

Appendix I

Promotional Items



How to connect with Wyoming Relay



To place a call through Wyoming Relay Service, simply dial 7-1-1. Or call one of the toll-free numbers below:

TTY/ASCII: 1-800-877-9965

VOICE: 1-800-877-9975

VOICE CARRY OVER (VCO): 1-877-877-1474

SPEECH-TO-SPEECH: 1-877-787-0503

CAPTEL®: To reach a CapTel user, dial 1-877-243-2823

SPANISH: 1-800-829-2783

(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Wyoming para obtener más información sobre la repetición telefónica en español:

CAPTEL®: Para ponerse en contacto con un usuario de CapTel, marque el 1-866-217-3362 Español

ESPAÑOL: 1-800-829-2783 Voz/TTY (incluye Español a Español y la traducción del inglés al Español)

FAX: 1-608-827-0402 Español

CORREO ELECTRÓNICO: spanish@hamiltonrelay.com

DEPARTAMENTO DE SERVICIO AL CLIENTE: 1-866-744-7471 Español

If you have suggestions, questions or concerns, contact:

Wyoming Relay
Customer Service
P.O. Box 285
Aurora, NE 68818

VOICE OR TTY: 1-888-694-4450

FAX: 1-402-694-5110

E-MAIL: wyrelay@hamiltonrelay.com

Wyoming Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

CapTel® is a registered trademark of Ultratec, Inc.

A program of the Department of Workforce Services.
An Equal Opportunity Employer with Equal Opportunity Programs.



07HMLT-087_WY_0807



WYOMING RELAY:

Connecting you with important people in your life



Wyoming Relay is a free, 24-hour service that allows people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

When a call is placed through Wyoming Relay, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA “voices” what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.

Access and Charges

Access relay by dialing 7-1-1 or a toll-free number (listed on back panel). Wyoming Relay is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls. If no long distance carrier is specified, long distance calls will be processed by Sprint.

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations.

Communication Assistant facilitates the conversation by alternating between voicing and typing.

Family, Friends and Businesses use a standard telephone to communicate freely.



WYOMING RELAY:

Options designed to connect you in the best way possible



Wyoming Relay offers a variety of connection options:

TTY (Text Telephone) Traditional relay is a great service for people who use a TTY—typing their side of the conversation and reading the other party's responses.

Voice Carry Over (VCO) An effective service for people who have a hearing loss and use their voice on the phone. Users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Hearing Carry Over (HCO) A reliable service for people who have a speech disability. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Speech-to-Speech A service that is especially beneficial for people who hear and have a speech disorder. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

Captioned Telephone (CapTel®) An exciting service for people who have understandable speech and some degree of hearing loss. *CapTel* allows the user to receive voice and text in real time.

Spanish A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

El Relevo de Wyoming ofrece el sistema del Relevo en español para llamadas en las cuales ambas partes hablen español. Para usar el sistema del Relevo en español del Relevo de Wyoming, marque el **1-800-829-2783** TTY/Voz.

Other Wyoming Relay information:

Customer Profiles Customer service can set up automatic preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/wy.htm>
or contact Wyoming Relay Customer Service:
1-888-694-4450 Voice or TTY.

Additional Connection Options Including Turbo Code, ASCII and Voice.

Equipment Distribution The State of Wyoming provides specialized equipment including:

- Amplified telephone
- TTY (text telephone)
- Voice Carry Over (VCO) devices
- Telephone signaling devices
- *CapTel*

To determine eligibility, contact:

Wyoming Relay
851 Werner Court, Suite 120
Casper, WY 82601
Voice or TTY: 1-800-452-1408
Fax: 1-307-472-5601
Email: lcieli@state.wy.us
Web: http://wyomingworkforce.org/how/vr_wyrds.aspx

Pay Phones The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll-free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls In the event of an emergency, call **911** or your local emergency services TTY number directly. Wyoming Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Don't Hang Up! When you pick up the phone and hear "This is Wyoming Relay...", don't hang up! It's not a telemarketer. It's a customer, business associate or acquaintance who wants to talk with you.

Compliments, Concerns or Complaints Contact Wyoming Relay Customer Service (see back panel).

In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: www.fcc.gov/cgb/complaints.html

