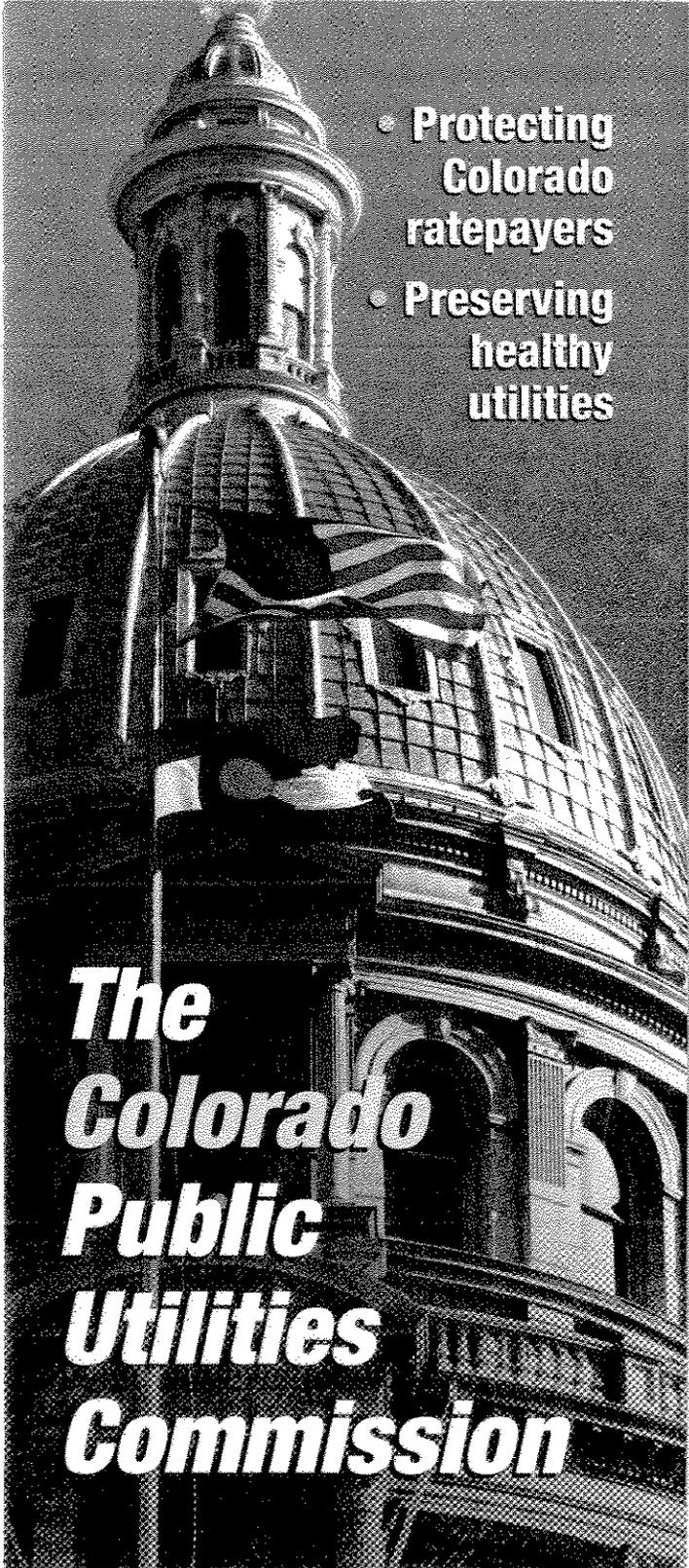




Appendix R:
Copy of Relay Brochures
Other Advertisements

- 
- **Protecting Colorado ratepayers**
 - **Preserving healthy utilities**

***The
Colorado
Public
Utilities
Commission***

The Public Utilities Commission

The Public Utilities Commission is a state agency within the Department of Regulatory Agencies. It was created in 1913. There are three Commissioners who are appointed by the Governor and confirmed by the Senate for a term of four years. No more than two Commissioners can be of the same political party.



Ron Binz

Polly Page

Carl Miller

Purpose

The mission of the Public Utilities Commission is to achieve a flexible regulatory environment that provides safe, reliable and quality services to utility customers on just and reasonable terms, while managing the transition to effective competition where appropriate.

