

**Need to make a phone call to
someone who has a hearing
loss or speech disability?**

Get Connected
with Oregon Relay!



Bring people together with **OREGON RELAY**

HOW DOES VOICE TO TELETYPEWRITER (TTY) RELAY WORK?

- 1** The voice caller dials 711 and is connected to a relay operator. The caller then speaks, "Hello, how are you? GA."



1



2

- 2** The relay operator types what the voice caller speaks.



3



- 3** The user reads what is spoken on the TTY.

WHAT IS OREGON RELAY?

Oregon Relay is a free 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind, or have a speech disability to place and receive calls through specially trained relay operators.

There are several types of **Oregon Relay** services depending on the needs of the individual and the type of telephone equipment they have.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY or TeleBraille

711 or 800-735-2900

Voice

711 or 800-735-1232

Voice Carry-Over

711 or 800-735-3260

Hearing Carry-Over

711 or 800-735-2900

Speech-to-Speech

711 or 877-735-7525

Español de relevo (Spanish Relay)

711 or 800-735-3896

Español y inglés (Spanish to English)

711 or 800-359-2703

900 Toll Call

900-568-3323



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or **877-735-7525**

Speech-to-Speech (STS) service offers individuals who have a speech disability or use an assistive voice device. STS allows them to speak for themselves on the phone. An STS operator listens to the conversation and repeats the STS user's message when needed.



ENHANCED STS

In order to speed up the set-up of the call, Oregon Relay offers **My Email Set Up**. STS users can email 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, the nature of the call, or anything that makes it easier for the STS user to complete the call.

For more information on STS:

oregonrelay.com/sts

- 1** The STS user speaks to the other party.
- 2** The relay operator repeats the STS user's spoken words when needed.
- 3** The other party responds to the STS user.

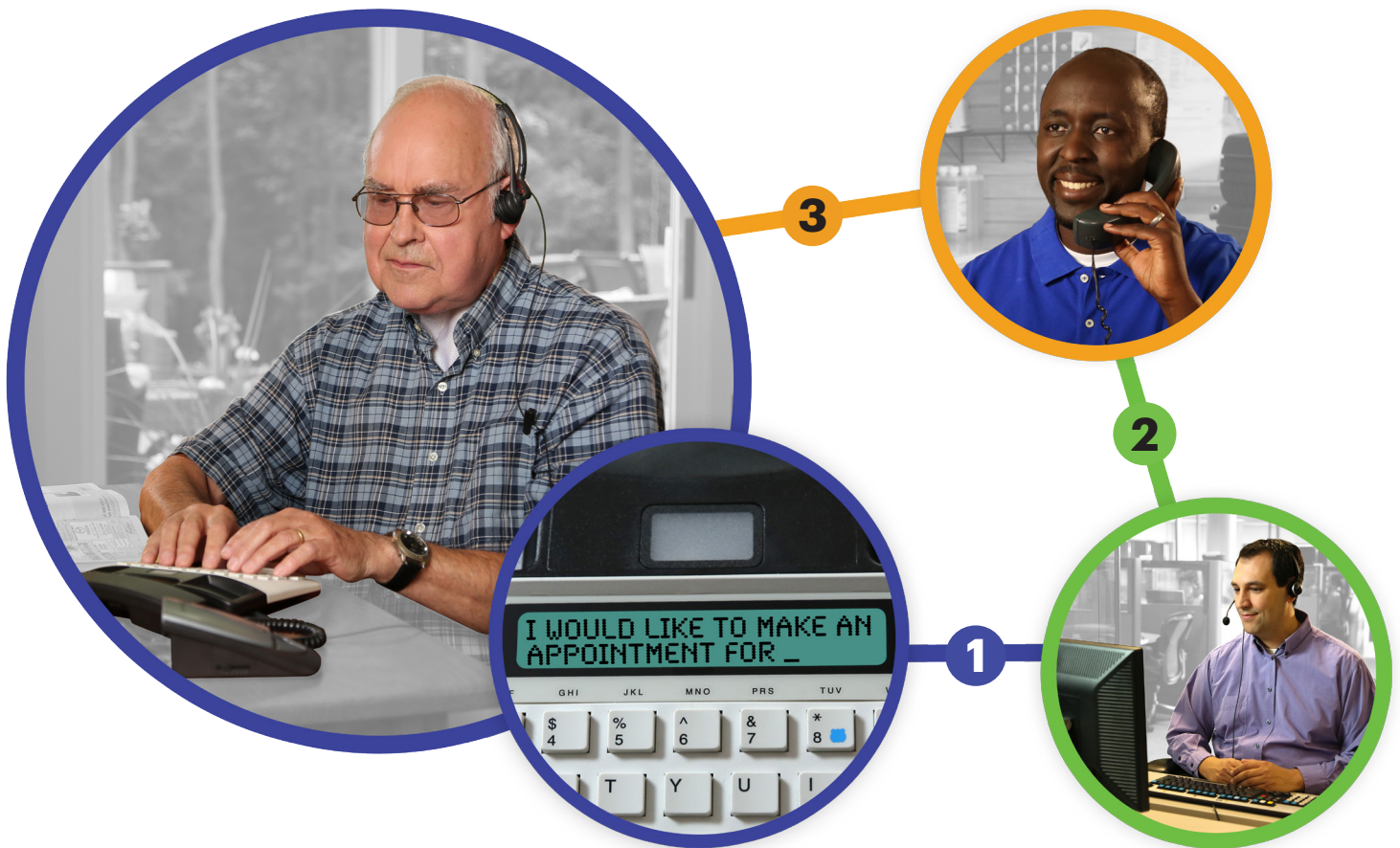
For people who **can hear**
but are **unable to speak**.

