VIRGINIA RELAY

Virginia Relay
DIAL 7-1-1

What is Virginia Relay?

A free public service, Virginia Relay enables people who are deaf, hard of hearing, DeafBlind or speech disabled and use TTYs (text telephones) or another assistive device to communicate with standard telephone users. The conversation is then relayed between the two parties by a specially trained Virginia Relay Communications Assistant (CA).

Relay services are available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make. By law, every call is handled with the strictest confidentiality.

Anyone may initiate a Virginia Relay call, simply by dialing 7-1-1.

Advanced features for Relay users:

Virginia Relay offers state-of-the-art features designed with users' needs in mind:

- **Relay Choice Profile** – Personal profile that automatically lets the CA know your communication preferences.
- **TTY (text telephone)** – Used to make calls through Virginia Relay. A TTY is phone with a keyboard and text screen.
- **Voice Users** – Hearing users can place and receive calls through Virginia Relay.
- **Voice Carry-Over (VCO)** – For people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone.
- **Speech-To-Speech (STS)** – For people with mild to moderate speech disabilities who can hear clearly over the phone.
- **Hearing Carry-Over (HCO)** – For people with significant speech disabilities.
- **Directory Assistance and Answering Machine Retrieval**
- **ASL Translation**
- **Call Forwarding**
- **Spanish-to-Spanish Relay and Spanish-to-English, English-to-Spanish Relay** (in-state calls only).

Newest features!

- **CapTel®** – Read a captioned version of your conversation on the text screen of your CapTel phone and listen to the voice of the person you are calling at the same time.
- **Virginia Relay Text Messaging (VRTM)** – Use your text pager or wireless device to send messages to family members, friends and business associates while on the go.

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- **Video Relay Service (VRS)** – Allows sign language users to converse in their native language with the person they are calling.
- **Internet Relay** – Make calls using your computer, Web phone, personal digital assistant (PDA) or any other Internet-capable device.

VDDHH equipment distribution program

Offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the Technology Assistance Program (TAP) provides telecommunications equipment to qualified applicants whose disabilities prevents them from using a standard phone. To qualify, you must be deaf, hard of hearing, DeafBlind or speech disabled. You must also be a Virginia resident and meet income eligibility requirements. Call at 1-800-552-7917 (voice/TTY) to request an application.

Virginia Relay access numbers:

TTY: 7-1-1 or 1-800-828-1120 from out of state

Voice: 7-1-1 or 1-800-828-1140 from out of state

VCO: 7-1-1 or 1-800-828-1120 from out of state

STS: 7-1-1 or 1-800-828-1140 from out of state. Or dial our dedicated STS access number, 1-866-2221-6784.

HCO: 7-1-1 or 1-800-828-1120 from out of state

VRS: Visit www.varelay.org/features/vrs.html for details

VRTM: Visit www.varelay.org/features/vrtm.html for details

Internet Relay: Visit www.varelay.org/features/internetrelay.html for details

In an emergency, please dial 9-1-1 directly!

To learn more about Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

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VOICE CARRY-OVER (VCO)

What is Voice Carry-Over (VCO)?

This feature is for people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone. Using a VCO telephone or a TTY (text telephone), VCO allows users to speak directly to the person they are calling.

What is a VCO phone?

People who are deaf or hard of hearing and can speak clearly often use a VCO phone to make calls through Virginia Relay. A VCO phone looks much like a standard phone, except for a small text screen. During a call, the VCO user speaks directly to the other person. A Virginia Relay Communications Assistant (CA) then types the other person's response, and the VCO user reads those words on the text screen of his or her phone. No typing by the VCO user is required. VCO phones are available to qualifying individuals through the VDDHH TAP program.

Benefits of VCO:

- Simple to use—just dial 7-1-1
- Call any standard phone user
- Available 24/7 (including holidays)
- Free local calls
- Confidential and secure

To make a VCO call:

1. Dial 7-1-1 to reach Virginia Relay.
2. Tell the CA, "I am a VCO user, go ahead."
3. Wait for "Virginia Relay CA XXXX (F) VCO ON GA" to appear on the text screen of your phone.
4. Using your voice, give the CA the number you want to call.
5. When other person answers, speak directly to him or her. When you are finished your part of the conversation, remember to say "Go Ahead." This alerts the CA to begin typing the other person's response.
6. The call will continue in this manner until your conversation is finished.