Director

The Commission's director manages the staff and daily operations. The staff has specialized knowledge in engineering, economics, law and finance. The PUC is funded with fees paid by the regulated companies and not by general tax revenue.



Doug Dean

Special Programs

Relay Colorado

Relay Colorado is a free service that provides full telephone access to people who are deaf, hard-of-hearing, deaf-blind or speech-disabled. It allows text-telephone (TTY) users to communicate with regular telephone users through trained relay operators. The operator will dial the requested number and relay the conversation between the two callers. The service is available 24 hours a day, 365 days a year. To use the service, dial 7-1-1.



Colorado No-Call

Colorado No-Call is a free service that allows Colorado residents who do not want to receive telephone or fax solicitations to put their residential, fax, or wireless numbers on a "do-not-call" list. The numbers may be added at www.coloradonocall.com or by calling toll free 1-800-309-7041.



Special Programs

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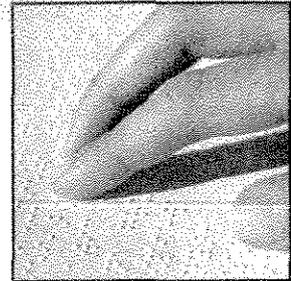
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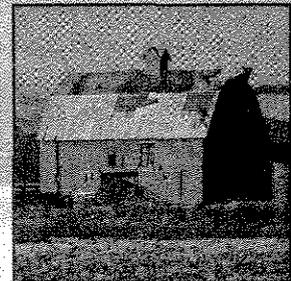
Colorado Low-Income Telephone Assistance

Colorado Low-Income Telephone Assistance enables Coloradans who receive old age pension, or aid to the blind, or aid to the needy disabled or supplemental security income to receive telephone services at a reduced monthly rate. If you qualify for one of the above-mentioned programs, you will automatically receive an application to enroll in this program.



Colorado High Cost Support

Colorado High Cost Support provides monies to telephone service providers so consumers in high cost service areas will be able to have basic telephone service available and affordable to them. This advances the policy of universal telephone service for all citizens of Colorado no matter where they may live.



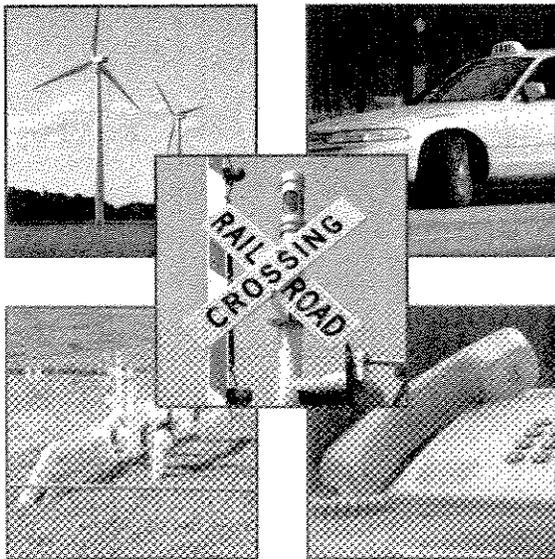
www.dora.state.co.us/puc

What Does the PUC Regulate?

- * Investor-owned telecommunications, electric, gas and water utilities.
- * Motor vehicle carriers for hire.

How Does the PUC Regulate?

- * By setting fair and reasonable rates.
- * By performing safety inspections on motor vehicle carriers, on new and existing natural gas pipelines, on public highway-rail crossings and rail fixed guideway systems.
- * By creating quality standards for utility services.
- * By making utility services accessible.
- * By advancing the use of new technology across all utility industries.
- * By preserving utilities' financial health.
- * By encouraging competition in utility markets where appropriate.



Need Help?

If you have a problem with a bill or service provided by a regulated electric, gas, telephone, water or motor carrier company, you have the right to file a complaint with the Commission.

You may call the Consumer Complaint Line at 303-894-2070 or 1-800-456-0858.

