



# MassRelay Customer Profile Application

## 1. Customer Information

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Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

First & Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

- Please include me on the MassRelay Mailing List.
- Please include me on the Hamilton Relay Mailing List.
- Check her if you would like to provide feedback about MassRelay once a year.
- Please indicate the best way to contact you:
  - E-Mail
  - US Mail

## 2. Password + PIN

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To make sure you are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and /or numbers. You also need to pick a "PIN" (secret number) to allow the OPR to view your Profile when you make Internet Relay calls or when you use Remote Profile. Pick 4 numbers.

**Password:** \_\_\_\_\_ **Pin:** \_\_\_\_\_  
*Choose 4-10 letters and/or numbers*      *Choose 4 numbers*

## 3a. Making Relay Calls (Please check one)

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If you live with a person who calls relay differently than you, contact Customer Service.

**NOTE: Section 3 does not apply when making calls using Hamilton Internet Relay.**

**Language Type:**

- English
- Spanish

**Operator Preference:**

- Male
- Female



**Every time I CALL Relay, I use ...**

- TTY
- VCO Phone             w/ keyboard             w/o keyboard
- 2-Line VCO             w/ ASCII             w/ Turbo Code
- Hearing Carry Over (HCO)
- 2-Line HCO
- ASCII
- TTY w/ Braille
- Speech-to-Speech
- Voice Only User     711             800#

**3b. Answering Relay Calls (Please check one)**

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If you live with a person who answers relay differently than you, skip this section.

**Every time I ANSWER a Relay, I use ...**

- TTY *(VCO users with a TTY answering machine should mark TTY)*
- VCO Phone             w/ keyboard             w/o keyboard
- Hearing Carry Over (HCO)
- ASCII
- Speech-to-Speech
- Voice
- Spanish
- TTY w/ Braille

**4. Long Distance Company—Check only one**

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Please choose your long distance telephone company from the list provided.

For long distance calls in Massachusetts, my phone company is:

\_\_\_\_\_

For long distance calls outside of Massachusetts, my phone company is:

\_\_\_\_\_

If you do not see your long distance telephone company on the list please provide the company name and the customer service number for the company.



**5. For every relay call I make, I want....**

Check the service you want with EVERY relay call you make.

- Translator** – *Translate ASL to English*
- Slow Typing** – *OPR will type slowly*
- Text Messaging Abbreviations**
- Spell Check Off**
- No Abbreviations**
- Standard Abbreviations**

**6. Frequently Dialed Numbers**

You may choose up to 50 speed dials. Please use the back of this sheet for additional room or call Customer Service. When using Speed Dialing through Hamilton Internet Relay, leave the “Number you are Calling” box blank. **You may add Emergency numbers to your list of 10 Frequently Dialed Numbers.**

<b>Name you will ask for:</b>	<b>Phone Number:</b>
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

**7. Greetings**

You can customize how the OPRs identify relay to the person you are calling if so desired:

- I want OPRs to say my first name to the people I call.**

**Name:** \_\_\_\_\_

**Example:**

“This is Massachusetts Relay OPR 4444 with a call from Bob. Have you received a relay call before?”

- I want CAs to tell the people I call I am:**
  - Deaf**
  - Speech Disabled**
  - Hard of Hearing**
  - Deaf/Blind**

**Example:**

“This is MassRelay OPR 4444 with a call from someone who is deaf. Have you received a relay call before?”



- (NE)** Never explain how to use the relay to any person I call.
- (NI)** Never identify the relay to any person I call. (requires "My Hello")
- My Hello:** CAs will always greet the people you call this way:

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(50 characters including spaces)

**Example:**

*Hi, Bob here How are you?*

**8. Restrictions**

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Hamilton Internet Relay.

- Long Distance Calls – free with Hamilton Internet Relay
- 900/976 Calls
- International Calls
- Directory Assistance Calls (for help in finding a person's telephone number) - free with Hamilton Internet Relay
- Operator Assistance Calls (for help in making collect, calling card and other kinds of calls)

**When completed please return to:**

**Mail:** MassRelay Customer Service. 703 W. Housatonic St. Suite 148 Pittsfield, MA. 01201

**Fax:** 413-395-0835

**Customer Service Phone:** 800-720-3480 TTY or 800-720-3479 Voice

**Or fill out your Customer Profile on-line at**

[http://www.hamiltonrelay.com/state\\_711\\_relay/state.html](http://www.hamiltonrelay.com/state_711_relay/state.html)



## MassRelay Guide for Understanding Your Customer Profile

MassRelay has developed an individual Customer Profile to ensure that your call preferences are used on each MassRelay call you make or receive. Please complete each section that applies to you in order to customize the profile to fit your personal needs. Each person using MassRelay should complete his/her own Customer Profile even if you share a single phone number.