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Advanced features for VCO users:

- **Two-line VCO**
  Allows VCO users with two telephone lines to use one line for speaking directly to the person they are calling and the other line to receive the text of that person's conversation.
- **VCO-to-HCO (Hearing Carry-Over)**
  VCO users may call people who use HCO (HCO users have a speech disability and can hear over the telephone) and speak directly to them. The HCO user then types his or her response, which appears on the VCO user's phone.
- **VCO-to-VCO**
  Enables VCO users to call one another directly. During the call, the CA types what each person says and both parties speak into the phone.

In an emergency, please dial 9-1-1 directly!

To learn more about VCO or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
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SPEECH-TO-SPEECH (STS)

What is Speech-To-Speech (STS)?

STS is for people with mild to moderate speech disabilities who can hear clearly over the phone. During a STS call, a specially trained Virginia Relay Communications Assistant (CA) listens to everything the STS user says and revoices it verbatim to the other party. When the other person responds, the STS user listens directly to what is said.

Since CAs are skilled at listening to a variety of speech disorders, STS users can communicate with their own voice, voice synthesizer, voice enhancer or other assistive voice device. Users can also choose to have their voice muted to the other party (STS with Privacy) or to have the CA assist only when needed. No typing or special equipment is required.

STS is ideal for people with speech limitations due to:

- Cerebral palsy
- Multiple sclerosis
- Muscular dystrophy
- Parkinson's disease
- Stroke
- Stuttering
- Traumatic brain injury
- Laryngectomy

To make a STS call:

1. Dial 7-1-1 or our dedicated STS number, 1-866-221-6784, to reach Virginia Relay.
2. Tell the Communications Assistant (CA), "I am an STS user, go ahead."
3. After a few moments, you'll hear, "AT&T Speech-To-Speech Relay Service, CA XXXX, may I have the number you are calling please?"
4. Use your voice to give the CA the phone number of the person you want to call.
5. The CA will then ask if you want him or her to play an active or passive role during the call. If you want the CA to play an active role, the CA will repeat everything you say to the other person. When asked to take a passive role, the CA will only intervene or facilitate upon request.
6. The call will continue in this manner until your conversation is finished.

Standard phone users can contact STS users by simply dialing 7-1-1 and requesting STS relay.

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Advanced features for STS users:

- **Relay Choice Profile**
  This feature allows you to establish a personal profile that automatically lets the CA know your communication preferences, whether STS or another calling option. A Multi-User Relay Choice Profile is available for multiple users at the same business or home location.
- **STS with Privacy**
  When an STS user requests this option, only the CA will be able to hear the user's voice, not the other party.
- **Spanish Calls**
  Virginia Relay offers many features for Spanish users, including STS and Spanish-to-English and English-to-Spanish translation. To make a Spanish STS call, dial 1-866-260-9470.

In an emergency, please dial 9-1-1 directly!

To learn more about STS or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

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HEARING CARRY-OVER (HCO)

What is Hearing Carry-Over (HCO)?

HCO allows people with significant speech disabilities to call anyone who uses a standard telephone—and vice versa. With HCO, the person with a speech disability simply types his or her side of the conversation on a TTY (text telephone), HCO phone or similar device, and the Virginia Relay Communications Assistant (CA) voices the typed words to the other person. When the other person speaks, the HCO user listens directly to what is being said.

Benefits of HCO:

- Simple to use—just dial 7-1-1
- Call any standard phone user
- Available 24/7 (including holidays)
- Free local calls
- Confidential and secure

What is an HCO phone?

People with significant speech disabilities who can hear clearly often use an HCO phone to make calls through Virginia Relay. An HCO phone looks much like a standard phone, except for a keyboard and handset or speaker. During a call, the HCO user types his or her side of the conversation. A Virginia Relay CA then voices the typed words to the other person, and the HCO user listens directly to the other person's response through the phone's speaker or handset. HCO phones are available to qualifying individuals through the VDDHH TAP program.

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To make an HCO call:

1. Dial 7-1-1 to reach Virginia Relay.
2. Wait for "VRC NBR CALLING PLS GA," to appear on the text screen of your phone. There will be no CA on the line at this point.
3. Type the phone number you wish to call, followed by "HCO GA."
4. Your call will be transferred to a CA whose identification number and gender ("M" for male or "F" for female) will appear on your phone's display. The CA will then verbally announce that HCO is on.
5. When the person you are calling answers, you can listen directly to him or her, then type back your part of the conversation. The CA will then read and voice your typed words to the caller.
6. The call will continue in this manner until your conversation is finished.

