

Relay service starts with your preference

To help you get the best possible experience while using the telephone, take a look at all the preference types and use the one that best fits your needs.

	Deaf or Hard of Hearing	Speech Disabled	Deaf-Blind	Hearing Voice Caller	Spanish
Dial 7-1-1*	✓	✓	✓	✓	✓
TTY Relay	✓				✓
Video Relay	✓				✓
Internet Relay	✓		✓		✓
Voice Carry-Over	✓				✓
Hearing Carry-Over		✓			
Captioned Telephone (CapTel)	✓				✓
WebCapTel	✓				✓
TeleBraille			✓		

* 7-1-1 and alternate relay numbers

7-1-1 is the telephone number that relay users dial to connect with Wisconsin Relay. It is available anywhere in Wisconsin and on any type of telephone, including cell phones. Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.

TTY to Voice	▶ 1-800-947-3529
Voice to Relay user	▶ 1-800-947-6644
Voice Carry-Over	▶ 1-877-490-3724
Speech-to-Speech	▶ 1-800-833-7637
Hearing Carry-Over	▶ 1-800-947-3529
ASCL	▶ 1-800-267-8867
Deaf-Blind	▶ 1-800-947-3529
Spanish to Spanish	▶ 1-800-833-7813
Spanish to English	▶ 1-877-490-3723
900 (not toll-free)	▶ 1-900-230-7575

Customer profile makes relay work better for you

The Customer Profile allows users who access relay service through a toll-free number to submit their user preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Customer notes

Relay callers have the flexibility of updating their preferences as needed. User information is confidential and secure. A profile can be created on www.wisconsinrelay.com/customerprofile or by requesting a form at Wisconsin Relay Customer Service, 1-800-676-3777 (TTY/Voice/ASCL).

▶ www.wisconsinrelay.com/customerprofile

Telecommunications Equipment Purchase Program (TEPP)

Under the Public Utility Commission of Wisconsin, the Telecommunications Equipment Purchase Program (TEPP) offers accessible equipment for state residents with qualifying disabilities that interfere with the use of the standard telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment.

- Amplified telephones and ring flashers
- TTYs and captioned telephones
- In-home notification systems for door, phone, etc.
- TTY software and modem
- Other adaptive equipment

You may apply for TEPP assistance online at <https://tepp.wpfil.com/>

Other relay-related information

- Directory assistance
- 900 toll-services
- Emergency calls
- Voice messages
- International calls

Learn about the above at www.wisconsinrelay.com

Numbers to call for more information

Wisconsin Relay Customer Service
▶ 1-800-676-3777 (TTY/Voice/ASCL/VCO/HCO)

Wisconsin Relay Spanish Customer Service
▶ 1-800-676-6290 (TTY/Voz/ASCL/VCO/HCO)

CapTel® Customer Service
▶ 1-888-269-7477 (Voice/CapTel/TTY)

CapTel® Spanish Customer Service
▶ 1-866-670-9134 (Voz/CapTel/TTY)

Sprint TTY Operator Service
▶ 1-800-853-4000



www.wisconsinrelay.com

Wisconsin Relay

711



What Works For You

Go with a telephone option that works for you

The standard phone is not your thing.

- ▶ You want to "listen" by seeing or reading what the other person is saying.
- ▶ You cannot hear much but prefer to use your voice.
- ▶ You can hear but would like someone else to speak for you.

Wisconsin Relay provides accessible telephone options with likely a choice that works for you. It 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.

You probably won't need to write the Wisconsin Relay phone number down. It's just three digits. Dial 7-1-1 and you're connected to the service.

Helping you identify what works for you is why this brochure was created. You can begin by identifying your preference and then see the customized choices. Instructions on each relay service and additional information are available on www.wisconsinrelay.com. If you do not have access to the Internet, you can call 1-800-676-3777 (Voice/TTY).



www.wisconsinrelay.com



www.wisconsinrelay.com

Read spoken words and type when "speaking"

- TTY to Voice** 7-1-1 or 1-800-947-3529
Person uses a TTY to type his/her conversation to a relay operator, who then reads the typed conversation aloud to a hearing person. The relay operator relays the hearing person's spoken words by typing them to the TTY user.
▶ www.wisconsinrelay.com/tty
- Internet-based Relay to Voice** www.sprintip.com
Sprint IP Relay allows callers to place relay calls over the Internet via their computer or laptop. There is no need for a text telephone. The web interface handles the conversation. Sprint IP Relay combines traditional relay service with the Internet.
▶ www.wisconsinrelay.com/sprintip
- ASCII** 7-1-1 or 1-800-267-8867
Computer users can access Wisconsin Relay directly. ASCII split screen is designed to allow high speed ASCII computer users and relay operators to type and communicate simultaneously.
▶ www.wisconsinrelay.com/ascii

Read captions on TV while listening

- CapTel®** 7-1-1 or 1-877-243-2823 (Spanish 1-866-217-3362)
CapTel® (short for captioned telephone) phone users place calls in the same way when dialing with a traditional phone. CapTel uses voice recognition technology to display verbatim captions of the conversation on the telephone screen, allowing the CapTel user to hear and read everything the other person says.
▶ www.wisconsinrelay.com/captel
- WebCapTel®** www.sprintcaptel.com
WebCapTel® users enjoy telephone conversations with the convenience of online captions on the computer screen. With an Internet browser, users can make/receive phone calls with any telephone and view captions on the screen. It works like a CapTel phone call but a regular telephone would be used.
▶ www.wisconsinrelay.com/webcaptel

Type when "talking" and have words voiced by an assistant

- Hearing Carry-Over** 7-1-1 or 1-800-947-3529
Hearing Carry-Over (HCO) allows speech-disabled users to listen to the person they are calling. The HCO user types his/her conversation for the relay operator to read to the standard telephone user.
▶ www.wisconsinrelay.com/hco
- HCO to TTY**
HCO users can listen while the relay operator reads aloud the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.
▶ www.wisconsinrelay.com/hcotty
- HCO to HCO**
HCO users can contact other HCO users through Wisconsin Relay. The relay operator reads aloud to both parties what is typed on each user's TTY.
▶ www.wisconsinrelay.com/hcohco

