

If you use a TTY/TDD and want to call someone who uses a standard telephone, the Communications Assistant (CA) will voice your typed words to the person using a standard telephone and type the standard phone users words to you:

1. Dial 7-1-1
2. When the Communications Assistant (CA) answers, type the telephone number of the person you want to call. Example: 555-1212 PLS.
3. When the person answers, proceed as you would with a regular TTY/TDD call. Direct your conversation to the person you are calling, not the CA.
4. Type "GA" when you are ready for the other person to respond.
5. When you are finished with your conversation, end the call by typing "GA or SK" (stop keying) giving the person you are calling an opportunity to continue or end the call.

#### RECEIVING CALLS THROUGH RELAY COLORADO

Standard Telephone Users: When you answer your telephone, you will hear a Communications Assistant (CA) say, "Hello. A person is calling you through Relay Colorado. I am CA####, have you received a relay call before?"

1. If you answer "No", the operator will explain how Relay Colorado works.
2. If you answer "Yes", the call will continue with the CA voicing everything the TTY/TDD user types, and typing everything the standard telephone user says.

TTY/TDD Users: When you answer the telephone using a TTY/TDD you will see "Relay Colorado #### F/M with a call" and the CA continues typing the standard telephone user's greeting to you.

1. The call will continue as explained in the MAKING RELAY CALLS section above.



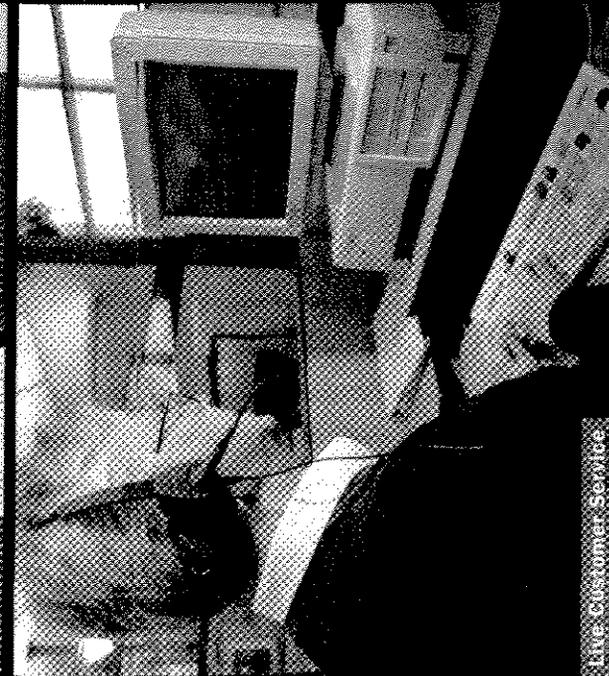
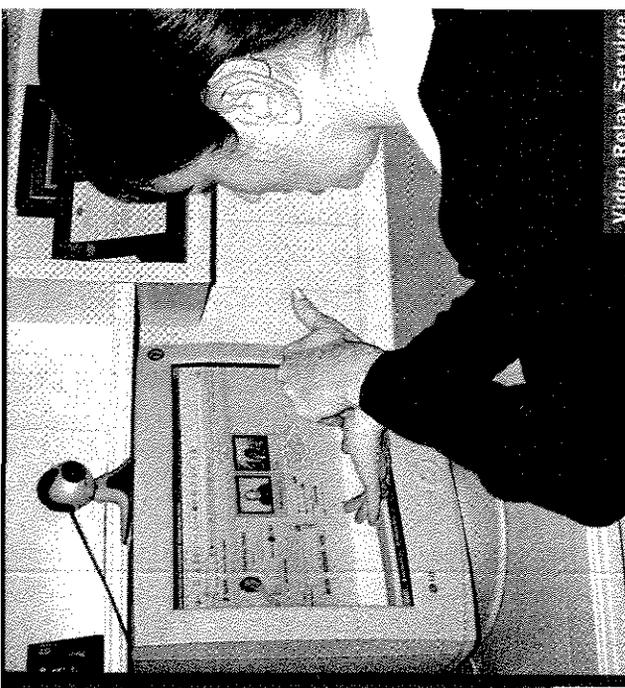
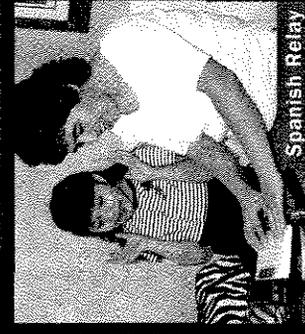
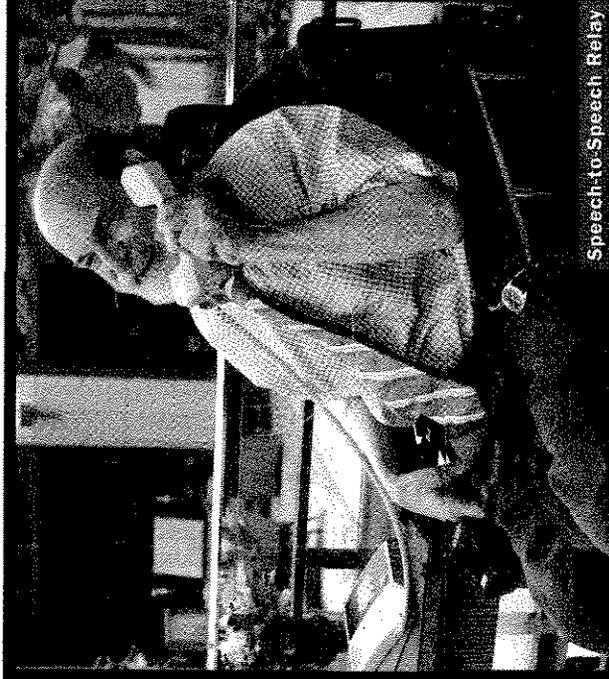
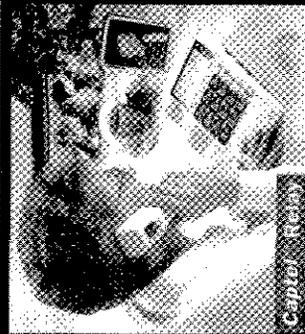
**Colorado Public Utilities Commission**  
**TTY/TDD 303-894-2512**  
**Voice 303-894-2000**  
**Fax 303-894-2065**