You may also e-mail to
PUCConsumer.Complaints@dora.state.co.us

PUC Contact Information

Colorado Public Utilities Commission

1560 Broadway, Suite 250
Denver, CO 80202

303-894-2000 (voice)

303-894-2065 (fax)

www.dora.state.co.us/puc

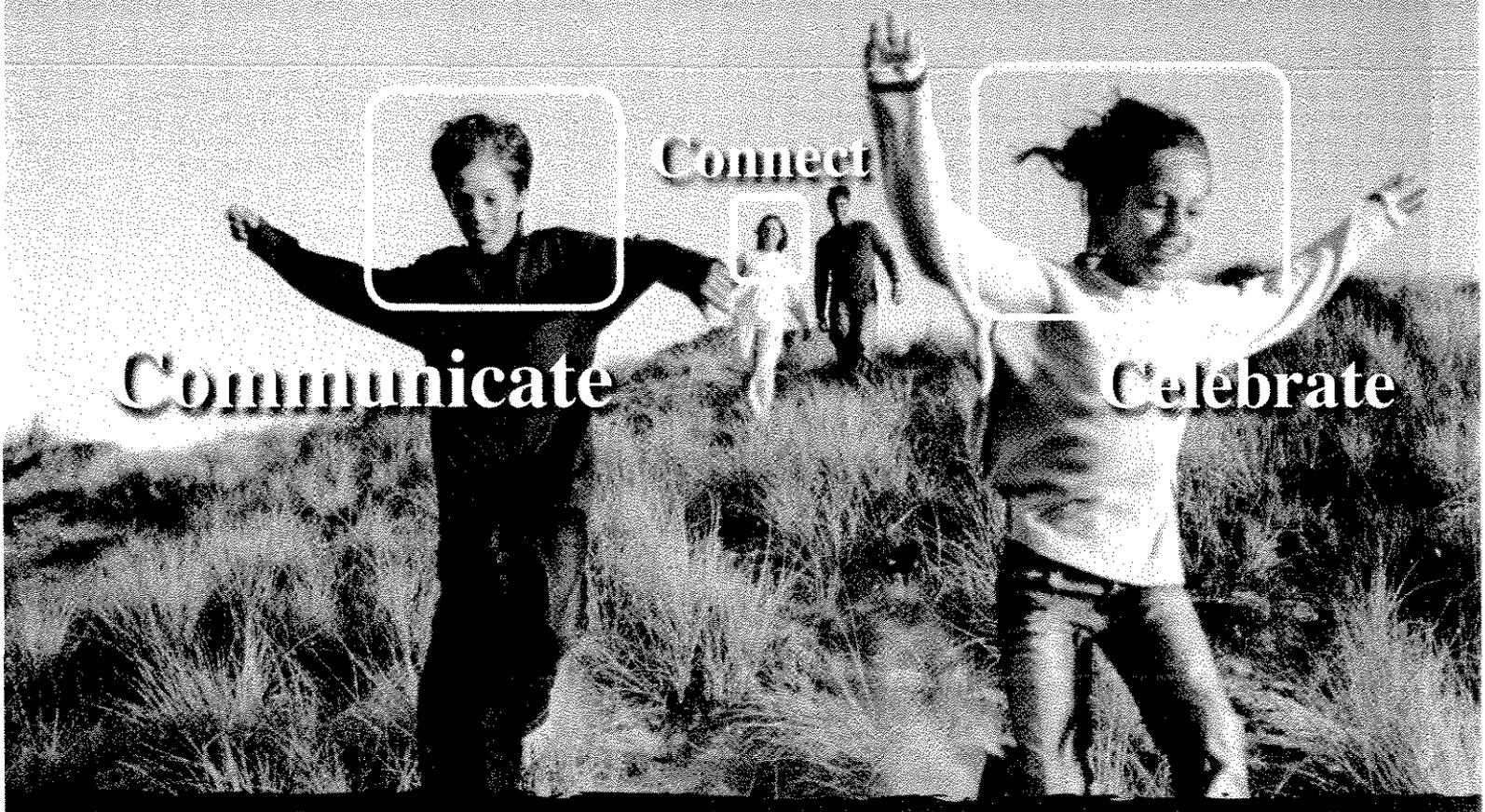
About the Department

The Department of Regulatory Agencies is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado.

Consumer protection is our mission.

Cover photo: Tony Munoz

Freedom in your life.



Connect



Communicate

Celebrate

Call who you want,
when you want,
how you want.

We all communicate in different ways. Regardless of whether you are hard-of-hearing, deaf, deaf-blind, have a speech disability or want to reach someone who does, we can connect you.



Connect.
Communicate.
Celebrate.™

relaycolorado.com

Connect with Everyone.

What is Relay Colorado?

