

Important information about Telecommunications Relay Service.

Telecommunications Relay Service, also known as TRS, is your convenient link to telephone system users who are deaf, hard-of-hearing or speech-disabled and use text telephones or TTYs.

When you want to call a TTY user, simply call the TRS. A Communications Assistant (CA) will place your call and type your spoken words for the text telephone user to read. The Communications Assistant will also read messages that the TTY user sends back to you. All conversations are private and confidential, and everything the CA hears will be relayed to the TTY user. There is no censorship. There is no charge to TRS users for this service, however, regular phone charges do apply. Callers can use TRS as often as they want—24 hours a day, 7 days a week—and conversations have no time limits. You can reach the TRS by dialing 711 in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or their websites.

TRS also provides for other services to be used as well: Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone.

This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

TRS calls from payphones – are free of charge for local calls, and that TRS toll calls from payphones can only be made using the following payment options: Calling Cards, Prepaid Cards, Collect or Third Party Billing. More information on prepaid phone cards is available on the FCC's Consumer and Governmental Affairs Bureau (CGB) website at www.fcc.gov/cgb/consumerfacts/prepaidcards.html

Video Relay Service (VRS) is a video link using TRS that allows a CA to view and interpret the caller's sign language and relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by certain TRS providers. To learn more about VRS in your area, call your local TRS provider, or go to the following FCC website: www.fcc.gov/cgb/dro/trsphonebk.html

IP Relay Service: IP Relay enables two-way communication between an individual who uses a non-voice terminal device (a computer, PDA, Web-capable telephone, or pager device) and an individual using a standard voice telephone. IP Relay Service works as follows:

- A user establishes a local connection to an Internet Service Provider (ISP) using a computer, web phone, personal digital assistant, or any other IP-capable device.
- The user types in an IP Relay provider's Internet address, such as IP-Relay.com, and clicks on the relay operator's icon. When the call reaches the Internet platform, it automatically establishes a connection via an 800 number to that TRS provider's relay center.
- The call is immediately routed to a Communications Assistant, and a regular relay session is initiated.