**Sprint Relay Customer Service**  
**1-800-676-3777**  
**[www.sprint.com/relay](http://www.sprint.com/relay)**

**800-659-2656 TTY/VCO**  
**800-659-3656 Voice**  
**800-659-4656 ASCII**  
**800-337-3242 Spanish**  
**877-659-4279 Speech to Speech**  
**900-230-6161 900 Services**

# RELLAY COLORADO

is your total relay solution



Relay Colorado is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and/or have a speech disability.

This service allows hearing callers to communicate with text-telephone (TTY) users and vice versa through specially trained Relay Operators (OPRs). 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 Colorado simply dials the relay number to connect with an OPR. The OPR 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 standard telephone for hearing callers, TTY (text-telephone device) for Deaf callers that can be used together with a telephone handset or a combination of both. However, the equipment you use may vary depending upon your communication needs. For more information on how to obtain a device in your area for your specific needs, call Sprint Relay Customer Service.

In Colorado, equipment is available to deaf, hard-of-hearing or speech-disabled relay users at no cost.

#### Customer Service

**1-800-676-3777** TTY/Voice/ASCII English

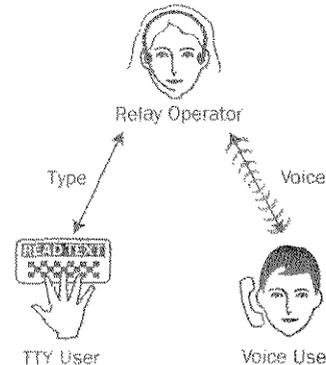
**1-800-676-4250** TTY/Voice/ASCII en español

Customer Service is available to:

- ▶ Answer any questions
- ▶ Receive customer suggestions

### 7-1-1

To make a relay call, dial 7-1-1 from anywhere within Colorado and you will be connected with a Relay Operator (OPR).



