RESIDENCE

JANUARY 2007

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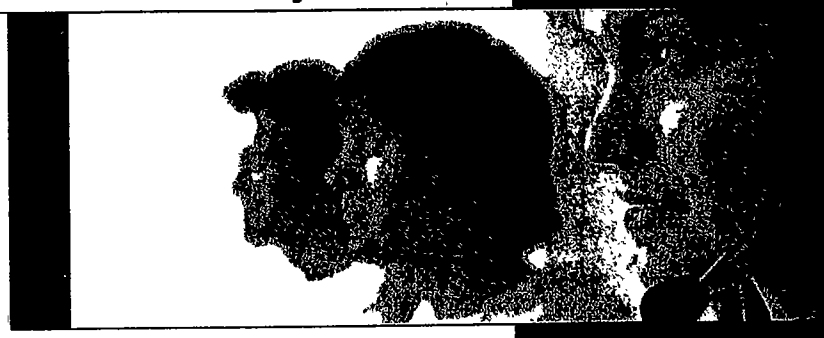
Important Information About Telecommunications Relay Service



For most people, the telephone is an essential part of everyday life. It makes it easy to communicate with people across the street or around the world. But what about people who can't hear, can't speak, or those whose hearing has diminished over time? How can they communicate over the phone?

Telecommunications Relay Service, also known as TRS, is the convenient link between telephone users and people who use text telephones (also known as TTYs) because they are deaf, hard-of-hearing or have a speech disability.

To place a call between telephone and TTY users, simply call the TRS. You can reach the TRS by dialing *711* in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

A **Communications Assistant (CA)** will process your call by typing any spoken words for the TTY user to read. The Communications Assistant will also read

Continued on page 2.

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February 11, 2007 8pm et/pt CBS

Details Inside.

extra

1 - 2 Telecommunications Relay Service

3 - 4 Servicio de Retransmisión Telefónica

4

4

5 Telephone Sales Calls

5 - 6 Llamadas de ventas telefónicas

6 Pay-Per-Call Services

7 Servicios Pay-Per-Call

7

8 Dial Dig Safe

8 Llame a Dig Safe

Telecommunications Relay Service continued from page 1.

aloud all the words that the TTY user types back to the telephone user. All conversations are private and confidential; there is no censorship, and everything the CA hears will be relayed to the TTY user. There is no additional charge for the TRS service; you will be charged as if you had placed the call directly. Callers can use TRS as often as they want—24 hours a day, seven days a week—and conversations have no time limits. Relay services are available in both English and Spanish.

Other types of relay services are also available from your state relay program.

Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

Voice Carry Over (VCO) and **Captioned Relay** (also known as **Cap-Tel**) services provide captioning assistance for callers who can speak, but may not hear well enough to conduct a traditional phone conversation. These services operate differently, but both provide the ability for callers to speak and listen to each other. However, the user with a disability can also read a text version of the conversation on their TTY or captioned telephone equipment.

Note: Not all state relay services provide both of these services.

There are also Internet-based relay services.

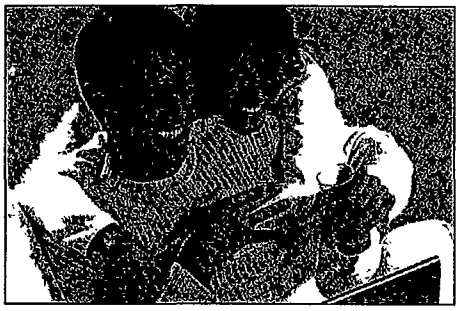
Video Relay Service (VRS) is a video-based TRS that allows a CA to view and interpret a caller's sign language and instantly relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by many TRS providers. To learn more about VRS go to: **http://ftp.fcc.gov/cgb/consumerfacts/videorelay.html**.

