

Appendix G:
Copies of Telephone Bill Inserts



Vermont Relay Makes Telecommunications Accessible for Nonstandard Phone Users

What is Vermont Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Vermont offers an important public service called Vermont Relay. The State of Vermont guarantees all citizens access to convenient, reliable options and services that enables them to communicate by telephone.

How does Vermont Relay work?

Dial 7-1-1 from any phone in Vermont or the appropriate toll-free number below to connect to Vermont Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

CapTel®

CapTel is ideal for people with some degree of hearing loss. CapTel, which is short for Captioned Telephone, works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

How to Connect to Vermont Relay

Dial: **7-1-1***

TTY: **800-253-0191**

Voice: **800-253-0195**

CapTel: **877-243-2823**

Voice Carry-Over: **877-253-8260**

Hearing Carry-Over: **800-253-0191**

Speech-to-Speech: **877-253-0446**

French: **877-253-7244**

Spanish: **877-253-5424**

Internet Relay: **www.sprintip.com**

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.

Vermont Relay Makes Telecommunications Accessible for Nonstandard Phone Users

What is Vermont Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Vermont offers an important public service called Vermont Relay. The State of Vermont guarantees all citizens access to convenient, reliable options and services that enables them to communicate by telephone.

How does Vermont Relay work?

Dial 7-1-1 from any phone in Vermont or the appropriate toll-free number below to connect to Vermont Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

CapTel®

CapTel is ideal for people with some degree of hearing loss. CapTel, which is short for Captioned Telephone, works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

How to Connect to Vermont Relay

Dial: **7-1-1***

TTY: **800-253-0191**

Voice: **800-253-0195**

CapTel: **877-243-2823**

Voice Carry-Over: **877-253-8260**

Hearing Carry-Over: **800-253-0191**

Speech-to-Speech: **877-253-0446**

French: **877-253-7244**

Spanish: **877-253-5424**

Internet Relay: **www.sprintip.com**

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.

Vermont Relay Makes Telecommunications Accessible for Nonstandard Phone Users

What is Vermont Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Vermont offers an important public service called Vermont Relay. The State of Vermont guarantees all citizens access to convenient, reliable options and services that enables them to communicate by telephone.

How does Vermont Relay work?

Dial 7-1-1 from any phone in Vermont or the appropriate toll-free number below to connect to Vermont Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

CapTel®

CapTel is ideal for people with some degree of hearing loss. CapTel, which is short for Captioned Telephone, works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

How to Connect to Vermont Relay

Dial: **7-1-1***

TTY: **800-253-0191**

Voice: **800-253-0195**

CapTel: **877-243-2823**

Voice Carry-Over: **877-253-8260**

Hearing Carry-Over: **800-253-0191**

Speech-to-Speech: **877-253-0446**

French: **877-253-7244**

Spanish: **877-253-5424**

Internet Relay: **www.sprintip.com**

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.



How do I apply for specialized telephone equipment?

The Vermont Equipment Distribution Program provides qualified applicants with waivers to purchase specialized phone equipment which allows Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled telephone users to enjoy equal access to telephone communication. If you or someone you know qualifies for assistance in obtaining a waiver, www.vermontrelay.com/edp or call **888-254-3323** toll-free (ask for EDP). You may also contact the Vermont Department of Public Service at **802-828-2811** (Voice) or **1-800-734-8390** (TTY)

Learn more about Vermont Relay

Vermont Relay Website

www.vermontrelay.com

Vermont Relay Customer Service

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

Vermont Relay Spanish Customer Service

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

Vermont Relay Spech-to-Speech Customer Service

877-787-1989

CapTel Customer Service

888-269-7477 (Voice/CapTel/TTY)

CapTel Spanish Customer Service

866-670-9134 (Voz/CapTel/TTY)

Vermont Relay Customer Service Email:

Sprint.TRSCustServ@sprint.com

Vermont
Telecommunications
Relay Service



www.vermontrelay.com



How do I apply for specialized telephone equipment?