Advanced features for HCO users:

- **Relay Choice Profile**
  This feature allows you to establish a personal profile that automatically lets the CA know your communication preferences, whether HCO or another calling option. A Multi-User Relay Choice Profile is available for multiple users at the same business or home location.
- **HCO-to-HCO**
  Allows HCO users with TTYs to call other HCO TTY users. The CA voices everything that the caller and other person types.
- **HCO-to-TTY**
  HCO users type their side of the conversation directly to a traditional TTY user. Then, the TTY user's typed response is revoiced to the HCO user by the Virginia Relay CA.
- **HCO with Privacy**
  When the HCO user requests this option, the CA will not be able to hear the standard telephone user's side of the conversation.

In an emergency, please dial 9-1-1 directly!

To learn more about HCO or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
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VIDEO RELAY SERVICE (VRS)

What is Video Relay Service (VRS)?

VRS makes it possible for sign language users to converse in their native language with the person they are calling. With this feature, users can express real emotions and feelings (similar to a person-to-person conversation) and benefit from enhanced communication speed.

Once a connection is made, a professionally trained VRS interpreter begins translating the user's sign language into spoken language or text for the other (hearing) party. When the other party responds, the interpreter translates his or her words back into sign language for the VRS user.

Benefits of VRS:

- Conversation flows instantaneously between callers
- Professionally certified interpreters
- Free local and long-distance calls
- Captures callers' gestures, emotions and feelings
- High-quality video images

How do I make a VRS call?

There are two ways to place a VRS call:

Option #1: Using your television, a broadband cable television connection and a video device.

Option #2: Using your PC, a Web camera and a high-speed Internet connection.

To learn more about these options and required equipment, visit www.varelay.org.

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Will my calls be kept confidential?

By law, all VRS interpreters must maintain strict confidentiality regarding the conversations of VRS users, and no part of a conversation is ever divulged.

Can a hearing person call a VRS user?

Absolutely! To reach a VRS user, hearing users will need to dial a designated access number. For more details and a list of VRS access numbers for hearing users, visit www.varelay.org.

Try VRS for yourself!

Stop by the Virginia Relay office in Richmond or any Virginia Department for the Deaf and Hard of Hearing (VDDHH) outreach office across the Commonwealth to experience VRS for yourself! While walk-ins are welcome, we recommend calling ahead to reserve a VRS station. Children must be accompanied by an adult. For the VDDHH outreach office nearest you, visit www.vddhh.org or call 1-800-552-7917 (voice/TTY).

VRS for voice users now available!

Persons who have a significant hearing loss, speak clearly, and understand sign language, can now access VRS as a Voice Carry-Over (VCO) user. Using a standard or cell phone, a videophone, and a VRS interpreter, the individual speaks directly to the person they are calling (using the standard or cell phone) while the VRS interpreter conveys back the called party's conversation in sign language (using the videophone). The VRS interpreter is completely transparent to the called party and the combination of VRS and VCO features provide a smooth and natural conversation for both parties.

To place a VRS/VCO call:

- Connect your videophone to a VRS interpreter
- Let the interpreter know that you are placing a VRS/VCO call (you can also register as a VCO user in advance)
- Give the interpreter the number of your standard phone or cell phone
- After the VRS interpreter calls you back, give the number you are calling
- The VRS interpreter will then conference in the called party
- You will voice directly to the caller on your phone and the VRS interpreter will sign what the called party is saying through the videophone

In an emergency, please dial 9-1-1 directly!

To learn more about VRS or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

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CAPTEL®

What is CapTel?

Developed by Ultratec, an international telecommunications equipment manufacturer, CapTel works like any other phone—with one important difference. Using the latest in voice recognition software, CapTel displays every word the caller says. So you can hear what's being said and read the captioned conversation on a bright display screen.

Best of all the CapTel captioning service is free, and Spanish-to-Spanish CapTel is also available.

You can benefit from CapTel if you are:

- Deaf with understandable speech
- Hard of hearing
- A late-deafened adult
- Someone with a cochlear implant
- A Voice Carry-Over (VCO) user
- An amplified phone user

With CapTel, you can:

- Just pick up your CapTel phone and dial
- Listen directly to the other person
- Read a real-time, captioned version of your conversation
- Enjoy free local calls

The CapTel phone

To use CapTel, you need an Ultratec CapTel phone, which features a bright, easy-to-read text screen, tone control for maximum clarity and an on/off captions switch (simply turn the switch to the "off" position and your CapTel phone functions as a traditional phone).