### 1. Customer Information

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Please complete Section 1. Your information will only be used by the Customer Service staff. Your personal profile selections and customer information are protected by a password you select to make sure that only YOU can make changes to your information.

### 2. Multi-User/Remote Profiles – Personal Identification Number (PIN)

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The multi-user/remote feature is of great benefit if you have more than one relay user living in the household or are away from your primary phone number!

Your PIN - which is made up by using your 10 digit primary phone number plus a 4 digit PIN selected by you - prevents other people from changing any information in your profile without your permission.

- Each person may establish his/her own profile
- If you travel, you are always able to access your profile from any phone in any location.

### 3. Relay Calls Connection Mode

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This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

**Voice Carry Over (VCO)** is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Operator (OPR) types everything that is heard for the VCO user to read.

**Hearing Carry Over (HCO)** is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Operator (OPR) reads it to the caller. The HCO user then listens to the caller's response.

**ASCII (Computer/TTY)** is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

#### Article I. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

#### Important:

After your Customer Profile has been entered into the MassRelay database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

**\*Section 3 does not apply if only making calls using Hamilton Internet Relay.**



#### **4. Long Distance Company – Check only one**

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Please contact Customer Service if the long distance company you use (or would like to use) is not listed.

#### **5. For every Relay call I make, I want...**

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**The following features may be helpful to some relay users. However, they are not necessary for all relay users.**

**ASL/English Call Translation** – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

**Slow Typing** – Hamilton’s Slow Type Buffer feature allows OPRs to type at a normal pace while sending text in increments of 5 words per minute up to 45 words per minute. Relay users can select this in the profile or ask the OPR at anytime before or during the phone call to adjust the communication speed.

**No Abbreviations** – Normally, the OPRs types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing “No Abbreviations”, the OPR will type word for word, without using abbreviations.

#### **6. Frequently Dialed Numbers**

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Write the name, area code and phone number of the people you frequently call. It’s that simple! When you want to call that person, first connect to the OPRs and just tell the OPR “Pls call Mom GA”. You can have 50 people on your Frequently Dialed Numbers list.

For example: Mom        414-123-4567  
                  Doctor     920-333-4455  
                  Daycare    715-987-4561

#### **7. Greeting Features**

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**The greeting feature(s) you choose will be used on ALL RELAY CALLS.**

**Use my First Name** – If you select this feature, the OPR will say your name as the call is introduced. For example: “This is Bob calling through Massachusetts Relay. This is OPR 4444. Have you received a relay call before? One moment for your conversation to begin” If you live with another relay user, this will only work if each person creates his/her own profile.

**Deaf, Hard of Hearing, Speech Disabled, Deaf Blind** – If you select this feature, the OPR will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: “A person who is Deaf is calling through Massachusetts Relay. This is OPR 4444. Have you received a relay call before?”



**No Explanation of the Relay (NE)** – If you select this feature, the OPR will not explain how the relay works to the people you call. For Example: “A person who may be deaf or hard of hearing is calling you through Massachusetts Relay. This is OPR 4444. One moment for your conversation to begin”.

MassRelay uses the following language to explain relay. “The person calling you through the relay is typing their conversation and I will read it to you. When I say, “Go Ahead”, it’s your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, “Go Ahead”, when you are finished speaking. One moment for your conversation to begin.”

**Do Not Identify the Relay (NI)** – If you select this feature, the OPR will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose “NI”, you **MUST** also choose “MY HELLO” listed below.

**My Hello** – If you select this feature, the OPR will read what you have written as a greeting on all calls. It is very important that the OPR has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked “NI”.**

**NOTE:** If you have a profiled greeting or if you type a greeting before the OPR dials, the OPR will read your greeting immediately. For example: “(OPR will read your greeting), This is Massachusetts Relay OPR 4444. Have you received a relay call before? One moment for your conversation to begin.” GA”.

## **8. Call Restrictions or “Blocks”**

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number. **When using Hamilton Internet Relay, Long Distance calls are FREE!**

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