The Vermont Equipment Distribution Program provides qualified applicants with waivers to purchase specialized phone equipment which allows Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled telephone users to enjoy equal access to telephone communication. If you or someone you know qualifies for assistance in obtaining a waiver, www.vermontrelay.com/edp or call **888-254-3323** toll-free (ask for EDP). You may also contact the Vermont Department of Public Service at **802-828-2811** (Voice) or **1-800-734-8390** (TTY)

Learn more about Vermont Relay

Vermont Relay Website

www.vermontrelay.com

Vermont Relay Customer Service

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

Vermont Relay Spanish Customer Service

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

Vermont Relay Spech-to-Speech Customer Service

877-787-1989

CapTel Customer Service

888-269-7477 (Voice/CapTel/TTY)

CapTel Spanish Customer Service

866-670-9134 (Voz/CapTel/TTY)

Vermont Relay Customer Service Email:

Sprint.TRSCustServ@sprint.com

Vermont
Telecommunications
Relay Service



www.vermontrelay.com



How do I apply for specialized telephone equipment?

The Vermont Equipment Distribution Program provides qualified applicants with waivers to purchase specialized phone equipment which allows Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled telephone users to enjoy equal access to telephone communication. If you or someone you know qualifies for assistance in obtaining a waiver, www.vermontrelay.com/edp or call **888-254-3323** toll-free (ask for EDP). You may also contact the Vermont Department of Public Service at **802-828-2811** (Voice) or **1-800-734-8390** (TTY)

Learn more about Vermont Relay

Vermont Relay Website

www.vermontrelay.com

Vermont Relay Customer Service

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

Vermont Relay Spanish Customer Service

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

Vermont Relay Spech-to-Speech Customer Service

877-787-1989

CapTel Customer Service

888-269-7477 (Voice/CapTel/TTY)

CapTel Spanish Customer Service

866-670-9134 (Voz/CapTel/TTY)

Vermont Relay Customer Service Email:

Sprint.TRSCustServ@sprint.com

Vermont
Telecommunications
Relay Service



www.vermontrelay.com

Important Information Regarding Vermont Relay

Vermont
Telecommunications
Relay Service



Did you know that many Vermonters who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Vermont Relay!

Here's how Vermont Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-877-253-8260. Text telephone users may also dial 7-1-1 or dial 1-800-253-0195. There is no charge for dialing 7-1-1, and all options available to Vermont Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Vermont Relay, please call the local telephone company or Vermont Relay Customer Service.

Relay services are also available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-877-253-7244.

Spanish Relay Service is available to Spanish speaking residents of Vermont. To place a Spanish relay call, dial 877-253-5424 (Spanish-to-Spanish).

CapTel® is ideal for people with some degree of hearing loss. CapTel, which is short for Captioned Telephone, works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Vermont and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Vermont Relay.

To learn more about Vermont Relay, visit the website at www.VermontRelay.com

Special points of interest:

- **Equipment Distribution Program** If you want to learn about the Vermont Relay Distribution Program, please contact The Vermont Center for the Deaf and Hard of Hearing at 130 Austine Drive Brattleboro, Vermont 05301, or www.vermontrelay.com/edp or call **888-254-3323** toll free (ask for EDP). You may also contact the Vermont Department of Public Service at **802-828-2811** (Voice) or **800-734-8390** (TTY)
- **Emergency Calls** Please note that 7-1-1 is only to be used to reach Vermont Relay. For **EMERGENCIES** you should continue to use 9-1-1. In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Vermont Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

To place a call, dial 711 or use one of the numbers below:

TTY:	800-253-0191
Voice:	800-253-0195
Voice Carry-Over:	877-253-8260
Hearing Carry-Over:	800-253-0191
Speech-to-Speech:	877-253-0446
French:	877-253-7244
Spanish:	877-253-5424
Vermont Relay Website:	www.vermontrelay.com
Vermont Relay Customer Service:	800-676-3777 (TTY/Voice/ASCII)
Vermont Relay Spanish Customer Service:	800-676-4290 (TTY/Voz/ASCII)
Customer Support Email:	Sprint.TRSCustServ@sprint.com



**Vermont
Telecommunications
Relay Service**



www.VermontRelay.com
www.sprintrelay.com

July 2, 2012

Phone company directory managers,

This letter is a reminder that telephone companies serving Vermont consumers must include information on the availability of Telecommunications Relay Services (commonly abbreviated as TRS) in its respective telephone directory and in every revised directory.