Internet Protocol Relay Service enables two-way communication between an individual who uses a text-based device that can access the Internet (such as a computer, PDA, Web-capable text telephone, or pager device) and an individual using a standard voice telephone. The Internet user types in an IP Relay provider's Internet address and follows the on-screen prompts to start a call. A CA completes the call to the telephone user, and a regular relay session is initiated between the Internet user and the telephone user. For more information on Internet Protocol Relay, go to: **ftp.fcc.gov/cgb/consumerfacts/iprelay.html**.

TRS calls from payphones: TRS-assisted local calls from payphones are free of charge. TRS-assisted long distance or toll calls from payphones can only be made using the following payment options: calling cards, prepaid cards, and collect or third-party billing.

telefónica tradicional. Estos servicios funcionan de manera diferente, pero ambos permiten que las personas que llaman por teléfono puedan hablar y escuchar al otro. No obstante, el usuario que tenga una discapacidad puede también leer una versión de texto de la conversación en su aparato de TTY o el equipo telefónico con subtítulos.

Nota: No todos los servicios de retransmisión estatales ofrecen estos dos servicios.



También existen servicios de retransmisión para usar en Internet:

"Video Relay Service (VRS)" es un TRS basado en un sistema de vídeo que permite al AC ver e interpretar el lenguaje de signos de la persona que llama y retransmitir inmediatamente la conversación a la otra persona. Este tipo de servicio de retransmisión no es requerido por la FCC, pero es ofrecido opcionalmente por muchos proveedores de TRS. Para mayor información acerca de VRS visite: **http://ftp.fcc.gov/cgb/consumerfacts/videorelay.html**.

"Internet Protocol Relay Service" permite establecer una comunicación de dos vías entre un individuo que utiliza un aparato de base de texto con acceso a Internet (como un ordenador, PDA, teléfono con acceso a la red o localizador) y un individuo que utiliza un sistema estándar de teléfono. El usuario de Internet escribe la dirección electrónica de un proveedor de Retransmisión IP y sigue las instrucciones que aparecen en la pantalla para iniciar una llamada. Un AC completa la llamada para el usuario del teléfono, y una sesión regular de retransmisión se inicia entre ambos usuarios. Para mayor información acerca de este servicio, visite: **ftp.fcc.gov/cgb/consumerfacts/iprelay.html**.

"TRS llamadas desde telefonos de pago" No se aplican cargos a las llamadas locales de TRS asistidas cuando las mismas se realizan desde teléfonos públicos. Las llamadas asistidas de retransmisión de larga distancia o por cobrar hechas desde teléfonos públicos únicamente pueden ser efectuadas utilizando las siguientes formas de pago: tarjetas de llamadas, tarjetas prepagadas y facturación por cobrar o a un tercero.

49th Annual GRAMMY® Awards

Be sure to watch the 49th Annual GRAMMY® Awards February 11, 2007, 8 pm ET/PT—on CBS, as Verizon returns as the Official Broadband Sponsor for the third year in a row.

49ª Entrega Anual de los Premios GRAMMY®

No se olvide de mirar la 49ª Entrega Anual de los Premios GRAMMY® el 11 de febrero de 2007 a las 8 pm (ET/PT)—en CBS, una vez más Verizon regresa como el Patrocinador Oficial de Banda Ancha por tercer año consecutivo.

Telephone Sales Calls: **Know The Facts**

Under the ***Federal Telephone Consumer Protection Act***, *telemarketers must identify the individual or business* they represent and state the purpose of their call. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9 pm and 8 am.

From time to time, Verizon calls its customers to inform them about special promotions or new products and services. Customers who do not wish to receive such calls can be placed on Verizon's "do-not-call" list by sending an e-mail request through the Verizon webpage (**verizon.com**) or by calling the business office.

The Federal Government also maintains a "do-not-call" registry. However, certain organizations (such as political groups, not-for-profits and telephone survey companies) are exempt from the government's "do-not-call" registry. In addition, federal law exempts calls made to parties with whom the caller has an established business relationship, and calls for which the calling party has received the called party's prior express permission to call.