Standard telephone caller who wants to reach a relay user

- Standard phone** 7-1-1 or 1-800-947-6444
Standard telephone users can easily initiate calls to people who do not use the standard telephone.
▶ www.wisconsinrelay.com/voice
- To reach a CapTel® user** 7-1-1 or 1-877-243-2823
▶ www.wisconsinrelay.com/captel

Caller who is deaf and blind

- Telebraille** 7-1-1 or 1-800-947-3529
Users with hearing and vision disabilities who use specialized text based telecommunications equipment can request slower typing speeds by the relay operator. For example, the user can ask for a typing speed of 15 words per minute.
▶ www.wisconsinrelay.com/deafblind



Read spoken words and use voice when talking

- Voice Carry-Over** 7-1-1 or 1-877-490-3724
Voice Carry-Over (VCO) enables a hard-of hearing or deaf person to speak directly to a hearing individual. When the hearing person speaks, the relay operator serves as the "ears" and types everything said on a TTY or text display.
▶ www.wisconsinrelay.com/vco
- VCO to VCO**
The relay operator will serve as both VCO users' "ears" and type what each person says.
▶ www.wisconsinrelay.com/vcotovco
- VCO to HCO**
The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.
▶ www.wisconsinrelay.com/vcotohco
- Two-Line VCO**
Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's direct typed responses. This feature provides a more natural flow of conversation without the pauses of single-line VCO calls.
▶ www.wisconsinrelay.com/2linevco

Use sign language and interpreter when "listening" and "speaking"

- Video Relay Service** 711.tv or www.sprintvrs.com
Sprint Video Relay Service (VRS) is an exciting new relay option. This allows natural telephone communication between sign language and voice telephone users. This service is easily accessible from home, the office, or while traveling. Communication flows through a qualified video interpreter via a stand alone videophone with a TV or desktop or laptop with videoconference capability. This requires high speed internet service, such as DSL, cable modem, or a mobile broadband modem.
▶ www.wisconsinrelay.com/vrs

Use sign language and interpreter when "listening" and "speaking"

- VRS with VCO** vco.sprintvrs.tv or www.sprintvrs.com
Sprint Video Relay Service (VRS) with Voice Carry Over (VCO) allows a deaf or hard-of-hearing user, who prefers to voice for himself or herself, to speak directly to the other person while a video interpreter signs what the hearing person is saying. A person with some hearing would hear the other person talking.
▶ www.wisconsinrelay.com/vrsvco

Talk and have assistance when words are not understood

- Speech-to-Speech** 7-1-1 or 1-800-833-7637
Individuals with a speech disability can make a Speech-to-Speech (STS) call. With STS, a relay operator serves as the speech-disabled user's voice and repeats his/her responses to the other person if needed. There may be times when a STS user will be asked to repeat his/her comment to ensure that it is conveyed correctly. The STS user hears the voice of the other person.
▶ www.wisconsinrelay.com/sts

Callers

- Spanish-to-Spanish** 7-1-1 or 1-800-833-7813
- Spanish-to-English** 7-1-1 or 1-877-490-3723
Wisconsin Relay also provides the services in Spanish. TTY users can type in Spanish and the conversations will be relayed in Spanish or English to the other person. Wisconsin le ofrece el servicio de relevo a nuestros clientes en español. Los consumidores de TTY pueden escribir por maquina en español y las conversaciones serán retransmitidas en español y ingles.
▶ www.wisconsinrelay.com/spanish

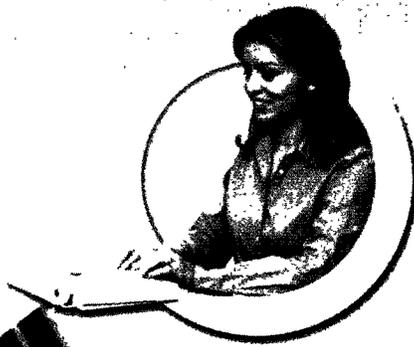


DIAL
7-1-1 to



wisconsinrelay.com

C  **NNNECT**
and
C **NVERSE** *Easily*



- ┆ Traditional TTY
- ┆ Speech-to-Speech
- ┆ Voice Carry-Over
- ┆ Captioned Telephone
- ┆ Hearing Carry-Over
- ┆ Internet Relay
- ┆ Spanish Relay
- ┆ TTY Payphone
- ┆ International Calls



Full Telephone Accessibility



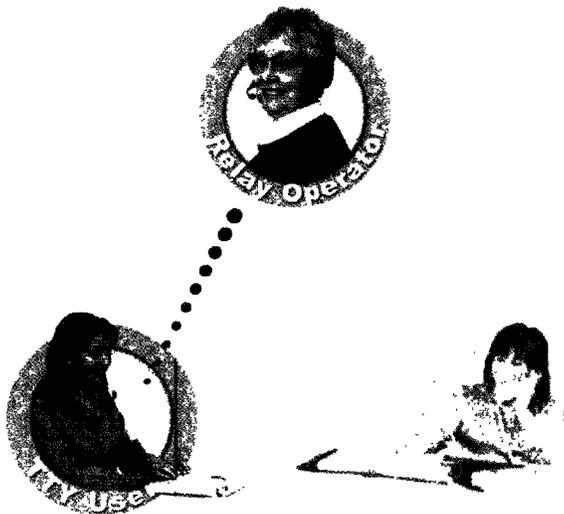
What is Wisconsin Relay?

Wisconsin Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deafblind, or have a speech disability. This service allows text-telephone (TTY) or assistive equipment users to communicate with standard (voice) telephone users through specially trained relay operators.

Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are **strictly confidential** and no records of any conversations are maintained.

Wisconsin Relay is provided by Wisconsin-based telephone companies collectively through a contract with Sprint.

How Does Relay Work?



TTY user types her conversation to the relay operator.