Enclosed is a camera-ready Vermont Relay informational page for your company's next revised telephone directory and a bill insert to consider. If you choose to design your own relay service page or relay bill insert, please rely on the enclosed copies to ensure that service information is accurate. If you have questions about the enclosed samples (also available in electronic formats) or about Vermont Relay services, please send me an email.

Vermont Relay is a free, completely confidential 24-hour service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing. Vermont Relay is funded by a surcharge on every telephone line in the state.

Thank you for including this information in your telephone directory and bills.

Michelle Sangster
Vermont Relay Account Manager
Michelle.Sangster@sprint.com

Vermont LEC

Name	Phone	Address #13	Address #2	City	State	Zip
Burlington Telecom	1-866-304-8434 802-540-0007	200 Church Street	Suite 200	Burlington	VT	05401
Franklin Telephone	802-285-9911	PO Box 96		Franklin	VT	05457
Ludlow TDS	802-228-9911	111 Main Street		Ludlow	VT	05149
Northfield TDS	805-485-9911	24 Depot Sq.	#1	Northfield	VT	05663
Perkinsville TDS	802-263-9911	39 Upper Falls Rd		Perkinsville	VT	05151
						no mail receptacle - unable to forward
OTT/Shoreham Telephone	802-897-9911	PO Box 236		Shoreham	VT	05770
Topsham Telephone	802-439-5325	P.O. Box 1075		East Corinth	VT	05040
VTEL	800-279-4049	PO Box 2005		Springfield	VT	05156
Waitsfield/Champlain Valley Telecom	800-496-3391	PO Box 9		Waitsfield	VT	05673
AT&T	1-800-222-0300 (RES) 1-800-222-0400 (BUS)	295 N. Maple Ave.		Basking Ridge	NJ	07920
						not deliverable as addressed, unable to forward
BCN Telecom	1-800-768-2852	550 Hills Drive		Bedmister	NJ	07921
Broadview Networks, Inc (Comm only)	1-800-320-6372	800 Westchester Ave	Suite N501	Rye Brook	NY	10573
Excel/VarTec Telecom	1-800-708-7395	433 East Las Colinas Boulevard	Suite 1300	Irving	TX	75039
FairPoint Communciations	1-866-984-2001 (Res) 1-866-984-3001 (Com)	PO Box 1480		Standish	ME	04084
						not deliverable as addressed, unable to forward
Level 3 Communications (Comm only)	1-877-253-8353	1025 Eldorado Blvd		Broomfield	CO	80021
MCI	1-800-444-3333	PO Box 1145		Cedar Rapids	IA	52406
MetTel	1-877-638-8351	55 Water Street	31st Floor	New York	NY	10041
New Horizons Communications Corp	1-800-520-5812	335 Bear Hill Rd		Waltham	MA	02451
						not deliverable as addressed, unable to forward
One Communications (Comm only)	1-877-548-7447	100 Chestnut St		Rochester	NY	14064
SoverNet Communications	1-877-877-2120	PO Box 495		Bellows Falls	VT	05101
Trinsic Communications	1-800-511-4572	9931 Corporate Campus Dr.		Louisville	KY	40233
Granite Communications		100 Newport Ave Ext		Quincy	MA	02171
Lighship Telecom		102 Perimeter Rd		Nashua	NH	03063
						not deliverable as addressed, unable to forward
Matrix Telecom		300 N. Meridia	Suite 200 North	Oklahoma City	OK	73107
						not known - unable to forward

Appendix H:
Copies of Relay Newsletters

Vermont Relay

Vermont Relay:

711
(800) 253-0191 TTY
(800) 253-0195 Voice
(800) 253-8260 VCO
(800) 243-2823 CapTel
(800) 253-0191 HCO
(877) 253-0446 STS

Contact Customer Service

(800) 676-3777 TTY/Voice

Contact Vermont Relay:

michelle.sangster@sprint.com
(860) 243-0351 Voice

Visit our website!

www.vermontrelay.com

Get the Vermont Relay Newsletter!