To place your number on the Federal "do-not-call" registry, call **1 888 382-1222** (Voice) or **1 866 290-4236** (TTY), or visit the website at **donotcall.gov** for more information. You must renew your "do-not-call" registration every five years. To learn more about telephone sales calls, see the "Protection Tips" section of the *Customer Guide* in your *Verizon White Pages Directory*.

Llamadas de ventas telefónicas. **Conozca los hechos.**

Bajo el Acta Federal de Protección al Consumidor Telefónico, los operadores de telemercadeo deben identificarse a sí mismos o la empresa que representan así como aclarar el propósito de su llamada. Están prohibidas las llamadas no solicitadas de venta entre las 9 pm y las 8 am.

Ocasionalmente, Verizon llama a sus clientes para informarles acerca de promociones especiales o nuevos productos y servicios. Aquellos clientes que no deseen recibir esas llamadas deberán registrarse en la lista de "personas que no desean ser llamadas" de Verizon enviando un correo electrónico a través de la página Web de Verizon (**verizon.com**) o llamando a la oficina de servicio.

Continúa en la página 6.

Llamadas de ventas telefónicas . . . continúa de la página 5.

El Gobierno Federal también mantiene un registro de "personas que no desean ser llamadas". Sin embargo, ciertas organizaciones (como grupos políticos, organizaciones sin fines de lucro y encuestadoras telefónicas) están exentas del registro gubernamental de "personas que no desean ser llamadas". También están exentas las llamadas en las que quien llama ha sido expresamente invitado o tiene permiso previo de aquél que recibe la llamada.

Para incluir su número en el registro federal de "personas que no desean ser llamadas", llame al **1 888 382-1222** (Voz) o al **1 866 290-4236** (TTY), o para mayor información visite **donotcall.gov**. Usted deberá renovar su registro cada cinco años. Para información más detallada acerca de las llamadas telefónicas de venta, revise la sección "Datos para su protección" en su *Directorio de páginas blancas de Verizon.*

Consumer Information About **Pay-Per-Call Services**

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called ***Pay-Per-Call Services***. Also, calls to telephone numbers in Massachusetts beginning with 550, 554, 920, 940 and 976 are Pay-Per-Call Services. The information provider determines the rates for these calls. Irresponsible calling to these numbers can result in unexpectedly high bills.

The ***Telephone Disclosure and Dispute Resolution Act*** assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to $50.00 per call).

You may withhold payment of the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge. If you would like to order this service, please call **1 800 870-9999**, toll free, weekdays from 8 am to 6 pm. Deaf and hard-of-hearing customers should call **1 800 974-6006** (V/TTY).

Información para el consumidor acerca de los **servicios Pay-Per-Call (Pago por llamada)**

Las llamadas a números 900 interestatales, que se accedan por medio de una compañía de larga distancia, se facturan en una sección de la factura telefónica llamada ***Pay-Per-Call Services*** (Pago por llamada). También, las llamadas hechas a números de teléfono en Massachusetts que comiencen con 550, 554, 920, 940 y 976 son servicios Pay-Per-Call. El proveedor de información determina las tarifas de estas llamadas. Las llamadas irresponsables a estos números pueden ocasionar facturas telefónicas inesperadamente altas.

La ***Ley de Divulgación y Resolución de Disputas Telefónicas*** garantiza que sus servicios telefónicos básico y de larga distancia no sean desconectados si usted no paga los cargos de llamadas a un número 900 que esté en disputa.

Si usted considera que se le han facturado incorrectamente llamadas a números 900, llame al número que figura en la página de su factura telefónica en la cual aparecen los cargos en cuestión. Los cargos deben disputarse durante los 60 días luego de recibir su factura. La compañía que emite la factura debe seguir la reglamentación de facturación o perder el derecho a cualquier monto disputado (hasta $50.00 por llamada).