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To make a CapTel call:

1. Using your CapTel phone, dial the number you wish to call. (As you dial, your CapTel phone automatically connects to a captioning service.)
2. When the other person answers, you can listen—and respond—directly to him or her. Behind the scenes, a specially trained operator at the captioning service will use voice-recognition technology to convert everything the other person says into written text.
3. As you listen to the other person, a text version of his or her words will appear on the display screen of your CapTel phone. You can voice your response at anytime (with CapTel, there's no need to wait for cues from the operator).
4. When finished, simply hang up.

Attention hearing users! To call a CapTel user, you must dial the captioning service FIRST, then give the operator the person's home phone number.

Advanced features for CapTel users:

- **Two-Line CapTel**
  Callers can dial your home phone number directly, rather than dialing the captioning service first. Two separate phone lines are required.
- **Web CapTel**
  Unlike traditional CapTel, Web CapTel requires no special telephone. Instead, a captioned version of the conversation appears on the user's computer screen.
- **True Caller ID**
  The actual name and phone number of the caller appears directly on the text screen of your CapTel phone (rather than the number of the captioning service).
- **Captioned Voice Mail**
  Allows CapTel users to read text versions of voice mail messages.

How can I get a CapTel phone?

Contact Virginia Relay Customer Service at 1-800-552-7917 (voice/TTY). CapTel phones are available to qualifying individuals through the VDDHH TAP program.

To learn more about CapTel or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

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VIRGINIA RELAY TEXT MESSAGING (VRTM)

What is Virginia Relay Text Messaging (VRTM)?

VRTM enables deaf and hard-of-hearing Virginians to use their text pager or wireless device (e.g. Motorola T900, T-Mobile Sidekick®, BlackBerry, Palm Treo) to send messages to family members, friends and business associates while on the go. A specially trained Text Messaging Representative (TMR) relays these messages directly to the recipient's standard phone or TTY.

This feature, which can only be used to contact someone inside the Commonwealth, is ideal for use while traveling, in non-emergency situations and when trying to reach someone who is away from his or her computer.

To use VRTM to send a message FROM your text pager/ wireless device:

1. Compose your message, making sure to include the following information:
   - Name and telephone number of the person being contacted
   - If the person is a voice or TTY user
   - Message text
   - If you would like a reply to your message, type, "Request reply"
2. Send your message to: rm-vrtm@ems.att.com.
3. A specially trained Text Messaging Representative (TMR) will forward your message to the person indicated. If the recipient is a hearing person, the TMR will voice the message text over the phone. If he or she is a TTY user, the message will appear on the recipient's TTY screen.

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4. The TMR will send confirmation that the message was delivered, followed by the other person's response (if one was provided).
5. You may send a reply or disconnect.

Note: If your intended recipient does not answer the phone and the call is connected to an answering machine, the TMR will leave your message text on the machine and send you the following message: "Answering machine, message delivered with no reply."

To send a message TO a VRTM user (hearing or TTY users):

1. Dial 7-1-1 on your standard telephone or TTY to reach Virginia Relay.
2. Inform the Communications Assistant (CA) that you want to send a text message. The CA will then connect you to a TMR.
3. The TMR will request the following information from you:
   - Name and contact information of the person receiving the message
   - Message to be transmitted
   - If you would like a reply to your message (if so, type or say, "Request reply")
4. The TMR will send or voice confirmation that your message was sent.
5. The TMR will wait three minutes for a reply from the other person.
6. If a reply is sent, you may continue conversing. If not, simply disconnect.

Text anytime!

VRTM is available 24 hours a day, 365 days a year, with no limit on the number of messages a user sends or receives.

A few things to keep in mind...

- VRTM is only available to send and receive messages within the Commonwealth.
- Do not use VRTM to contact emergency services. Use your TTY or standard phone instead.

Register as a VRTM user

Speed up and streamline your VRTM communication by registering as a VRTM user. Just contact Virginia Relay Customer Service, 1-800-552-7917 (voice/TTY).

In an emergency, please dial 9-1-1 directly!

To learn more about VRTM or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

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TECHNICAL ASSISTANCE PROGRAM (TAP)

What is the Technical Assistance Program (TAP)?

Offered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH), TAP provides telecommunications equipment to qualified applicants whose disabilities prevent them from using a standard phone.