Sign up to receive the FREE Vermont Relay Newsletter!
Please fill out the form below or e-mail the information.

Name: _____

Address: _____

E-mail: _____

Phone: _____

Return this form to:

Michelle Sangster
34 Jerome Ave
Suite 220
Bloomfield, CT 06002

Or e-mail Michelle.Sangster@sprint.com



Make your connection...

Vermont Relay

VERMONT TELECOMMUNICATIONS RELAY SERVICE

Spring 2012

Deaf-Friendly Business: Vermont Maturity



Publishers Paul and Marianne Apfelbaum launched Vermont Maturity Magazine in 1993 after recognizing the community needed a publication that specifically catered to Vermont's mature market. "Every life stage brings a set of unique needs and interests," editor Marianne Apfelbaum said. "We looked around and

realized that nobody was providing news and information specifically geared to Vermont's (age) 50-plus population, and yet there was an overwhelming need for it."

Vermont Maturity publishes 10 times per year, and features articles on topics including home and garden, health and wellness, arts and entertainment, fashion, money, business, and local news. In addition to the strong editorial coverage, the magazine also offers area businesses the opportunity to market their products and services to the 50-plus crowd through display adver-

tising and sponsorship opportunities. Vermont Relay has long partnered with Vermont Maturity to get information about its services to local baby boomers and seniors. "The intent of the magazine is to both help and empower older Vermonters. And Vermont Relay helps us accomplish that goal by offering our readers information on services they want and need as members of the deaf community," Apfelbaum explained.

Beyond the pages, Vermont Maturity also hosts the 50+ & Baby Boomers EXPO every January at the Sheraton Hotel and Conference Center in South Burlington. Vermont Relay exhibits at the event every year, utilizing the EXPO to connect one-on-one with the deaf and hard of hearing community as well as the general public. In order to broaden its statewide outreach, Vermont Relay is sponsoring the Central Vermont 50+ EXPO, to be held on June 9 at the Killington Grand Resort and Conference Center in Killington. "We're excited to partner with Vermont Relay on this EXPO and help them better serve the state's deaf community," Apfelbaum said.



Vermont Telecommunications Relay

34 Jerome Avenue, Suite 220
Bloomfield, CT 06002
www.vermontrelay.com

Presort
First Class
U.S. Postage
PAID
Kansas City, MO
Permit No. 255

*****AUTO**SCH 3-DIGIT 054

Bill Hudson 1#
108 Cherry St 1#
Burlington, VT 05401-4295



Introducing Mark Seeger!



Vermont Relay is pleased to introduce Mark Seeger, Sprint Relay's new Customer Relationship Manager, who will offer support to Vermont Relay.

Seeger, a former Sprint Relay manager, has returned after a short hiatus and is very knowledgeable about the relay industry. Please join us in welcoming him to the Vermont Relay team!

www.vermontrelay.com

From the desk of...

Account Manager
Michelle Sangster



Spring is here! It's almost hard to believe that winter is over, although it was a short one.

As the seasons change, so does Vermont Relay's focus. The Deaf, hard of hearing and speech-disabled communities

remain our primary focus, but by switching gears and focusing on businesses throughout the Green Mountain State through our "Please, Don't Hang Up" campaign, we hope to provide consumers with better relay experiences.

Some businesses hang up on relay callers, mistaking the calls for telemarketing calls. The purpose of this business-to-business campaign is to educate the community about relay callers and how hanging up on relay calls is to lose potential sales. This campaign has led to positive results and Vermont Relay will continue to reach out to businesses about this issue.

If you have experienced a hang-up, visit www.vermontrelay.com/donthangup1.php and submit the online form.

To learn more about the services we offer, visit the Vermont Relay website at www.vermontrelay.com.