Hearing Carry-Over

711 or 800-735-2900

People who can hear but are unable to speak on the phone due to a speech disability can use **Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the other party before they respond to the HCO user.



OTHER HCO FEATURES

Oregon Relay also has two HCO features:
HCO to TTY and **HCO to HCO**.

For more information on HCO:

oregonrelay.com/hco

- 1** The HCO user types his words to the relay operator.
- 2** The relay operator voices the typed message to the other party.
- 3** The other party responds to the HCO user.

For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 800-735-3260

Voice Carry-Over (VCO) enables users with hearing loss to use their voice to speak to a hearing person on the phone.



OTHER VCO FEATURES

Oregon Relay has three VCO features:
VCO to TTY, **VCO to VCO**, and **VCO to HCO**.

For more information on VCO:

oregonrelay.com/vco

- 1 Mother speaks to her son.
- 2 The son responds to his mother and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son said.

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel[®] Service

Captioned Telephone Service (CapTel) allows users with a hearing loss the ability to listen and read captions on the phone's display screen.



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party responds to the CapTel user, with all of their words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

Oregon residents may qualify to borrow a CapTel at no cost from the Oregon Telecommunication Devices Access Program (see page 11) or purchase a CapTel through:

weitbrecht.com/captel-oregon.html

Para personas que prefieren comunicarse en español.

Relevo de Oregon

711 o **800-735-3896 / 800-359-2703**

Español a español

Español a inglés

El Servicio de Relevo de Oregon es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Oregon es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

Para más información:

oregonrelay.com/espanol



- 1** La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"
- 2** El operador de relevo escribe lo que dice la persona que llama.
- 3** El usuario de TTY lee en el dispositivo las palabras habladas.

TeleBraille Relay Service provides equal telephone access for Deaf-Blind users.

TeleBraille for Deaf-Blind

711 or 800-735-2900

TeleBraille Relay allows Deaf-Blind users who use TeleBraille TTYs or large visual displays and prefer slower typing speeds to read messages known as text pacing.



TEXT PACING:

- During calls, the relay operator will type at a normal speed, but the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm.
- Users can request increased or decreased rates of text in increments of 5 words per minute.

For more information on TeleBraille Relay:

oregonrelay.com/deafblind

- 1** The other party's conversation to a Deaf-Blind user goes through a relay operator.
- 2** The relay operator types the other party's conversation to the Deaf-Blind user.
- 3** The Deaf-Blind user "reads" the conversation via the TeleBraille TTY or large visual display.

Other Relay Features

900 Pay Per Call

900-568-3323

Relay users can dial a separate toll-free 900 number to connect to Oregon Relay. A relay operator will then dial the 900 service number.