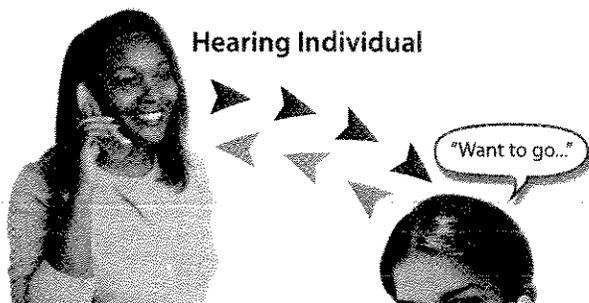
Relay Colorado is a free service and provides:

- Toll-free access calling (7-1-1 or 800-659-2656 TTY and 800-659-3656 Voice)
- Available 24 hours a day, 7 days a week, all year around
- No charge for local calls

Relay Colorado is a free service which allows hearing individuals to phone people who are deaf, deaf-blind or who has a hearing loss or a speech disability and the other way around. Call anyone you want, whenever you like. And, rest assured, your phone conversations are completely confidential and no records are kept.

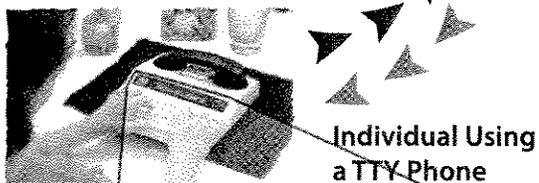
A Relay Operator (OPR) relays the conversation between hearing individuals and individuals using a TTY phone. When the hearing person speaks, the Relay OPR types the spoken words for display on the TTY user's screen. The TTY user reads the words and types a reply. The OPR then reads the reply to the hearing person. In this way, the parties easily converse back and forth with one another.

Please note: Long distance or toll calls placed through relay are billed by your long distance carrier.



Hearing Individual

Relay Operator (OPR)



Individual Using a TTY Phone



My daughter is in kindergarten. It is now easy for the teachers to call me anytime. This is very reassuring. Thanks, Relay Colorado.



Choose the relay service that's right for you.

Communicate Freely.

What is CapTel™?

If you or someone you know misses occasional words on the phone, the CapTel phone is the perfect solution.

CapTel is a "captioned telephone" developed by Ultratec, Inc. It is ideal for people with some hearing loss because when if they miss hearing a word here and there, they can follow the word-for-word captions.

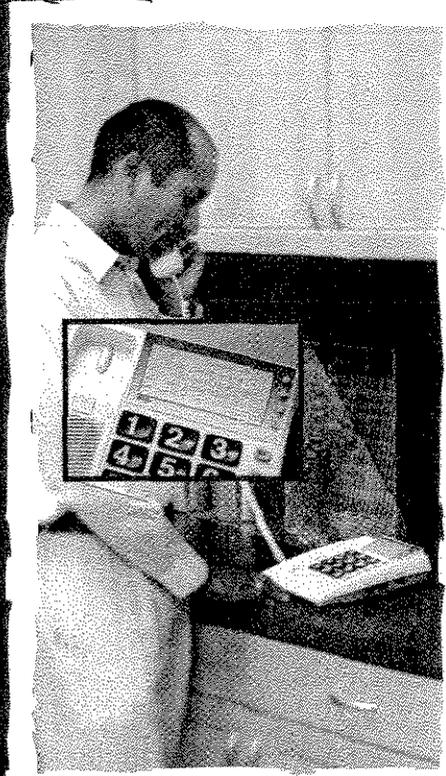
The CapTel phone looks and works like any other phone, with one important difference: a small screen built into the front, which displays easy-to-read text as it is transcribed by a CapTel Operator (OPR).

When CapTel users place a call, they are automatically connected to the captioning service. A specially trained Relay OPR transcribes each spoken word and the words appear on the screen – a feat made possible by CapTel's advanced voice-recognition technology.

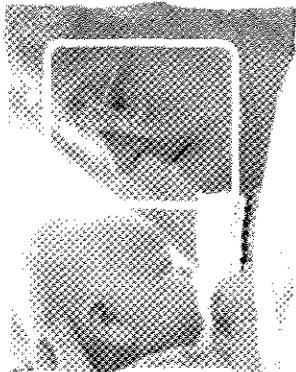
To learn more about CapTel, or to buy a CapTel phone, please visit www.relaycolorado.com.