**Voice ▶ 7-1-1 or 1-800-659-3656**

Hearing users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

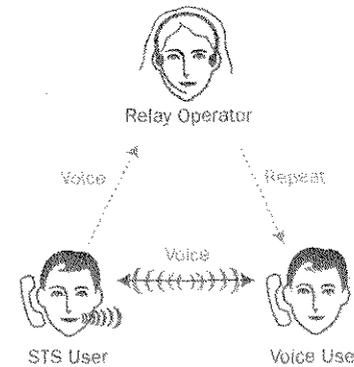
Occasionally, people trying to place relay calls from an office (or large telephone system), using the 711 number experience difficulties. This may be because the number has not been programmed into the system. Contact your office administrator or local telephone service provider to ensure that the 711 service is available.

**TTY ▶ 7-1-1 or 1-800-659-2656**

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

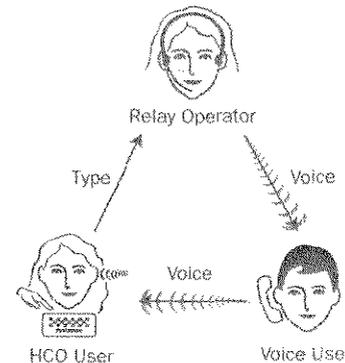
**Spanish Relay  
1-888-337-3242**

TTY users can type in Spanish and their 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



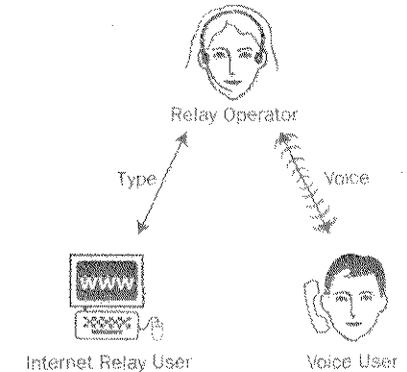
**Speech-to-Speech (STS)  
1-877-659-4279**

- ▶ A person with a speech disability can use his or her own voice or voice synthesizer over the phone.
- ▶ STS calls can be made:
  - by anyone/to anyone with a speech disability
  - by people/to people who use a TTY
- ▶ Specially trained OPRs act as the speech-disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.
- ▶ Sprint's unparalleled equipment and exceptional OPR training ensure that speech-disabled users will be heard *and* understood.



**Hearing Carry-Over (HCO)  
1-800-659-3656**

**HCO to Voice.** Speech-disabled users with hearing can listen to the person they've



**Internet Relay Service  
www.sprintrelayonline.com**

Users need a computer, a phone line, a web browser like Microsoft Internet Explorer, and Internet service.

- ▶ Available 24 hours a day
- ▶ No high-speed internet access required
- ▶ No domestic long distance charges
- ▶ No TTY needed
- ▶ View help in ASL
- ▶ Smart button—add Internet Relay to your browser toolbar
- ▶ Easy call setup
- ▶ Language preferences
- ▶ Background color & text options
- ▶ Split screen

**Sprint Relay Wireless<sup>SM</sup>  
Powered by GoAmerica<sup>TM</sup>**

- ▶ **Access Sprint Relay Online<sup>SM</sup> from almost anywhere using your wireless device**
- ▶ Easily download Sprint Relay Wireless<sup>SM</sup> software from [www.goamerica.com](http://www.goamerica.com) directly to WyndTell<sup>®</sup> (950, 850, 857) pagers
- ▶ Sprint Relay Wireless<sup>SM</sup> software comes preinstalled on some wireless devices, giving you immediate relay access
- ▶ Support available for WyndTell<sup>®</sup>, Deafwireless<sup>™</sup> and other popular wireless devices
- ▶ No "sign-up" required



In Colorado, equipment is available to deaf, hard-of-hearing or speech-disabled relay users at no cost.