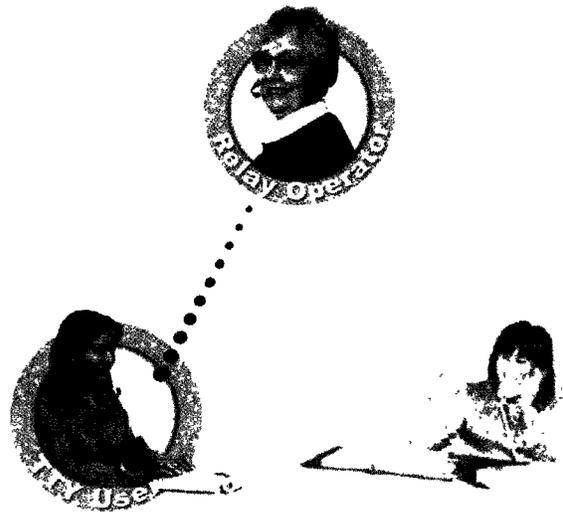
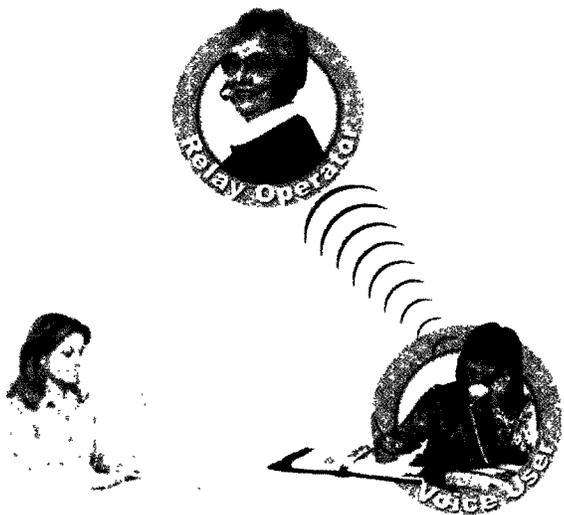
After TTY user types "GA," it is voice user's turn to respond.



Relay operator then voices TTY user's typed message to voice user.

Relay operator relays voice user's spoken words by typing them back to TTY user.

- 1
- 2
- 3
- 4





Easy-to-Remember Relay Number



Dial 7-1-1

7-1-1 is a telephone relay number that allows people who are standard (voice) telephone users, deaf, hard-of-hearing, deafblind or who have a speech disability to access state relay services. Relay users can simply dial 7-1-1 to connect with Wisconsin Relay. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

Note:

If you have problems with 7-1-1 when calling through your switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 7-1-1 dialing.

If you are not on a PBX telephone system, and you cannot access Wisconsin Relay when dialing 7-1-1, call a customer service representative at your local telephone company. It is possible that

your local telephone company may not have established 7-1-1 dialing through its system.

PBX telephone systems are often in businesses, agencies, hotels and other places where extension numbers are used. And most often, a way around this issue is to dial the full 10-digit toll-free number.

If you continue to experience difficulties in dialing 7-1-1, contact the Wisconsin Relay Customer Service:

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

Email :
Sprint.TRSCustServ@sprint.com

Español:
800-676-4290
(TTY/ASCII/HCO/Voz/VCO)

7-1-1 Available:

- TTY to Voice
- Voice to TTY
- Speech-to-Speech
- Voice Carry-Over
- Hearing Carry-Over
- Spanish Relay
- TeleBraille

7-1-1 Not Available:

- CapTel®
- WebCapTel®
- Internet Relay



Emergency 9-1-1

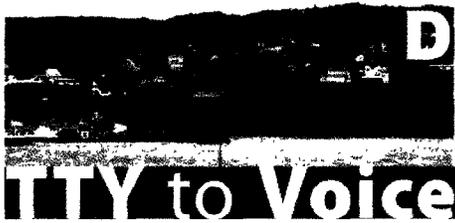
In case of emergency, TTY users should call directly the TTY-equipped center or emergency services center in their community.

The 9-1-1 operators have TTY machines and are trained to respond to all needs of people in Wisconsin including those who are deaf or have hearing loss. 7-1-1 is **NOT** a substitute for deaf, hard-of-hearing, deaf-blind, and speech-disabled residents who need emergency services.

HOWEVER, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the relay operator you have an emergency situation. The operator will then voice your emergency to the Wisconsin Local or State Police.



7-1-1 is NOT an emergency number. 7-1-1 should not be confused with 9-1-1.



Di I and Converse Easily



7•1•1

800•947•3529

wisconsinrelay.com/tty

Some people who are deaf, hard-of-hearing, or deafblind use a TTY to type their conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.

How to Make a TTY to Voice Phone Call:

1. Dial the TTY relay number.
2. The relay operator will answer with "RELAY OPR 2345" (for relay operator identification), F or M (for relay operator gender) and GA. (GA stands for Go Ahead.)
3. Type in the area code and telephone number you wish to call and then type GA.
4. The relay operator will dial the number and relay the conversation to and from your TTY. Type in GA at the end of each message.
5. When you finish the conversation, type SK (Stop Keying) and then hang up.



Voice to TTY



7•1•1

800•947•6644

wisconsinrelay.com/voice

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

How to Make a Voice to TTY Phone Call:

1. Dial the voice relay number.
2. You will hear, "Wisconsin Relay operator [number]. May I have the number you are calling, please?"
3. Give the relay operator the area code and telephone number you wish to call and any further instructions.
4. The relay operator will process your call, relaying exactly what the TTY user is typing. The Relay operator will relay exactly what you say back to the TTY user.
5. Say the letters SK or say "stop keying" and then hang up.

Tips for Hearing Callers:

- Be sure to talk **directly** to your caller, **avoid** saying "tell him" or "tell her".
- Say **"GA"** or **"Go Ahead"** at the end of your response.
- Say **"SK"** or **"Stop Keying"** before you hang up.

Equal Accessibility

TeleBraille



Deafblind relay users often use TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deafblind users and trained to provide effective solutions to their calling needs.

Text Pacing:

This feature is specific to TeleBraille users. During the calls, the relay operator will type at a regular pace. The message comes across on the user's TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm. It is set at this default words-per-minute rate unless the deafblind

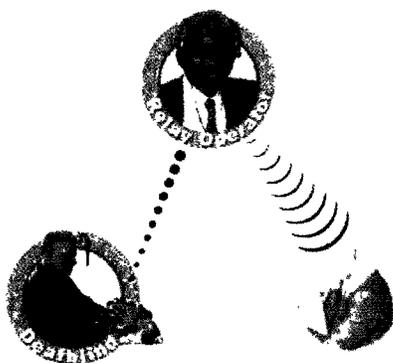
7•1•1

800•947•3529

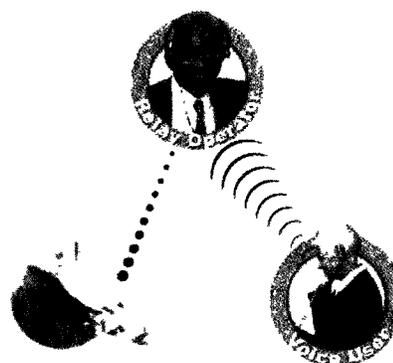
wisconsinrelay.com/telebraille

user requests increased or decreased rates of text in increments of five words per minute.