Equipment Needed: CapTel™ phone

Although the service is free, CapTel users are responsible for purchasing their own CapTel phone and paying any long distance charges incurred.

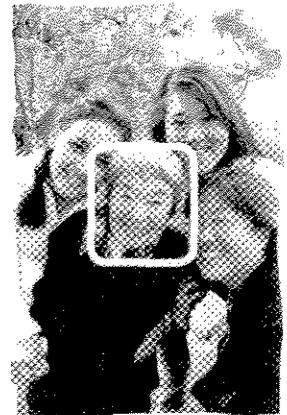


Use CapTel – Don't miss a word!



When my little grandchild was born, we knew what was happening every step of the way. Thanks to Relay Colorado.

CapTel makes it easy for my family to communicate.



Stay in touch. Never miss a moment.

No Barriers, No Excuses.

Do I Need Special Equipment?

You will need a regular phone if you can hear or a TTY phone if you are deaf, deaf-blind, hard-of-hearing, or have a speech disability. For more information on how to obtain a device for your specific needs, you may call the call Sprint Customer Service at the number listed below.

In Colorado, the Telecommunication Equipment Distribution Program (TEDP) provides equipment to relay users at no cost. To find out if you qualify for this program, please call 720-848-2979 (TTY) or 720-848-2970 (Voice) or go to www.mariondownshearingcenter.com.

Emergency 9-1-1

In case of an emergency, please dial 9-1-1 directly to ensure immediate attention and identification of your location rather than using the relay service.

Customer Service

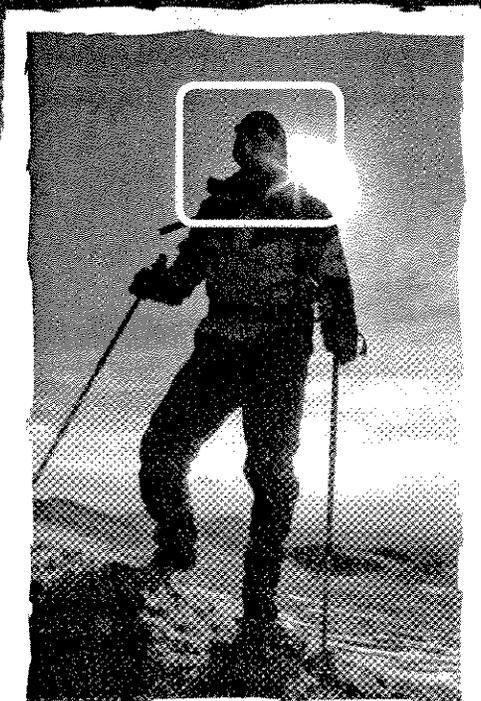
Our customer service center is available to answer questions about relay services and to assist with relay calls. When calling about a specific incident, please remember to provide the Relay Operator's identification number, as well as the date and time of the call.

Access: English (TTY/Voice): 1-800-676-3777, Espanol (TTY/Voz) 1-800-676-4290

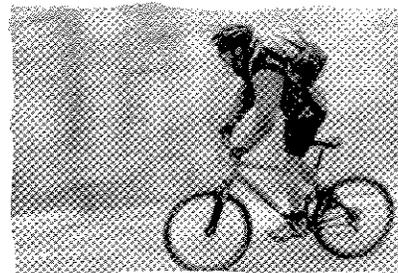
Additional Services

To learn more about additional relay services below, please visit our website at www.relaycolorado.com or www.sprintrelay.com

- International access
- 900 services
- Answering Machine Retrieval
- Computer (ASCII)
- Turbo Code® & E-Turbo™
- Public Payphone Access
- Directory Assistance
- Customer Database Profile



Relay Colorado can keep up with my active lifestyle – whatever I do, wherever I go.



Choose the relay service that's right for you.

Relay Colorado provides free, anytime access to personalized communication.

Voice Carry-Over

Voice Carry-Over (VCO) enables a hard of hearing or deaf individual to speak in his or her own voice directly to a hearing person. The Relay OPR serves as their "ears" and types every word spoken by the hearing person. These words appear on text on the TTY or VCO phone screen for the VCO user to read and respond to.