Enhanced Speech-to-Speech



VTRS is proud to announce our enhanced speech-to-speech (STS) services, launched on May 1. Enhancements include:

- Wireless STS access by dialing *787 on your wireless device
- STS e-mail call set-up
- STS customer service 24 hours a day, 7 days a week

For more information on Sprint's STS services, visit www.sprintsts.com. All of these new enhancements offered by Sprint Relay are offered at no charge to Vermont Relay STS users.



An overview: Deaf Vermonters Advocacy Services

By Keri Darling

Deaf Vermonters Advocacy Services (DVAS) serves all signing and non-signing deaf, hard of hearing, late-deafened, and deaf-blind

women, men, and children to enhance awareness and education about crimes and abuse.

In 1998, a group of Deaf women got together to discuss their concerns about the lack of access to services for Deaf victims in Vermont. In 1999, Vermont was one of five chosen states to participate in an intensive training provided by Abused Deaf Women's Advocacy Services (ADWAS). This led to DVAS's founding.

Services include outreach, advocacy, training and hearing loss resources through:

- Working with clients to recognize their own empowerment in making their own choices
- Educating clients about domestic and sexual violence
- Assisting with referrals and information resources
- Going with clients to the courthouse, hospital, police stations, and other agencies
- Helping explain divorce and child-custody process or other legal paperwork
- Helping agencies that work with people who have a hearing loss to become more deaf-friendly and accessible
- Providing training about Deaf and hard of hearing communication and accessibility

For more information, visit www.dvas.org.

Vermont Relay and VTEDP Stay Busy with Presentations and Equipment Distribution

By Jorika Stockwell

The Vermont Relay outreach team and Vermont Telecommunications Equipment Distribution Program (VTEDP) have been busy, traveling the state to expos, small fairs, small interest groups, senior centers, and residences. The annual 50+ EXPO in Burlington in January is an annual event and VTEDP manager Jorika Stockwell kept busy all day with booth visitors. There will be a 50+ EXPO in Killington this June, so please come see our booth! It's a great place to be entertained, get lots of information, and find some free giveaways.

We are always looking for events to get the word out about Vermont Relay and VTEDP, so let us know of events or groups in your area that might want a free presentation about the relay system and telephone equipment. VTEDP distributes free telephones and computers to accommodate Vermonters with disabilities. Vermont Relay also assists with facilitating conversations between people of different communication styles and abilities.

Changing technology and telecommunications are prompting VTEDP and Vermont Relay to move toward different relay choices and telephone types. Currently, Vermont Relay provides relay services for all communication device types, from landlines to wireless. However, VTEDP only distributes landline equipment and not wireless devices. More and more households do not even have landlines anymore, and we need to enable Vermonters with disabilities to stay with the times. Keep your eyes peeled for when we get wireless devices approved!

For questions or requests, contact (888) 254-3323 ext. 549 or vtedp@vcdhh.org, or visit www.vtedp.org.

Vermont Assistive Technology Program

Waterbury Office, Tryout Center 103 S. Main St., Weeks Bdg. Waterbury, VT 05671-2305 (802) 241-2620 Voice (802) 241-1464 TTY (802) 241-2174 Fax dail.atinfo@ahs.state.vt.us	Rutland Tryout Center 190 ASA Bloomer Bdg. Rutland, VT 05701 (802) 786-5936 Voice (802) 786-5078 Fax dan.gilman@ahs.state.vt.us	Randolph Tryout Center P.O. Box 85 Randolph, VT 05060 (802) 595-2831 Voice (802) 241-2174 Fax eileen.haddon@ahs.state.vt.us	Burlington Tryout Center Ctr. on Disability & Community Inclusion Univ. of VT Trinity Campus 208 Colchester Ave. Mann Hall 3rd Flr. (802) 656-4031 Voice (802) 656-1357 Fax cdciat@uvm.edu
---	---	--	--

www.atp.vermont.gov (800) 750-6355 (Vermont toll-free, Voice) dail.atinfo@ahs.state.vt.us