The relay user is responsible for direct billing.

Directory Assistance

Oregon Relay will relay Directory Assistance (DA) calls between users and a DA operator.

TTY Payphone

711 or 800-735-2900

Users can connect to Oregon Relay with payphones that have TTYs.

International Calls

605-224-1837

Oregon Relay allows users to place and receive calls to and from anywhere in the world in English or Spanish.

IMPORTANT INFORMATION ABOUT EMERGENCY CALLS

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

NOTE: Oregon Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



Oregon Telecommunication Devices Access Program (TDAP)

The Oregon Telecommunication Devices Access Program (TDAP) loans specialized telephone equipment at no charge and with no income restrictions to eligible Oregon residents who have a loss in hearing, speech, vision, mobility or cognition. The Public Utility Commission of Oregon oversees the program.

TDAP offers:

- Amplified telephones
- Captioned telephones (CapTel)
- Teletypewriters (TTY)
- Electrolarynxes
- Alerting devices



For more information or to get an application:

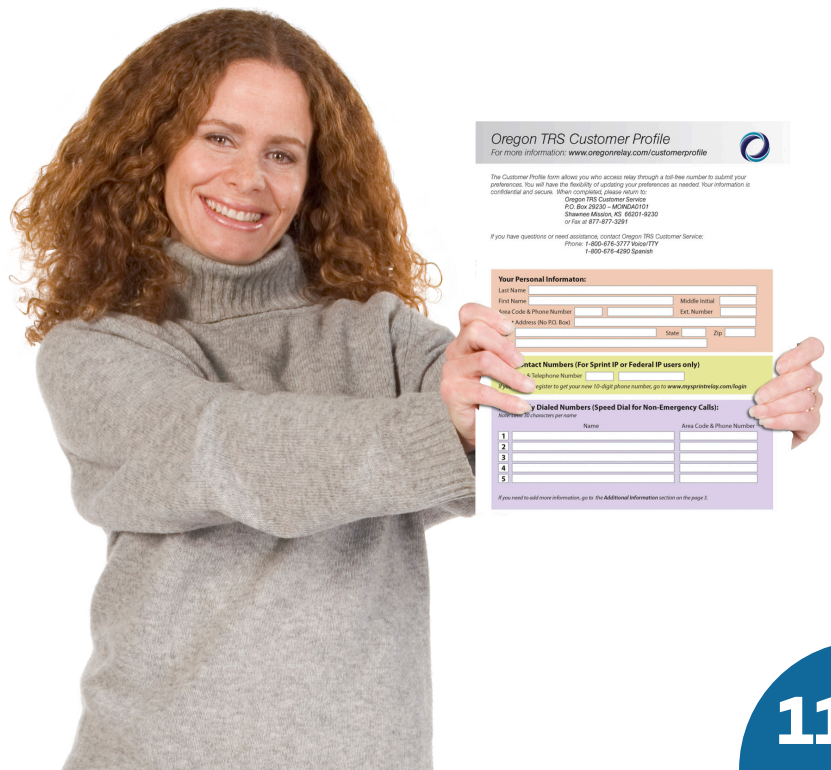
- (800) 848-4442 (Voice)
- (800) 648-3458 (TTY)
- (971) 239-5845 (Videophone)
- (877) 567-1977 (Fax)
- puc.rspf@state.or.us
- www.rspf.org

Customer Profile

The Customer Profile feature allows relay users to submit their preferences, such as:

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

Relay users have the flexibility of updating their preferences at any time by going to mysprintrelay.com or requesting a form from customer service.



For questions or feedback, contact us!



Oregon Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech)
- 866-931-9027 (Voice Carry-Over)
- 877-877-3291 (Fax)
- Sprint.TRSCustServ@sprint.com
- www.oregonrelay.com

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com
- www.oregoncaptel.com

Telecommunication Devices Access Program

- Oregon Public Utility Commission
201 High Street SE
Suite 100
Salem, OR 97301
- (800) 848-4442 (Voice)
- (800) 648-3458 (TTY)
- (971) 239-5845 (Videophone)
- (877) 567-1977 (Fax)
- puc.rspf@state.or.us
- www.rspf.org