Who is eligible for TAP?

To qualify for the program, you must be deaf, hard of hearing, Deafblind or speech disabled. You must also be a Virginia resident and meet income eligibility requirements that are based on household income and family size. While there are no age restrictions, all applications from minors must be co-signed by a parent or guardian.

How does the program work?

Equipment is provided to qualified individuals on a Loan-to-Own (L2O) basis. This gives recipients up to 30 days to decide whether to keep, exchange or return the equipment. If, following the 30-day period, the recipient feels the device enables him or her to successfully communicate over the phone, he or she retains full ownership.

TAP
Technology Assistance Program

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Assistive devices available through TAP L2O include:

- TTYs (text telephones)
- Amplified telephones
- Voice Carry-Over (VCO) phones
- CapTel® phones
- Speech amplifier phones
- Signalers for the phone and door
- Hearing Carry-Over (HCO) phones
- Other devices available by special request

Note: All devices carry a one-year manufacturer's warranty, and training on proper equipment use is available. TAP participants can apply for new equipment every four years.

How do I apply?

To find out if you qualify, contact the VDDHH outreach office nearest you. For a list of office locations, visit www.vddhh.org or call 1-800-552-7917 (voice/TTY).

Other services available through TAP...

VDDHH outreach specialists can also provide information and referral for assistive technology devices, demonstrate proper equipment use, highlight key features of various devices and review vendor options and discounts with applicants. For more information, contact the VDDHH outreach office in your area.

To learn more about TAP or Virginia Relay...

Call: 1-800-552-7917 (voice/TTY)
Visit: www.varelay.org
E-mail: frontdsk@vddhh.virginia.gov
Write: Virginia Relay
1602 Rolling Hills Drive, Suite 203
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VIRGINIA RELAY PARTNER

What is Virginia Relay?

A free public service, Virginia Relay enables people who are deaf, hard of hearing, DeafBlind or speech disabled to communicate with standard telephone users—including businesses.

Anyone may initiate a Virginia Relay call, simply by dialing 7-1-1.

What is Virginia Relay Partner?

A free program developed by Virginia Relay, Relay Partner teaches businesses how to take and place Relay calls, which helps reduce the number of hang ups Relay users sometimes experience when conducting business by telephone. Any business, large or small, that is based in Virginia is eligible.

Why should my business join?

While no company wants to miss an opportunity to gain customers or make a sale, businesses unfamiliar with the simple steps involved in a Virginia Relay call may unknowingly hang up when they hear a Communications Assistant on the line, thinking they are receiving a solicitation or marketing call. Becoming a Relay Partner tells the thousands of Virginians with hearing or speech loss that you welcome their phone calls—and their business.

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How do I sign up?

1. Go to www.varelay.org and click "Virginia Relay Partner."
2. After reading an explanation of the program, click "Join Virginia Relay Partner."
3. Complete the Virginia Relay Partner sign-up form and click "Submit."
4. You will receive a notice shortly confirming receipt of your sign-up form. A few days later, you will be e-mailed a user name and password to access the Virginia Relay Partner online training and education materials. You can use the materials at your convenience, as often and whenever you (and your employees) desire.

Is there any cost involved or special equipment to purchase?

Becoming a Virginia Relay Partner is FREE. All training and promotional materials are available online and can be downloaded anytime, at no cost. Other than a computer to access the online materials and a standard phone, no additional equipment is needed.

How can I teach my employees about Virginia Relay?

All Virginia Relay Partners gain access to an assortment of helpful online training and educational materials, including employee and employer guides, a Virginia Relay calling tips poster and an informational video. These materials can easily be incorporated into an employee orientation and/or training program.

How will Relay users know my business is a Relay Partner?

Contact information (address, phone number, etc.) for all partners is listed online and categorized by industry. Virginia Relay users have access to this list and are frequently encouraged to patronize Relay Partners.

Free presentation

Virginia Relay representatives are available to conduct a free training presentation at your place of business. For more information, call 1-800-552-7914 or e-mail frontdsk@vddhh.virginia.gov.

Benefits of becoming a Virginia Relay Partner:

- Joining is easy, convenient and FREE!
- Reach thousands of potential customers with hearing or speech loss
- Free, downloadable training materials posted online
- Relay Partners are actively promoted to Relay users
- No special equipment needed

To learn more about Relay Partner or Virginia Relay…

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Visit: www.varelay.org
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