Usted puede retener el pago del monto disputado y la cobranza de dicho monto será suspendida durante la investigación. Si usted no paga los cargos legítimos, el acceso a los números 900 puede negársele. El proveedor de información podrá proseguir con la cobranza.

El ***Servicio de Bloqueo Selectivo*** impide que se hagan llamadas a números de servicios Pay-per-call desde su línea telefónica y están a su disposición sin cargo. Si usted desea pedir este servicio, llame al **1 800 870-9999**, sin cargo, durante días hábiles de 8 am a 6 pm. Los clientes con problemas de audición o sordos deben llamar al **1 800 974-6006** (V/TTY).

In Cyberspace, **No One Can Hear You Cry**

Don't risk losing your documents, music, videos and treasured photos forever. With ***Verizon Online Backup & Sharing***, you can help protect everything. Find out more at **verizon.net/vzvault**.

En el ciberespacio **nadie puede oírte llorar**

No te arriesgues a perder tus documentos, música, vídeos y tus fotos más valiosas para siempre. Con "***Verizon Online Backup & Sharing***", puedes ayudar a protegerlo todo. Infórmate en **verizon.net/vzvault.**

Remember: Dial Dig Safe Before You Dig

It takes only one call to the **Dig Safe Center** to notify all member utility companies of your excavation work. To prevent harm to underground telephone, gas, electric or cable facilities, you need to call ahead of time.

- Maine, Massachusetts and New Hampshire require three business days prior notice.
- Vermont requires at least two business days prior notice.

For information, call toll free **1 888 DIG SAFE** (1 888 344-7233), or visit the Dig Safe website at **digsafe.com.**

If there are underground facilities in your area, the utility company will identify their location for you. This will eliminate the possibility of damage and save you the expense of costly repairs.

Remember to call ahead, and to pre-mark with white lines. **It's the law!**

Recuerde: Llame a Dig Safe antes de excavar

Requiere tan sólo una llamada al **Dig Dafe Center** para notificar a todas las compañías de servicios asociadas acerca de su trabajo de excavación. Para prevenir daños a las instalaciones subterráneas de teléfono, gas o electricidad, es necesario que llame con antelación.

- Maine, Massachusetts y New Hampshire requieren que se notifique con tres días hábiles de antelación.
- Vermont requiere que se notifique al menos con dos días hábiles de antelación.

Para obtener información llame sin cargo al **1 888 DIG SAFE** (1 888 344-7233), o visite la página web de Dig Safe en **digsafe.com.**

Si existen instalaciones subterráneas en su área, la compañía de servicios públicos identificará su ubicación. Esto eliminará la posibilidad de producir daños y le ahorrará los gastos de reparaciones costosas.

Recuerde que llamar con antelación y demarcar previamente con líneas blancas. **¡Es la ley!**

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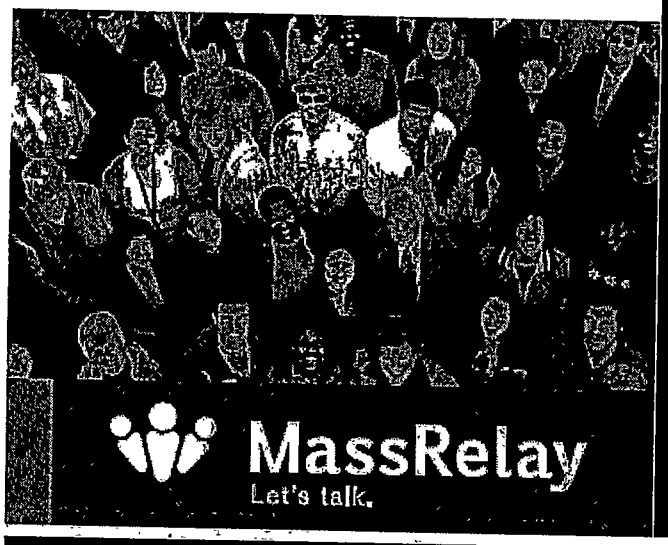