How to Make a TeleBraille Phone Call:



Deafblind user types the conversation to relay operator. Relay operator voices the typed message to voice user.



Relay operator types the voice user's conversation to Deafblind user. Deafblind user "reads" the conversation through a TeleBraille device.

Spanish Relay

Wisconsin Relay also provides the service in Spanish. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. TTY users can also request Spanish-to-English or English-to-

Spanish translation. To make a Spanish relay call, dial the Wisconsin Relay number and instruct the relay operator how you want your call translated.

7•1•1

800•833•7813

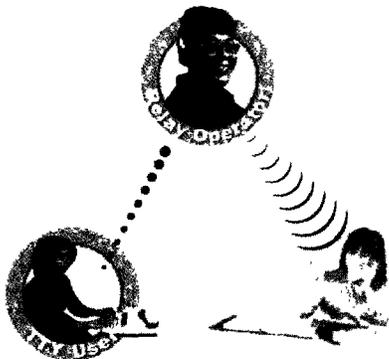
(Spanish to Spanish)

877•490•3723

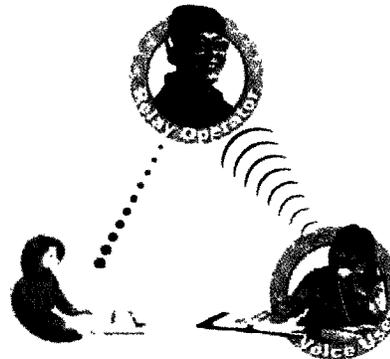
(Spanish to English)

wisconsinrelay.com/spanish

How to Make a Spanish Relay Call:



Relay operator voices TTY user's typed message in Spanish to voice user.



Relay operator relays voice user's spoken words in Spanish by typing them back to TTY user.

Talk With Ease

Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice his/her comments. A specially trained Wisconsin Relay operator will listen and repeat the

speech-disabled user's comments to the called party. You do not need special equipment to use this service.

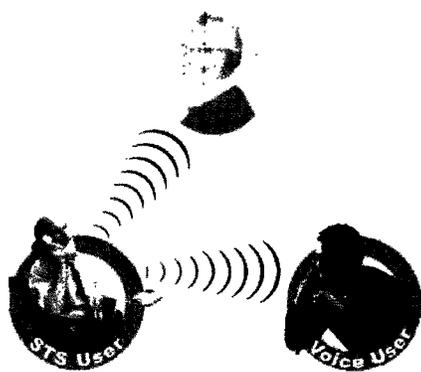
7•1•1

800•833•7637

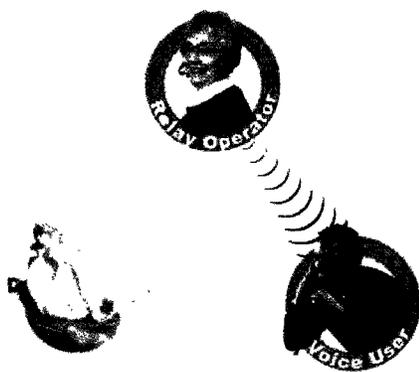
877•787•1989 (Customer Service)

wisconsinrelay.com/sts

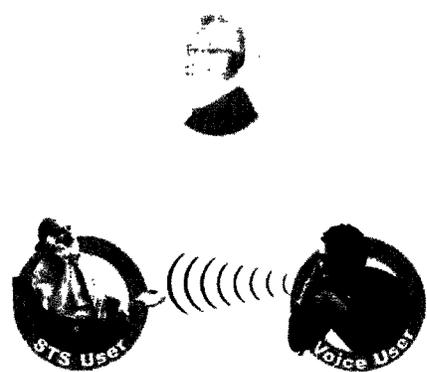
How to Make an STS Phone Call:



STS user talks to voice user.



Relay operator re-voices STS user's conversation to voice user.



Voice user talks directly back to STS user.

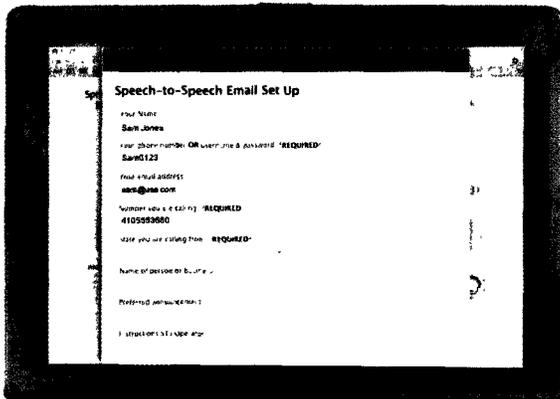
My Email Set Up My Wireless *STS



This new feature makes call set-up easy for anyone with a speech disability.

In making the call set-up more efficient, Wisconsin Relay now offers **My Email Set Up**. Now, an STS user can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions to help make the call easier.

For more information about My Email Set Up, go to www.wisconsinrelay.com/myemailsetup

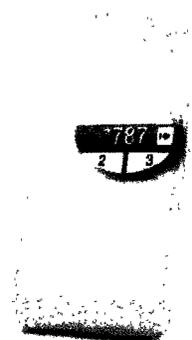


A new national wireless solution for STS users.

While 711 has been implemented across the nation, it's often difficult or time consuming to reach STS when not at home. Sprint has implemented a national wireless short code for STS to make it easier to place or receive STS calls. Simply dial *787 (*STS) from any Sprint wireless phone to be connected with a Sprint STS relay operator.

Please note that this service is only available on the Sprint wireless network at this time.