### Customer Service

**1-800-676-3777** TTY/Voice/ASCII  
**English**

**1-800-676-4290** TTY/Voice/ASCII  
**en español**

Customer Service is available to:

- ▶ Answer any questions
- ▶ Receive customer suggestions, comments or complaints. Please remember to provide the OPR's identification number, date, and time of call when calling about a specific incident.
- ▶ Provide assistance during a relay call—callers may ask to speak to a supervisor.
- ▶ Handle requests for Relay Colorado brochures, outreach materials, presentations, or any other additional relay information.

### Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing and ensures that the customer's preferred long distance carrier is used each time a call is made. You can set up your Customer Database Profile by contacting Sprint Relay Customer Service. Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete.

### Emergencies

In an emergency, dial **9-1-1** directly using a TTY to ensure immediate attention and identification of your location.

### TTY public payphones

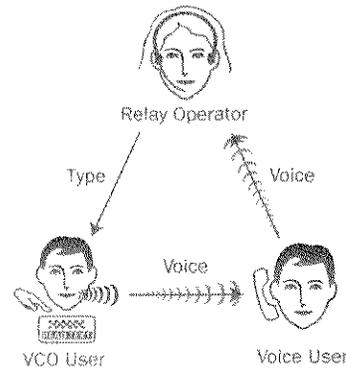
The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- ▶ All local calls from TTY payphones are free of charge

to type his/her conversation to a OPR, who then reads the typed conversation to a hearing person. The OPR relays the hearing person's spoken words by typing them back to the TTY user.

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TTY users can type in Spanish and their 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 1-888-337-3242 and tell the OPR how you want your call translated.

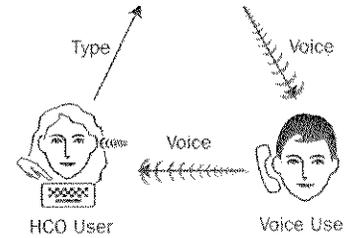


**Voice Carry-Over (VCO)**  
**1-877-659-8260**

- ▶ A Deaf/hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- ▶ VCO calls can be made:
  - by anyone who is Deaf or hard-of-hearing
  - to people who use a TTY
  - to another VCO user
- ▶ Ideal for late-deafened adults who are unable to hear over the phone.
- ▶ A Relay Operator types what the person you've called says to you to your TTY for you to read.
- ▶ Calls are automatically handled by an operator who specializes in all types of VCO calls

**VCO to TTY.** The OPR 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 OPR serves as both

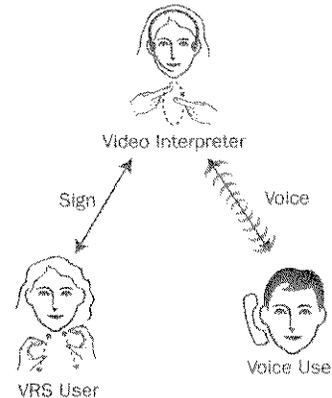


**Hearing Carry-Over (HCO)**  
**1-800-659-3656**

**HCO to Voice.** Speech-disabled users with hearing can listen to the person they've called. The HCO user types his/her conversation which the relay operator reads to the standard telephone user.

**Telebraille** ▶ **1-800-659-2656**

- ▶ Customized service for relay users with impaired vision
- ▶ The OPR will type at a normal speed, but the message will display on the user's TTY at a rate of 15 words per minute for easier reading.
- ▶ Users can request increased or decreased rates of text in increments of 5 words per minute.



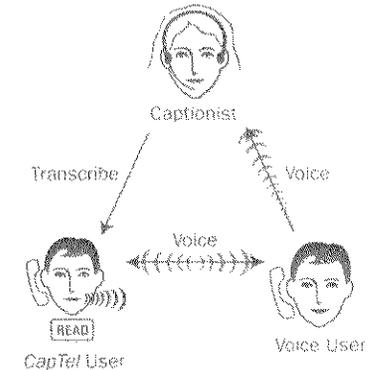
**Colorado Video Relay Service**  
**www.covrs.com**