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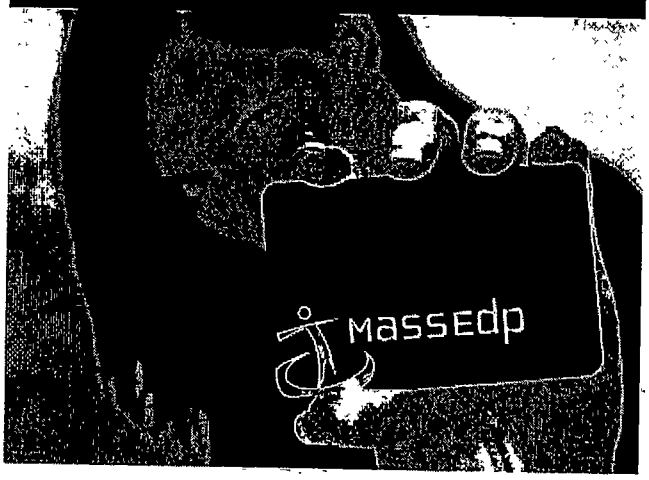

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Construction Service, LLC

Richard A. Rivet
536-8544

Massachusetts Advisory Committee on Accessibility to Telephone Services for Disabled Persons

Who are we?

The Advisory Committee is made up of individuals representing various disabilities agencies, organizations and MassRelay consumers. Nominations to the advisory committee may be made by the secretary of health and human services, the commissioners of the Massachusetts Commission for the Deaf and Hard of Hearing, the Massachusetts Commission for the Blind and the Massachusetts Rehabilitation Commission, and the executive director of the state office for handicapped affairs. MassRelay consumers are also invited to participate.

You may contact all committee members through a single Email address: Advisory.Committee@MassRelay.com.

Current Committee Members:

Carole Rossick, Chairperson, Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)

Sheryl Spera, Massachusetts Rehabilitation Commission (MRC)

Angelina Ramirez, Stavros Center for Independent Living (Stavros)

Lisa Chiango, Deaf Blind Advocate

Karen Rockow, Hearing Loss Association of America (HLAA Greater Boston)

John Pirone, Massachusetts State Association of the Deaf (M.S.A.D.)

Chris Hartling, Hartling Communications

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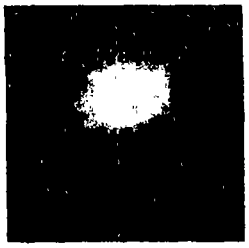

Jerry Berrier, Bay State Council of the Blind

Joe Billil, Easter Seals

Carol Hilbinger, Development Education Adjustment Facility (D.E.A.F. Inc.)

Laura Meier, Association of Late-Deafened Adults (ALDA), Boston Chapter

Gregg Spera, Department of Mental Heath (DMH)

Members serve for a term of three years or until a successor is designated to replace him or her.

Meeting Minutes

We are pleased to offer a downloadable versions of the Advisory Committees meeting minutes, choose a file below to download and view.

Meeting Minutes from January 31, 2007

Meeting Minutes from November 11, 2006

Meeting Minutes from June 15, 2006

Meeting Minutes from March 9, 2006

Meeting Minutes from November 30, 2005

Role and Responsibilities of the Advisory Committee

The committee acts in an advisory capacity to Massachusetts Relay, including the Administrator for Massachusetts Relay, the service provider and their subcontractors. The committee does not have the authority to direct the service provider to act or refrain from acting. Committee members are asked to provide input on matter such as:

- Policies, procedures and operational issues that affect the quality of service of the Massachusetts Relay.
- The needs of all relay users including TTY, VCO, HCO, Speech to Speech, Deaf/Blind and traditional telephone users.
- Recommendations and input on educational materials used for outreach to

Massachusetts consumers and businesses.