A VCO user can utilize the following features to meet their communication preferences when calling others:

- Voice Carry-Over (VCO) with Privacy
- 2-Line Voice Carry-Over (2LVCO)
- Voice Carry-Over to TTY (VCO to TTY)
- Voice Carry-Over to Voice Carry-Over (VCO to VCO)
- Voice Carry-Over to Hearing Carry-Over (VCO to HCO)

Access: 1-877-659-8260

Equipment Needed: TTY device, VCO phone equipment, standard phone and/or a Y-Jack.

Hearing Carry-Over

Hearing Carry-Over (HCO) enables a person with hearing capability and a speech disability to make a call by typing his or her conversation on a TTY to a Relay OPR. The OPR reads the HCO user's typed messages to the other party, whose vocal responses can be heard by the HCO user.

A HCO user can utilize the following features to meet their communication preferences when calling others:

- Hearing Carry-Over to TTY (HCO to TTY)
- Hearing Carry-Over to Hearing Carry-Over (HCO to HCO)
- Hearing Carry-Over to Voice Carry-Over (HCO to VCO)

Access: 1-800-659-3656

Equipment Needed: TTY device and/or with a standard phone

Speech to Speech (STS)

People who have a speech disability or who use a voice synthesizer, can use their own voice on an STS relay call. The Relay Operator, specially trained to understand unique speech patterns, repeats the words exactly as they are spoken to the caller.

Access: 1-877-659-4279

Equipment needed: Standard phone

Telebraille

People with a visual disability can use relay services with a specially-equipped Telebraille TTY device. The text automatically comes across at a reduced speed on a Telebraille call, regardless of how fast the Operator types. This allows for reading at a comfortable pace. Callers can also request an increase in the text pacing if desired.

Access: 1-800-659-2656

Equipment Needed: TTY or computer equipped with Telebraille

Spanish

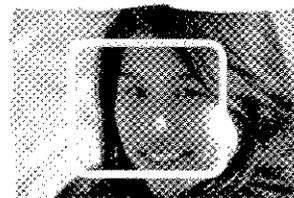
Relay Colorado offers Spanish-speaking people the opportunity to take advantage of all relay services. Spanish-speaking people who are deaf, deaf-blind, hard-of-hearing, or have a speech disability can place a Relay call. Relay Colorado does this by providing translation from Spanish-to-English or English-to-Spanish.

Access: 7-1-1, 1-800-337-3242

Equipment Needed: TTY device, VCO phone equipment, standard phone and/or a Y-Jack.

Making relay calls – it's so easy.

My family and friends love to use relay! It's so easy!



Internet Relay

Relay users can make calls from any computer with an Internet connection.

Access: www.sprintip.com

Equipment Needed: Computer or laptop with Internet access.

Wireless Relay

Go mobile with Sprint IP Relay Wireless using a wide selection of handheld devices and pagers. Download a free Sprint IP Relay Wireless program for BlackBerry® users to access Sprint IP Relay Wireless relay and connect with a Sprint Relay operator. Visit www.sprintrelay.com.

Access: Visit www.sprintrelay.com to download the Sprint IP Relay Wireless program.

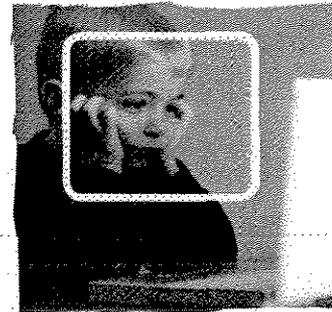
Equipment: Wireless pager/device or PDA

Colorado Video Relay Service

Colorado VRS allows people to communicate over the Internet using American Sign Language (ASL). Videophone and webcam users can conveniently communicate naturally in sign language with a professional and certified sign language interpreter and be connected with a hearing caller.

Access: www.covrs.com, sprintvrs.tv, Voice: 1-866-410-5787

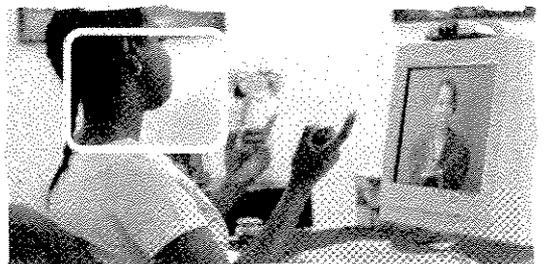
Equipment Needed: Broadband high speed internet



Internet relay allows me to contact my soccer buddies.