**H.323 ISDN: 1-877-306-7740**  
**Voice: 1-866-410-5787**

For computer & webcam users

- ▶ Use ASL
- ▶ More calling hours
- ▶ More experienced Video interpreters (VIs)

- software from [www.goamerica.com](http://www.goamerica.com) directly to WyndTell® (950, 850, 857) pagers
- ▶ Sprint Relay Wireless™ software comes preinstalled on some wireless devices, giving you immediate relay access
- ▶ Support available for WyndTell®, Deafwireless™ and other popular wireless devices
- ▶ No "sign-up" required



**Captioned Telephone Service**  
*developed by Ultratec®*

- ▶ Captioned Telephone Service, known as **CapTel™** relay service, is a Sprint service offered at no cost\* through Relay Colorado
- ▶ Dial the person you're calling directly
- ▶ Enjoy natural telephone conversations

\* CapTel users are responsible for their own long distance charges. There is no charge for using CapTel service.

You must have a **CapTel™ (Captioned Telephone)** manufactured by Ultratec® ([www.ultratec.com](http://www.ultratec.com)) to use CapTel™ relay service

- ▶ Bright, easy-to-read display
- ▶ Functions as a normal telephone so *everyone* can use it
- ▶ Simultaneously hear and see captions of *everything* your caller says

### How to make calls using your CapTel™ phone

CapTel™ phone users place a call the same way they would when using a traditional phone— by dialing the number directly. The CapTel™ phone automatically connects to the CapTel™ relay center as you dial. When the person you're calling answers, you hear everything that he/she says, just as you would during a traditional phone call.

presentations, or any other additional relay information.

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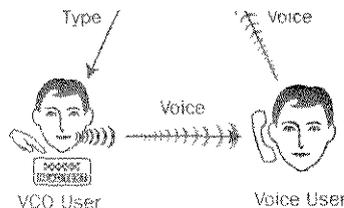
- ▶ All local calls from TTY payphones are free of charge.
- ▶ Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Relay Colorado to assist in connecting calls. There are several ways to bill non-local calls:

- ▶ Collect
- ▶ Third party
- ▶ Calling card
- ▶ Prepaid card

### 900 Services ▶ 1-900-230-6161

Relay users dial 1-900-230-6161 to connect with Relay Colorado. The OPR 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.



### Voice Carry-Over (VCO) 1-877-659-8260

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**VCO to TTY.** The OPR 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 OPR serves as both parties' "ears", typing what is said on both ends of the call.

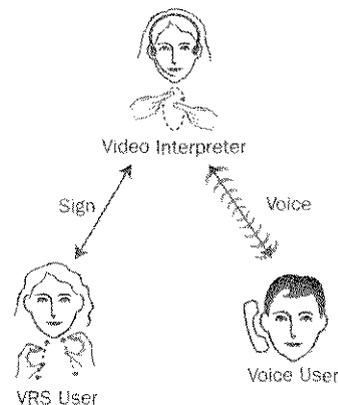
**VCO to HCO.** The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

**VCO with Privacy.** This feature is similar to the standard VCO feature. However, the OPR will not hear the VCO user's voice and only types the hearing person's responses back to the deaf/hard-of-hearing user. Request privacy by typing/voicing to the OPR "Privacy ON."

**Two-line Voice Carry-Over** 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.

The message will display on the user's TTY at a rate of 15 words per minute for easier reading.

- ▶ Users can request increased or decreased rates of text in increments of 5 words per minute.



### Colorado Video Relay Service www.covrs.com

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**Voice: 1-866-410-5787**

For computer & webcam users

- ▶ Use ASL
- ▶ More calling hours
- ▶ More experienced Video interpreters (VIs)
- ▶ More VI availability—less waiting
- ▶ The most usage options of any VRS provider
- ▶ No long distance charges in the US
- ▶ ISDN connection available
- ▶ Available for Mac OS users

### VRS Operating Hours

Mon–Thurs., 5am–11pm MT

Weekends & Holiday, 6am–10pm MT

### International Relay Calls

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

### Captioned Telephone Service

developed by Ultratec®

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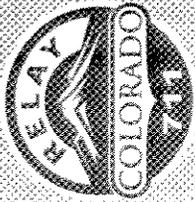
CapTel™ phone users place a call the same way they would when using a traditional phone—by dialing the number directly. The CapTel™ phone automatically connects to the CapTel™ relay center as you dial. When the person you're calling answers, you hear everything that he/she says, just as you would during a traditional phone call.