For more information about My Wireless STS, contact STS Customer Support at 877-787-1989 or visit www.sprintsts.com/mywireless



Listen With Clarity

Hearing Carry-Over

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The

HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

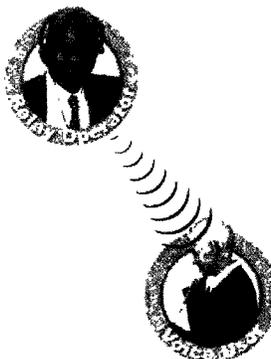
800•947•3529

wisconsinrelay.com/hco

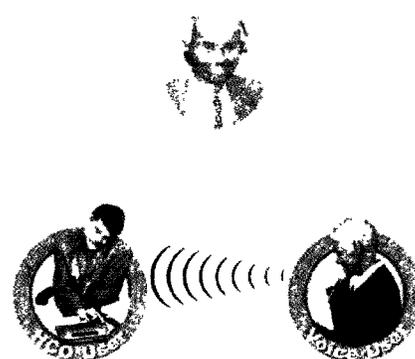
How to Make an HCO Phone Call:



HCO user types the conversation to relay operator.



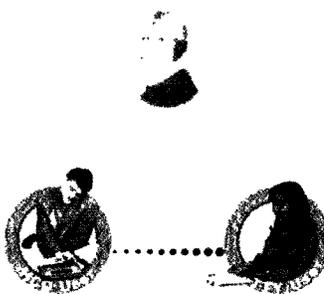
Relay operator voices VCO user's typed message to voice user.



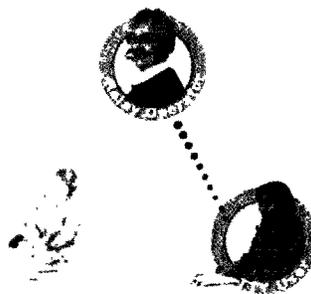
Voice user talks directly to HCO user.

HCO to TTY

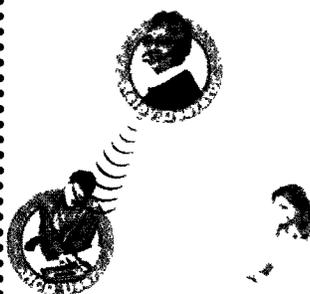
HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



HCO user types the message directly to TTY user.



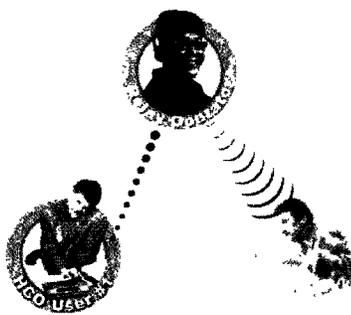
TTY user types the message to the relay operator.



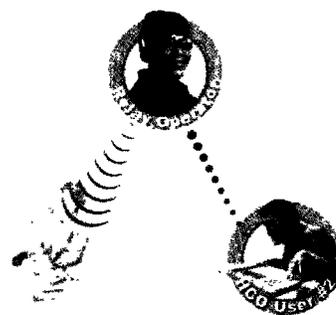
Relay operator voices TTY user's typed message to HCO user.

HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.



HCO user #1 types the conversation to relay operator. Relay operator voices the typed message by HCO user #1 to HCO user #2.



HCO user #2 types the conversation to HCO user #1. Relay operator voices the typed message by HCO user #2 to HCO user #1.



Talk With Confidence



Voice Carry-Over

Voice Carry-Over (VCO) is a service that enables a hard-of-hearing or deaf user to speak directly to the hearing person.

When a hearing person speaks to the VCO user, the relay operator will serve as his/her "ears" and type everything said that will appear on a TTY or text display equipment.

7•1•1

877•490•3724

wisconsinrelay.com/vco

How to Make a VCO Phone Call:



VCO user talks to voice user directly.

1 2
3 4



After VCO user says, "Go Ahead", it is voice user's turn to respond.

Voice user talks to VCO user while the relay operator types voice user's message.

VCO user reads the message on the TTY or text display equipment.

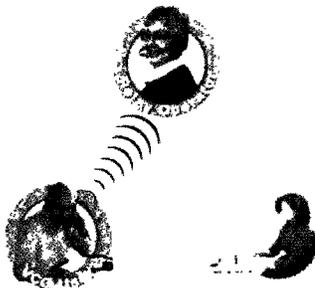




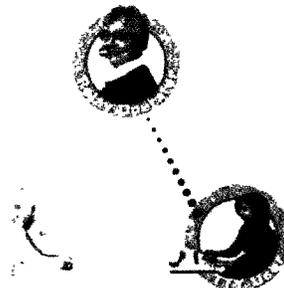
The relay operator specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

VCO to TTY

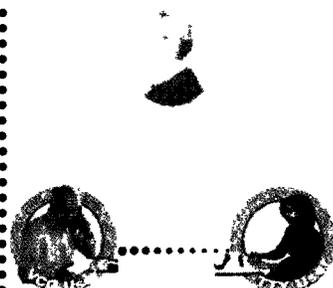
The relay operator will type what the Voice Carry-Over user says to the TTY User. The message that the TTY user types will go directly to the VCO user's TTY or text display equipment.



VCO user talks to TTY user via relay operator.



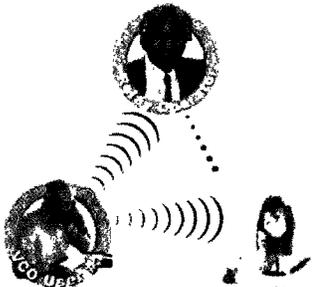
Relay operator types VCO user's conversation to TTY user. TTY user reads the message on the TTY screen.



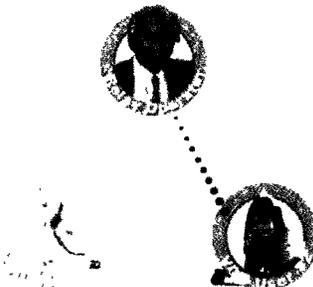
TTY user types messages to VCO user's TTY or text display equipment.

VCO to VCO

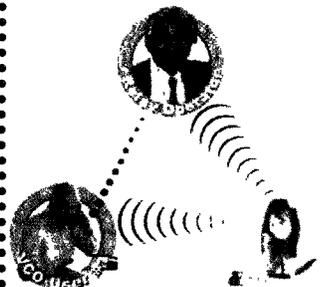
The relay operator will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.