Sprint IP Relay Wireless allows me to stay connected when I am on the go!



Video Relay Service allows me to communicate in my natural language – American Sign Language.



Connect.
Communicate.
Celebrate.™

relaycolorado.com

Sprint Customer Services:

English:

1-800-676-3777 (TTY/Voice)

En español:

1-800-676-4290 (TTY/Voice)

Relay Colorado is provided by Sprint.

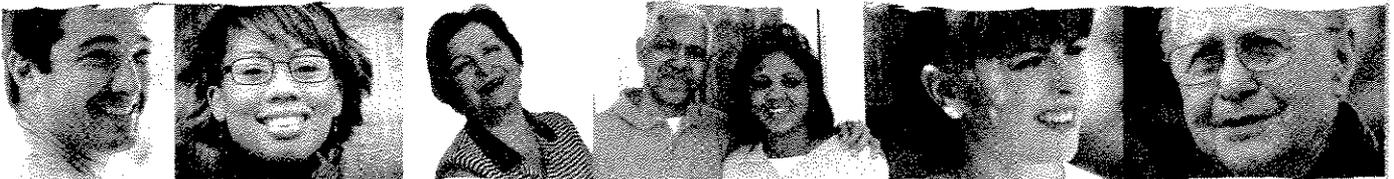


Feel more like talking

with a CapTel™ phone
that shows every word
your caller says.

Never miss another word on the phone.
Never strain to hear your callers.
Never ask your callers to repeat something.

Look inside to find out how a CapTel phone
can make you feel more like talking.



Stay in touch. Never miss a moment.

Buy one or apply
for a free one.

CapTel™

"I'm ready for CapTel™."

If you want to feel more like talking on the phone, contact us today for more information. Ask us how to get a CapTel phone for yourself or as a gift for someone you care about.



Online: www.relaycolorado.com
Call: 1-888-269-7477
Mail: Fill out the attached reply card,
add postage and mail.

You can qualify for a free phone or other phone equipment if your income is at a certain level, or if you belong to a certain group. We at Relay Colorado look forward to matching you with the program that meets your needs. Learn more about free phone equipment by visiting us online at: www.mariondownshearingcenter.com.

"I want to catch every word."

Can you get by without a CapTel™ phone? That's your call. But you may never know what you're missing. Think back to your last phone call. Did you strain to hear the caller? Get lost because you missed a word or two? Ask your caller to repeat things throughout the conversation? To catch every word of every call, get a CapTel phone.



CapTel allows you to place your own calls and to enjoy conversations that flow naturally. No more asking others to make calls for you. No more embarrassing mishearings or uncomfortable pauses. No more continually saying, "Pardon me?"

Free

&

Clear

"I like free. Free is good."

In Colorado qualified applicants can receive free CapTel™ phones through the Colorado Telephone Equipment Distribution Program (TEDP).

To find out if you qualify for a free CapTel phone, contact the TEDP program at www.mariondownshearingcenter.com or at:

**Marion Downs Hearing Center
1793 Quentin Street, Unit 2
Aurora, CO 80045**

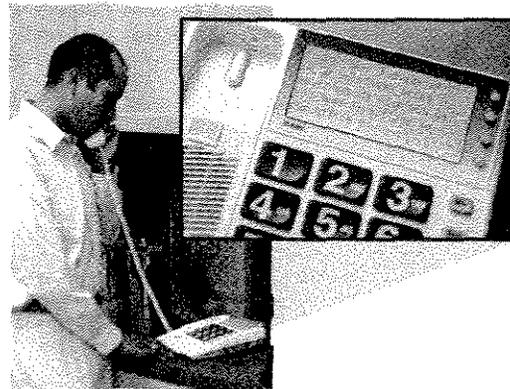
720-848-2970 (Voice)
720-848-2979 (TTY)
720-848-2976 (Fax)
mdhc@uch.edu



"I see what you're saying."

CapTel™ captioned telephones have a screen that shows every word a caller says. It's like any other phone, with an important difference: Your caller's spoken words appear almost simultaneously as text on the captioning screen. So, if you don't hear a word, you can read it.

Never miss a word with CapTel.



We're ready
for CapTel™.



Connect.
Communicate.
Celebrate.™

Relay Colorado
707 17th St., Suite 3750
Denver, CO 80202