- Recruitment of MassRelay consumers to become members of the Advisory Committee when openings become available.
- Evaluate and recommend adaptive telephone equipment to include in the Massachusetts Equipment Distribution Program. (Equipment must meet program guidelines to be considered)

How often does the committee meet?

The committee meets four times a year at the Conference Center of Marlboro in Marlboro Massachusetts.

What time does the committee meet?

Meetings generally run from 10am to 3 pm.

Are committee members paid for their time?

Committee members are paid a mileage allowance for travel to and from the meeting location. Lunch is provided during the meeting.

How can I become a member?

If you are a user of MassRelay and are willing to volunteer your time to attend quarterly meetings, send us an email stating why you want to become involved with the advisory committee. Be sure to include your name, email address, and telephone number so we may contact you.

New members are required to attend an orientation session prior to their first committee meeting. This orientation will provide background information on MassRelay including the state and federal laws governing relay service, the companies involved with providing the service and the administrators, Quality standards and testing for MassRelay.

If you have issues accessing these pages, please notify the webmaster.
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massrelay.com

MassRelay
Let's talk.

How to place a Voice Carry-Over call through MassRelay

Voice Carry-Over (VCO) is a type of relay that enables someone who is deaf, hard of hearing or late-deafened to speak directly to a hearing individual and then read that individual's response on a TTY or VCO phone display screen.

To place a VCO call:

1. Dial 711 or 1-800-439-2370. A relay operator will answer the call with "MA RELAY OPR" and an operator identification number.

2. Type "VCO PLS GA" or press the "REL MSG" key on your VCO phone.

3. The relay operator will respond with "VCO ON GA"

4. Give the relay operator the ten (10) digit number you wish to call along with any other important information you wish, such as your name or the name of the person you are calling.

5. The relay operator dials the number. When the call answers, the operator announces the call, "Hello. This is Massachusetts Relay operator (number) with a call. Do you know how to use Voice Carry-Over relay?

6. The relay operator types "GA" when it is your turn to speak.

To receive a VCO call through MassRelay:

Answer the call using your TTY/VCO phone or say, "Hello. VCO on. Go ahead."

For an automatic connection in VCO mode,
set up a Caller Profile with MassRelay.

Go to **www.massrelay.com/community/profile**
or call MassRelay Customer Service
1-800-720-3480 TTY
1-800-720-3479 Voice

massrelay.com

MassRelay
Let's talk.

Easy Steps for placing a TTY call through MassRelay

MassRelay makes communication between text typed on a TTY and words spoken over a standard telephone easy and simple

To place a TTY call:

1. Dial 711 or 1-800-439-2370. A relay operator will answer the call with "MA RELAY OPR (followed by their own personal ID number and gender) GA".

2. Type the ten (10) digit number you want to call along with any other important information or instructions you want the operator to perform, such as giving your name when phone is answered or have the operator ask for the person you are calling by their name.

3. The relay operator keeps you informed of the call status including "DIALING" .... "RINGING ... or "BUSY". When the caller answers, the operator announces the call, "Hello. This is Massachusetts Relay operator (ID number) with a call. Any additional information you provided is given along with the relay announcement.

4. The relay operator will identify the person on the line as (M)ale or (F)emale, type word for word what is said, then type "GA" to let you know it is your turn to respond. The operator relays your typed words to the person you are calling. This relay process continues throughout the entire call.

You may set up a Caller Profile to make your personal relay preferences known to the operator up front and before your call is placed or when you receive a call from MassRelay. This saves you from having to repeat this information every time you want to make a call or receive a call.

Go to **www.massrelay.com/community/profile**
or call MassRelay Customer Service
1-800-720-3480 TTY
1-800-720-3479 Voice

The attached document is part of a mass mailing. The number of identical documents as specified in the File Number/City, St. field have been received by the Commission on this same date. You may view the documents at the FCC Reference Information Center, at 445 12th Street, SW, Washington, DC, Room CY-A257.