VCO user #1 talks to VCO user #2. Relay operator types VCO user #1's conversation to VCO user #2.



VCO user #2 reads the message on the TTY screen or text display equipment.



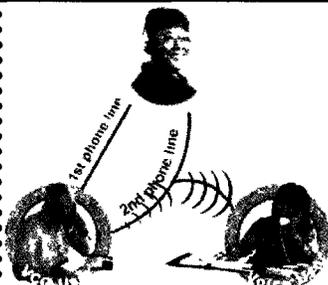
VCO user #2 talks to VCO user #1. Relay operator types conversation back to VCO user #1.

Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

1. Dial the Wisconsin Relay number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".
2. The relay operator will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.
3. Dial voice user's number.
4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation.



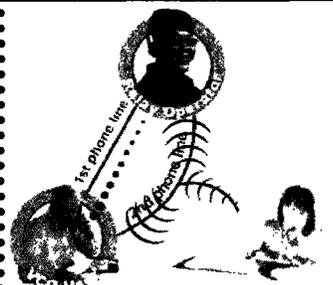
5. While the 1st phone line is connected to relay operator, VCO user speaks directly to voice user on the 2nd phone line.



6. Voice user talks to VCO user.



7. Relay operator types voice user's message to VCO user.



8. VCO user reads text message on the TTY via the 1st line while listening to voice user on the 2nd line.



Read, Listen, and Talk

CapTel®



CapTel users place a call in the same way they would when using a traditional phone by dialing the number directly. The CapTel phone automatically connects to Wisconsin's captioning relay service as you dial on a one or two-line phone.

When the other person speaks, you can hear his/her voice and also read the spoken comments on your CapTel phone display screen.

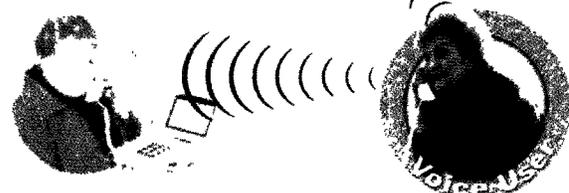
CapTel is an acronym for captioned telephone.

For CapTel Callers: **Dial the person you are calling directly**

For Hearing Callers:
877-243-2823

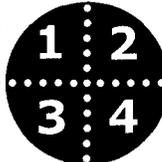
wisconsinrelay.com/captel

How to Make a CapTel Phone Call:



As CapTel user dials, the phone automatically connects to a captioning service. CapTel user talks directly to voice user.

Voice user talks to CapTel user.

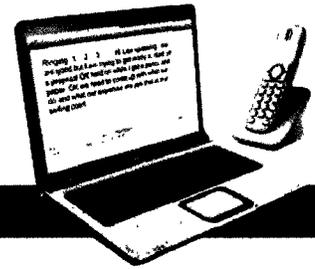


CapTel operator captions/transcribes voice user's message into text by using voice-recognition technology.

CapTel user listens and reads voice user's conversation on the CapTel phone.



NOTE: CapTel users are responsible for their own long-distance charges. However, there is no charge for using the CapTel service. To purchase a CapTel, go to www.captel.com/availability/WI.php



WebCapTel is a service that allows a who prefers to speak on the phone to read the spoken comments on a web browser during the call and be able to use any kind of phone to hear the voice from the other person.

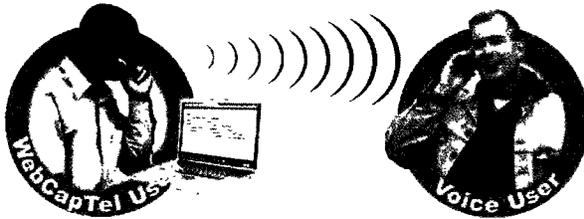
A WebCapTel user would place and receive calls while logged on the Internet: www.sprintcaptel.com

For WebCapTel Callers:
www.sprintcaptel.com

For Hearing Callers:
800-933-7219

wisconsinrelay.com/webcapter

How to Make a WebCapTel Phone Call:



WebCapTel user speaks directly to Voice user on the telephone.

1 2
3 4

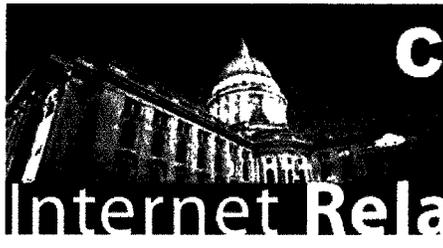


Voice user speaks directly to WebCapTel user.

The Sprint Captioned Telephone operator transcribes Voice user's spoken message into text (captions) using voice-recognition technology.

WebCapTel user listens to Voice user on the telephone while reading captions of the conversation on a display screen.





Connect Beyond Boundaries

Internet Relay



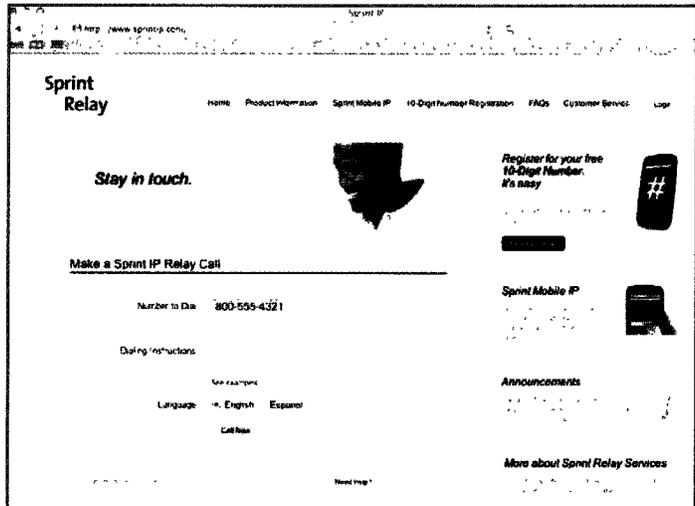
Sprint IP Relay is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.

IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.

www.sprintip.com

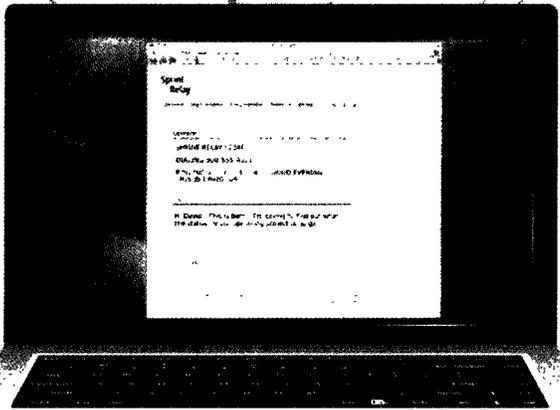
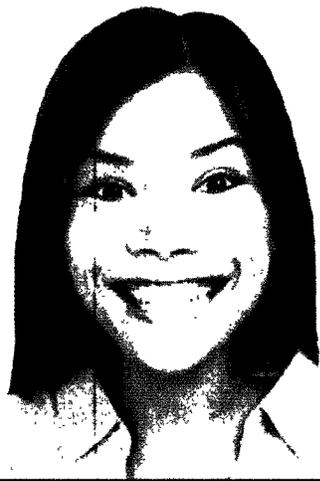


How to Make an Internet Relay Call:

1. Connect at: www.sprintip.com
 2. Type in the phone number you wish to call.
 3. Click on the yellow "Call Now" button.
- Call Now**
4. The relay operator will dial the number.
 5. The relay operator will relay the conversation to and from your computer/laptop.
 6. Type "GA" at the end of each message.
 7. When you finish the conversation, type "SK".
 8. Click on the gray "Disconnect" button on the upper left of the screen.

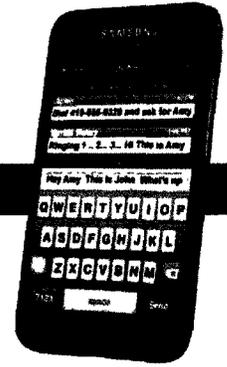
Disconnect

9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.



Anytime, Anywhere, Anyhow

Instant Message Relay

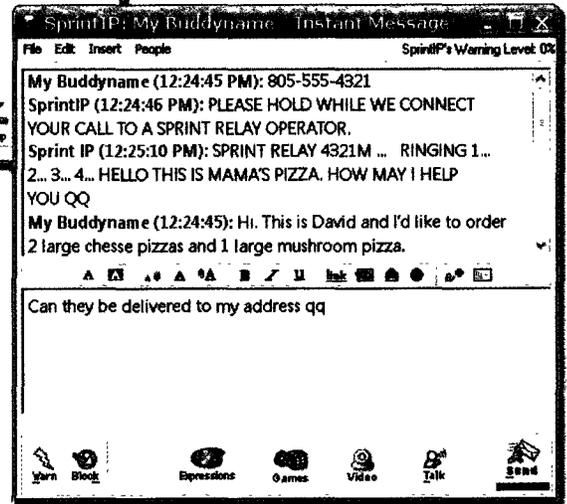
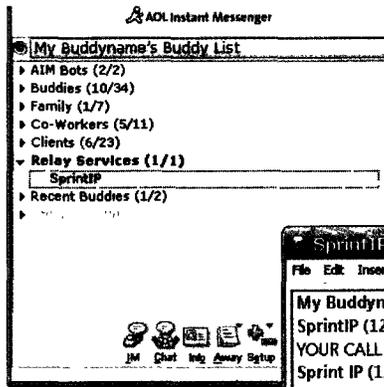


You can place and receive Instant Message Relay calls from your wireless device (i.e.; BlackBerry or smartphone) or any computer (Windows-based or Mac) using AOL Instant Messenger® (AIM), or Google Talk® (GTalk).

Back and forth communication takes place in a snap and you have only your fingertips to slow you down.

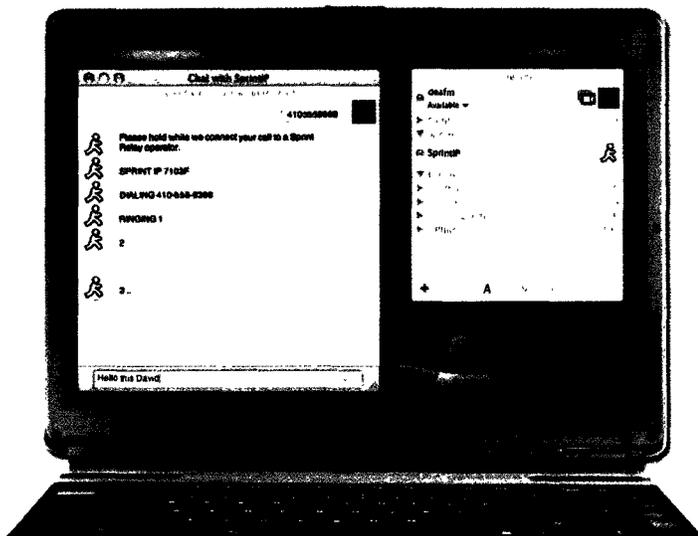
IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Instant Message Relay calls.



How Does IM Relay Work:

- Add to your Contact List:
 - AIM: **SprintIP**
 - GTalk: **SprintIPRelay**
- Type **Espanol** to connect with a Spanish-language relay operator.
- Type **Help** to connect with Sprint Relay Customer Service.
- Type **M** for Menu.



TTY Payphone

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

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

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

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

800•947•3529

Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Wisconsin Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Relay operator will type your messages.

7•1•1

800•947•3529

900 Services

Wisconsin Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Wisconsin Relay.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

900•230•7575

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Wisconsin Relay 24-hour Customer Service at 800-676-3777 (TTY/Voice)

Directory Assistance

Wisconsin Relay will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator

will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Wisconsin Relay or dial directly from TTY to TTY.

International Calls

Wisconsin Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.

605•224•1837

Computer users can access Wisconsin Relay directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and relay operators to type their conversations which can be viewed on split windows. ASCII users and voice users can interrupt the relay operator if needed.