Behind the scenes, a specially-trained operator at the CapTel™ relay center transcribes everything the other party says to you into written text (captions) using the very latest in voice-recognition technology.

The captions appear on a bright, easy-to-read display window built into your CapTel™ phone. And because captions appear almost simultaneously with the spoken word, CapTel™ phone users understand everything that is said—either by hearing it or by reading it.

**For more information** on CapTel™ relay service or the CapTel™ (Captioned Telephone) contact:

- ▶ Van K. Scheppach  
CapTel Senior Account Manager  
email: van.scheppach@mail.sprint.com  
voicemail: 303-801-3813



1099 15th St  
Suite 1400  
Denver, CO 80202

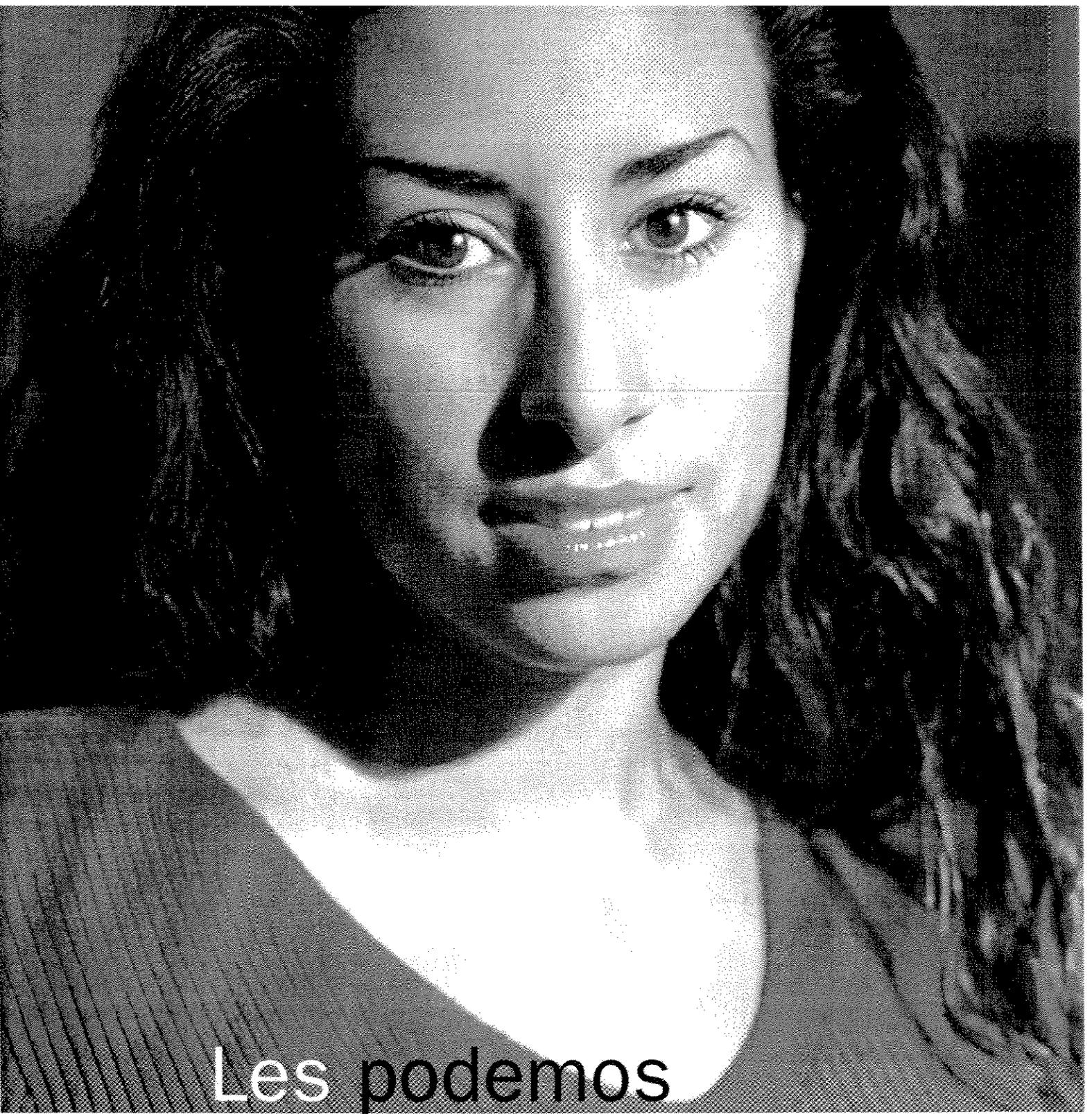
Deliver to:

