Rhode Island Relay

Now it's your call… anytime, anywhere with Rhode Island Relay Service.

Rhode Island Relay Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

www.rirelay.org

Rhode Island Relay Service is free, and is available 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Rhode Island can be found in this pamphlet or online at **www.rirelay.org.**

When you connect with Rhode Island Relay Service, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends, or businessess, all relay calls are confidential and there are no records kept of relay conversations.

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Maximizing Your Relay Experience

7-1-1: Easy, nationwide access to Relay.
7-1-1 is the national three-digit number for relay access (similar to 4-1-1 for information or 9-1-1 for emergencies). Simply dial 7-1-1 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the back page.

Spanish Relay
All relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile
Individuals may establish a variety of calling preferences that are automatically displayed for the Communication Assistant (CA). This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back of this pamphlet.

The Role of the CA
All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA reads aloud everything typed and types everything heard, including background noises or side comments. The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

The use of *GA* and *SK*:
GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA,* they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.

TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to Relay – allowing a person who is deaf or hard of hearing to type their messages and read the other person's responses.

Making a TTY Call

Using a TTY

- Using your TTY, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if he/she is familiar with the relay. If the person is not, the CA will explain how the relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA,* it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

VCO (Voice Carry Over)

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

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Making a VCO Call

Using a TTY

- Using your TTY, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- After the Communication Assistant (CA) answers and identifies relay, type: *VCO PLS GA.*
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA,* it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.

Using a VCO Device

- Connect to relay by dialing 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA,* provide the number you wish to call and then say *GA.*
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 7-1-1 or the toll free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA.* Immediately connect your TTY or VCO device.
- The CA will send his/her CA number and gender, followed by *VCO ON GA.* You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA.*
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead.* The CA does not identify relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

- Using your TTY, dial 7-1-1 or the toll free TTY number for your state. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, type *HCO PLS GA*.
- Wait for the CA to both type and say *HCO ON GA,* which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by GA.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead,* type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye.*

Receiving a Call as an HCO User

- People calling you may dial 7-1-1 or the toll free Voice number for your state. (Please see the inside back cover for details)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the CA, on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or DeafBlind Communicator.

Making a DBS Call

- Using your specialized equipment, dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The CA will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA,* it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

Note: *The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an assistive speaking device to communicate.

Making a Call

- Dial 7-1-1 or the toll free STS number for your state. (Please see the inside back cover for details)
- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if he/she is familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation, in short phrases, unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that is not clear before repeating.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See back panel)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Service to learn more.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

* Although the captioning service is free, standard long distance charges may apply.

Who benefits from Captioned Telephone?

- People who experience hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service, and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please refer to the back page.

Connecting with CapTel

Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.

CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

Placing Calls with Captions

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number

- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

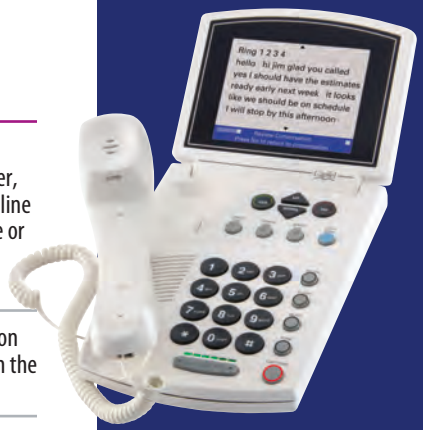
- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

** All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this pamphlet.

1-Line CapTel vs. 2-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines *For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.*	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken converstions and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to using the phone. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing	CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911*	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. ** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.*	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.



Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 7-1-1 or the toll free number for your state. (Please see the inside back cover for details)
- The CA will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead,* it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye.*

Receiving a Relay Call

- When you pick up the phone and hear *This is the Relay Service,* someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

Contact Information

How to Connect with Rhode Island Relay

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

- TTY: 800-745-5555
- Voice: 800-745-6575
- ASCII: 800-745-1570
- Speech-to-Speech (STS): 866-355-9213
- Spanish: 866-355-9214
  (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Rhode Island)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
  To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access relay by dialing 7-1-1 or the associated toll free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

Additional contact information behind this panel.

Contact Information (cont.)

Customer Service

If you have suggestions, comments or concerns, please contact:

Rhode Island Relay Customer Service
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 866-703-5485
Fax: 402-694-5110
E-mail: rirelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, you may contact:

Rhode Island Division of Public Utilities
and Carriers (RIDPUC)
89 Jefferson Boulevard
Warwick, RI 02888
Voice: 401-941-4500

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Rhode Island para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service
English: 888-269-7477
Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov/cgb/complaints.html.

Equipment Distribution
The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL) provides demonstrations, training and long term loan and device reutilization services of specialized telephone equipment to qualified individuals who are deaf, hard of hearing, have a speech impairment, or who suffer from neuromuscular damage or disease that hinders them from using a standard telephone.

To learn more about the program or to apply, contact:

Adaptive Telephone Loan Equipment Program (ATEL)
Office of Rehabilitation Services
40 Fountain Street
Providence, RI 02903
Voice: 401-421-7005 Ext. 357
TTY: 401-222-1679
Fax: 401-222-3574
http://www.atel.ri.gov

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

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

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.rirelay.org and select "Customer Profile" to complete and submit your form. You may also contact Rhode Island Relay Customer Service.

Rhode Island Relay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about

HAMILTON relay