If your computer has 1200 Baud or up, use these settings:

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

If your computer has 300 Baud or below, use these setting:

- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

7•1•1

1•800•272•1773

1•800•267•8867 (Fast ASCII)



Equipment Purchase Program

Under the Public Utilities Commission of Wisconsin, the **Telecommunications Equipment Purchase Program (TEPP)** offers accessible equipment for state residents with qualifying disabilities that interfere with the use of the standard telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment.

www.wisconsinrelay.com/tepp

What Type of Equipment is Available to Purchase?

The program provides a range of assistive telephone equipment, including:

- TTY, large visual display(LVD)TTYs and Captel
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- In-Home Notification systems for door, phone, etc
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system



Who is Eligible for the Program?

Wisconsin residents who have phone service in their homes and a certified disability that causes difficulty using a standard telephone are qualified. A professional must certify that the individual would benefit from assistive telephone equipment.

For more information about TEPP including Voucher Application: go to <https://tepp.wipfli.com/>

Wisconsin Relay

www.wisconsinrelay.com

Voice Caller	7-1-1 or 800-947-6644
TTY/TeleBraille Caller	7-1-1 or 800-947-3529
Voice Carry-Over	7-1-1 or 877-490-3724
Hearing Carry-Over	7-1-1 or 800-947-3529
Speech-to-Speech	7-1-1 or 800-833-7637
Spanish-to-Spanish	7-1-1 or 800-833-7813
Spanish-to-English	7-1-1 or 877-490-3723



For more information:
www.wisconsinrelay.com



 TTY Users	7-1-1 800-947-3529 For more information: www.wisconsinrelay.com/tty
 Hearing Users	7-1-1 800-947-6644 For more information: www.wisconsinrelay.com/voice
 TeleBraille Relay	7-1-1 800-947-3529 For more information: www.wisconsinrelay.com/telebraille
 Spanish Relay	7-1-1 800-833-7813 (Spanish-to-Spanish) 877-490-3723 (Spanish-to-English) For more information: www.wisconsinrelay.com/spanish
 Voice Carry-Over (VCO)	7-1-1 877-490-3724 For more information: www.wisconsinrelay.com/vco
 Hearing Carry-Over (HCO)	7-1-1 800-947-3529 For more information: www.wisconsinrelay.com/hco
 Speech-to-Speech (STS)	7-1-1 800-833-7637 877-787-1989 (Customer Service for STS only - 24 hours/7 days) For more information: www.wisconsinrelay.com/sts
 Internet Relay	www.sprintip.com For more information: www.wisconsinrelay.com/iprelay
 CapTel®	For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 877-243-2823 Customer Service: 888-269-7477 (24 hours/7 days) For more information: www.wisconsinrelay.com/captel
 WebCapTel®	For WebCapTel Caller: Login at www.sprintcaptel.com For Hearing Callers: 800-933-7219 For more information: www.wisconsinrelay.com/webcaptel
 900 Services	900-230-7575 For more information: www.wisconsinrelay.com/900
 Wisconsin Relay Customer Service	800-676-3777 (TTY/Voice/ASCII) (24 hours/7days) 800-676-4290 (Español - TTY/Voz/ASCII) (24 hours/7days) Sprint.TRSCustServ@sprint.com (E-mail)

WI Relay Website	www.wisconsinrelay.com
Wisconsin Relay Customer Service	800-676-3777 (TTY/Voice) (24/7) 800-676-4290 (Español) (24/7) Sprint.TRSCustServ@sprint.com (E-mail)
CapTel® Customer Service	888-269-7477 (TTY/Voice) (24/7) 866-670-9134 (Español) (24/7) captel@captel.com (E-mail)
Speech-to-Speech Customer Service	877-787-1989 (24/7)

- Cut the card.
- Put in your wallet.
- Use it when you call someone via Wisconsin Relay.

Wisconsin Telecommunications Relay Service Congratulates all the New Hall of Fame Inductees



www.wisconsinrelay.com



Wisconsin Relay is proud to provide communication access to all Wisconsinites. **Just dial 7-1-1 or other telephone numbers:**

- 1-800-947-3529** TTY
- 1-800-947-6644** Voice
- 1-800-267-8867** ASCII
- 1-877-490-3724** Voice Carry-Over
- 1-800-947-3529** Hearing Carry-Over
- 1-800-833-7637** Speech-to-Speech
- 1-800-947-3529** TeleBraille
- 1-800-833-7813** Spanish-to-Spanish
- 1-877-490-3723** Spanish-to-English
- 1-900-230-7575** 900 (not toll-free)
- 1-800-676-3777** Customer Service (TTY/Voice)
- 1-800-676-4290** Customer Service (Spanish)



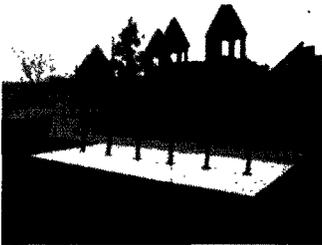


WTRRS 18th Annual Picnic

Date: July 25, 2010

Time: 11AM - 4PM

Contact person: Joe Riggio
joseph.riggio@sprint.com



- **Free Bratwurst, Burgers, and Pork catered by Stoddard's Country Grove Market!!!**
- **WTRRS and Sprint Relay Introduction**
- **PRIZES!!!**

**McKee Farms Shelter Park
2930 Chapel Valley Rd
Fitchburg, WI 53711**

Directions: www.wisconsinrelay.com

Wisconsin Telecommunications
Relay Systems (WTRRS)

provided by Sprint Relay

Sprint
Relay

www.wisconsinrelay.com
www.sprintrelay.com

Wisconsin Relay . . . Dial 7-1-1

Communicate with anyone, anywhere



www.wisconsinrelay.com



TTY User	Voice User	Carry-Over	CapTel	Speech-to-Speech	Spanish Relay	Customer Service
<i>TTY to Voice</i> 1-800-947-3529 ASCII 1-800-267-8867	<i>Voice to TTY</i> 1-800-947-6644	<i>Voice Carry-Over</i> 1-877-490-3724 <i>Hearing Carry-Over</i> 1-800-947-3529	<i>Voice to CapTel</i> 1-877-243-2823	<i>Speech-to-Speech</i> 1-800-833-7636	<i>Spanish-to-Spanish</i> 1-800-833-7813 <i>Spanish-to-English</i> 1-877-490-3723	1-800-676-3777 Español 1-800-676-4290 CapTel 1-888-269-7477



www.sprintrelay.com