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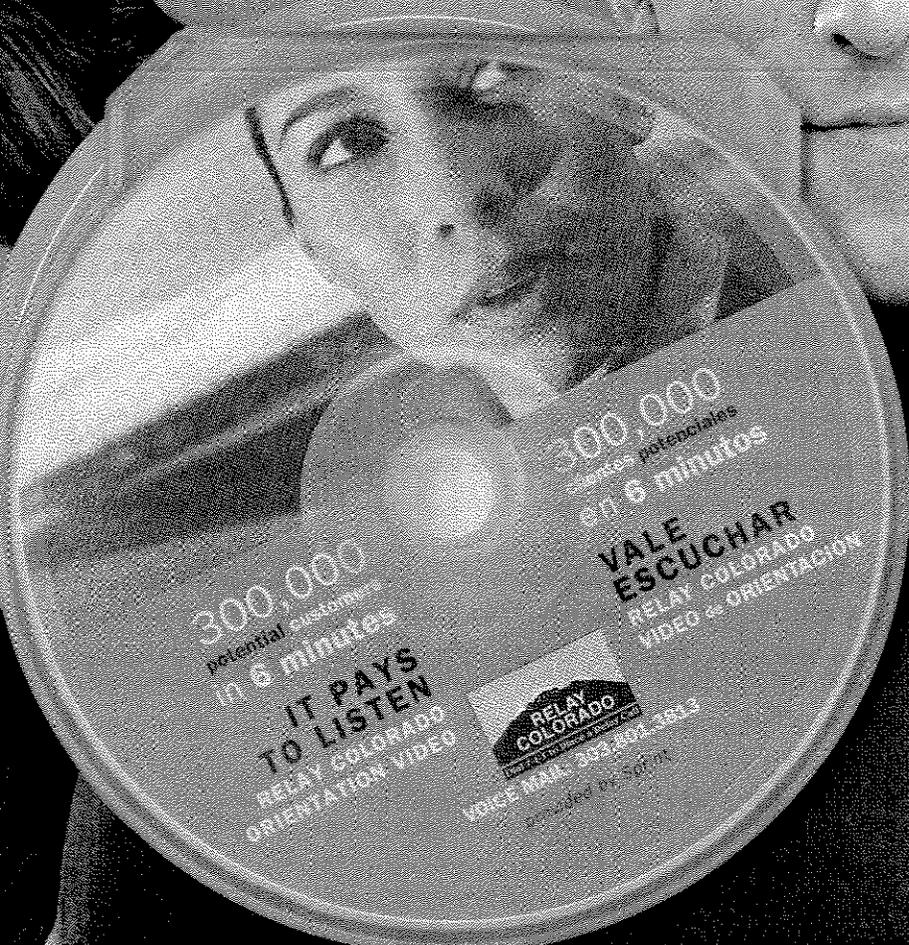
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Les podemos

brindar 300,000 clientes potenciales.





300,000  
potential customers  
in 6 minutes  
**IT PAYS  
TO LISTEN**  
RELAY COLORADO  
ORIENTATION VIDEO

300,000  
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powered by Sprint

¿Están escuchando?