout the nation.

Sprint Relay

Sprint is committed to providing the kind of relay service that makes it possible for people to reach out to the world and communicate without giving it a second thought. State-of-the-art technology and equipment is used in bringing service to hundreds of thousands of relay customers. For example, Sprint Relay's system lets callers store personal reference information such as frequently dialed numbers, preferred call type, long distance carrier, and other data. This allows calls to be processed faster and more efficiently.

Operators that process the relay calls are referred to as Communication Assistants (CAs) or Relay Agents. Sprint's Agents receive extensive training and are routinely monitored and tested to ensure the quality of performance remains high. So, whether you're chatting with a friend or closing an important business deal, you can depend on the quality of Sprint's relay service.

All Sprint Relay calls are strictly confidential. Federal law requires strict confidentiality for the operators. No part of the conversation between two callers is revealed or saved.

Training of Sprint Communication Assistants

CAs are specially trained and sign a **confidentiality** statement so all conversations are kept **private**. The operator simply facilitates the call and none of the conversations are divulged. Operators will not participate in conversations for any reason. When a TTY user is speaking with a standard phone user, the operator types what the hearing user is saying and then the operator will voice what the TTY user is typing. Operators will type everything they hear, including background noises, such as barking dogs or crying

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All CAs participate in 20 hours of Diversified Culture. Sprint utilizes videos, role play, group activities and discussion groups to educate its employees on the different needs of their customers. Customers will benefit from Agents who participate in role playing that incorporates varying levels of ASL difficulty throughout the initial training program. CAs spend approximately 25 hours practicing simulated calls on a training prototype that functions precisely as the actual relay equipment. The CAs must demonstrate their proficiency in translating material to a training supervisor.

InTRAC

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