

Relay North Carolina is *your*

Total Relay Solution

- ▶ Free service that lets you communicate with standard telephone users through specially trained relay operators
- ▶ Make calls worldwide, 24 hours a day, 365 days a year
- ▶ No restrictions on the number, length, or type of calls
- ▶ All calls are confidential and no records of any conversations are maintained

Dial **711** or use these toll free numbers:

- ▶ **1-800-735-2962**
TTY
 - ▶ **1-877-735-8200**
Voice
 - ▶ **1-888-762-2724**
ASCII
 - ▶ **1-877-735-8260**
VCO
 - ▶ **1-877-735-8261**
Speech-to-Speech
 - ▶ **1-877-825-2448**
Spanish Relay
 - ▶ **1-900-230-3300**
900 Services (TTY)
Customer is responsible for billing in full.
- ▶ **www.rncvrs.com**
Video Relay
 - ▶ **www.sprintip.com**
Internet Relay
 - ▶ **www.ncrelaycc.com**
Relay Conference Captioning
 - ▶ **CapTel Relay Service**
 - Telephone Captioning Service for use with the *CapTel* Captioned Telephone
 - **1-877-243-2823** Voice to CapTel



Customer Service

- ▶ **1-800-676-3777** English
Voice/TTY/ASCII
- ▶ **1-800-676-4290** Español
Voz/TTY/ASCII
- ▶ **Sprint.TRSCustServ@mail.sprint.com** email

Get questions answered • Receive relay call assistance
Make a complaint • Request printed information or presentations

Emergency

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the relay operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through relay or direct dial TTY to TTY.

Answering Machine Retrieval.

To request answering machine retrieval, type "AMR GA." The relay operator will type, "PLS PLACE YOUR HANDSET NEXTTOYOUR ANS MACHINE ANDTURN ON GA."

Voicemail Retrieval.

To request voicemail retrieval, type the phone number you wish to call with your password or special instructions and then "GA."

Billing preference

There is no charge for using Relay North Carolina within your local calling area. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Notify the relay operator of your preferred billing option.

Choices include:

- ▶ direct
- ▶ collect
- ▶ third party
- ▶ Sprint FONCardSM
- ▶ local exchange carrier (LEC) calling card
- ▶ other long distance calling card
- ▶ prepaid phone card

Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, automatically making them available to relay operators when processing your calls. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you may have.

There is no charge for TRS calls placed from payphones. Toll calls may be billed through calling cards, prepaid cards, collect, and third party billing.



Committed to providing the best
possible communication solutions
for people who are deaf, hard-of-hearing,
deaf-blind, or have a speech disability.





Traditional Relay

7-1-1 or direct dial
1-800-735-2962 TTY

- ▶ A Deaf person uses a TTY to type his/her conversation. A relay operator 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.



Voice Carry-Over (VCO)

1-877-735-8260

Hard-of-hearing callers speak directly to a hearing person. A relay operator types the hearing person's replies to the VCO user's TTY or VCO phone for him/her to read.

Two-Line VCO

A customer with two phone lines and/or a computer uses one line to speak to a hearing person and the other line to receive the hearing person's typed responses. The result is natural conversation flow without pauses.

Hearing Carry-Over (HCO)

1-800-735-2962

Speech-disabled users with hearing 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.

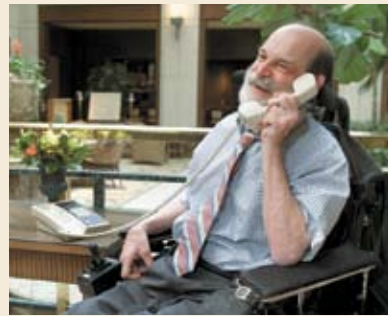


Hearing Users can call TTY users through relay. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

- 1 Dial **7-1-1** or direct dial **877-735-8200**.
- 2 You will hear, "Relay North Carolina relay operator (number). May I have the number you wish to call, please?"
- 3 Give the relay operator the area code and telephone number.
- 4 The relay operator will process the call.

Be sure to speak directly to the person you've called—not the operator.

Avoid saying "tell him" or "tell her." Say "GA" or "Go Ahead" at the end of your response.



Speech-to-Speech (STS)

1-877-735-8261

A person with a speech disability can use his/her own voice or voice synthesizer over the phone. Specially-trained relay operators serve as the speech-disabled user's voice and repeat his/her responses, when necessary, to the other party, ensuring that speech-disabled users will be heard *and* understood.

Spanish Relay

1-877-825-2448

TTY users can type in Spanish and their conversations will be relayed in Spanish. Spanish to English or English to Spanish translation through relay is also available.



International Calls

Relay North Carolina allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Relay users calling from a country outside of the US may access Sprint Relay by dialing **1-605-224-1837**.

Online Relay



Sprint IP RelaySM

sprintip.com
Users need a computer, a phone line, Internet access and a web browser

- ▶ Clean and crisp look
- ▶ Increased reliability
- ▶ Experienced and accurate operators
- ▶ Available 24 hours a day
- ▶ No high-speed Internet access required
- ▶ No domestic long distance charges
- ▶ No TTY needed
- ▶ Easy call set up
- ▶ Language preferences
- ▶ Background color and text options
- ▶ Resizable "one" window with split screen.
- ▶ Simplified printing function
- ▶ Browser options: Internet Explorer 5.5>, Netscape 6.1>, Firefox 1.0>, Safari 1.0>
- ▶ Online help information with access to live customer service

Sprint IP RelaySM using AOL[®] Instant Messenger[™] (AIM[®])

- ▶ Works on any computer and wireless device that uses AIM[®].
- ▶ Just add **SprintIP** to your Buddy List[®].
- ▶ Spanish Available – type **ESPAÑOL**
- ▶ Connect to Live Customer Service – type **HELP**
- ▶ No GA or SK needed
- ▶ Experienced, accurate operators
- ▶ Simple & easy to use!



Video Relay

www.rncvrs.com computer & webcam
sprintvrs.tv TV & videophone
sprintvrsvco.tv TV & videophone
spanish.sprintvrs.tv TV & videophone

ISDN: 1-866-306-7740

Hearing callers: Dial 1-866-410-5787 and give an IP address or ISDN number to the VI.

- ▶ Available 24 hours a day
- ▶ Use ASL, ASL with VCO or ASL/Spanish
- ▶ Experienced video interpreters (VIs)
- ▶ More VIs available—less waiting
- ▶ Receive videomail messages
- ▶ Online help with live customer service
- ▶ No long distance charges in the US



Relay Conference Captioning (RCC)

www.ncrelaycc.com

- ▶ Provided *free of charge*
- ▶ Participate *equally* in conference calls.
- ▶ Read *realtime* on-screen text from any Internet-connected computer
- ▶ A remote captioner captions the call dialogue, and voices for the deaf/hard-of-hearing participant
- ▶ High-speed Internet connection not required
- ▶ Reserve live captioners in advance
- ▶ Conversation transcripts available

CapTelSM

Captioned Telephone Service

CapTel Relay Service

- ▶ A service provided free of charge* through Relay North Carolina
- ▶ Dial phone numbers directly
- ▶ Enjoy natural phone conversations

* CapTel users are responsible for their own long distance charges. There is no charge for using CapTel Relay Service.



CapTel Captioned Telephone

- ▶ Simultaneously hear your caller's voice and see captions of *everything* said to you.
- ▶ Bright, easy-to-read display
- ▶ Functions as a traditional phone so *everyone* can use it

**Your
Total Relay
Solution**

