PA RELAY

Now it's your call… anytime, anywhere with Pennsylvania Relay Service

Pennsylvania Relay Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

PARelay.net

Pennsylvania Relay Service is available at no cost*, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a text telephone (TTY), deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Pennsylvania can be found on the following pages or online at **parelay.net.**

When you connect with Pennsylvania Relay Service, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businesses, all relay calls are confidential and there are no records kept of relay conversations.

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** The relay service is provided at no cost and is wholly funded by a surcharge set by the Pennsylvania Public Utility Commission (PUC) and is paid by all Pennsylvania telecommunications consumers. Equipment charges and standard long distance charges may apply.*

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.
711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the inside back cover.

Spanish Relay
All relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile
Individuals may establish a variety of calling preferences that are automatically displayed for the Communication Assistant (CA). This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back cover.

The Role of the CA
All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA reads aloud everything typed and types everything heard, including background noises or side comments. The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

The use of *GA* and *SK*:
GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA,* they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.

Assistive Telecommunications Equipment
Specialized telephone equipment that may be needed to support the use of relay service may be available at no cost to qualifying Pennsylvania residents through the Pennsylvania Telecommunication Device Distribution Program (TDDP). For more information, please see the inside page of the back cover.

TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to TRS. This allows a person who is deaf or hard of hearing to type their messages and read the other person's responses.

Making a TTY Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if he/she is familiar with the relay. If the person is not, the CA will explain how the relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA,* it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- After the Communication Assistant (CA) answers and identifies relay, type: *VCO PLS GA*.
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA,* it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.

Using a VCO Device

- Connect to relay by dialing 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA,* provide the number you wish to call and then say *GA.*
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA.* Immediately connect your TTY or VCO device.
- The CA will send his/her CA number and gender, followed by *VCO ON GA.* You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA.*
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

- Using your TTY, dial 711 or the toll-free TTY number for your state. (Please see the inside back cover for details.)
- When the Communication Assistant (CA) answers, type *HCO PLS GA*.
- Wait for the CA to both type and say *HCO ON GA,* which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by GA.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead,* type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye.*

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for your state. (Please see the inside back cover for details.)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA.*

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the CA, on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or deaf-blind communicator.

Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The CA will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA*.
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA,* it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

Note: *The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

- Dial 711 or the toll-free STS number for your state. (Please see the inside back cover for details.)
- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if he/she is familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation, in short phrases, unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that is not clear before repeating.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See back cover.)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Care to learn more.

CapTel® (Captioned Telephone)

Pennsylvania
Captioned Telephone Relay Service (CTRS)

What is Captioned Telephone Relay Service (CTRS)?

CTRS is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the captioned telephone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

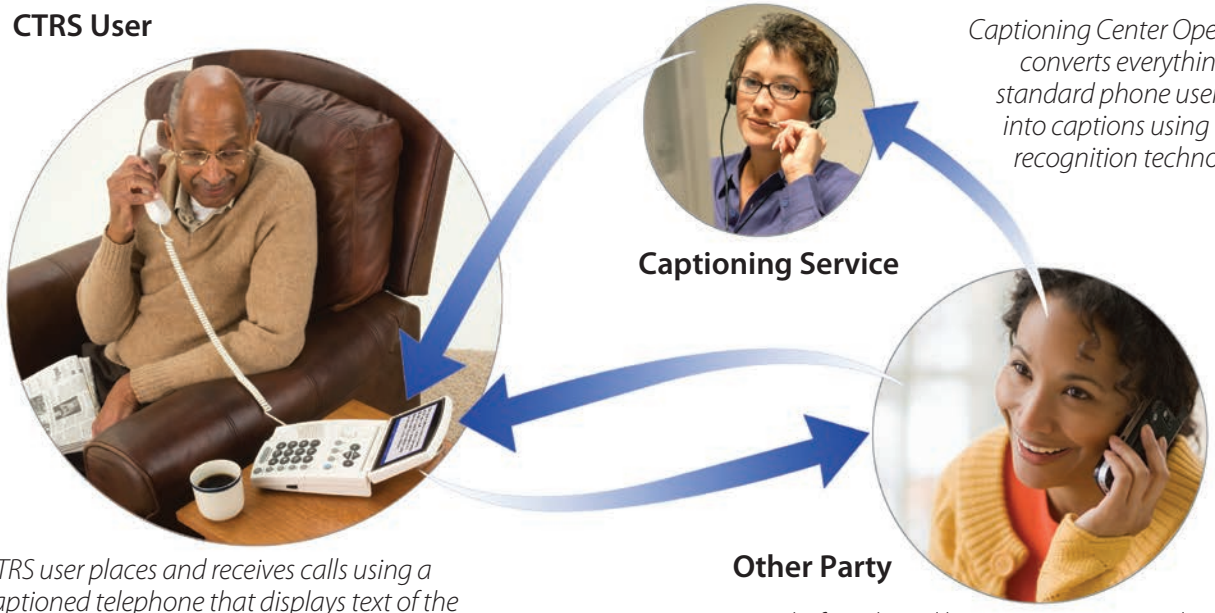
Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CTRS



Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.

CTRS user places and receives calls using a captioned telephone that displays text of the other party's conversation.

Family, friends and businesses use a standard phone to communicate with captioned telephone users.

How it Works

CTRS works through the use of a captioned telephone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the captioned telephone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CTRS Calls

It's easy to place and receive calls using CTRS.

CapTel Model 840 Phone *One telephone line (standard analog line or DSL with filter) and standard electrical power required.*

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your captioned telephone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your captioned telephone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i

Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones
One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

* *All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing *Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.*	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911*	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as VCO* calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.*

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Pennsylvania Relay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.

Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.

SmartPhone™ SELECTOR

Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How Does it Work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able to and respond by speaking directly to the other person.

For More Information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

Android is a trademark of Google Inc.
iPhone, iPad and Mac are trademarks of Apple Inc.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The CA will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead,* it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye*.

Receiving a Relay Call

- When you pick up the phone and hear *This is the Relay Service,* someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

Contact Information

How to Connect with Pennsylvania Relay

To place a call through Pennsylvania Relay, simply dial 711. Or call one of the toll-free numbers below:

- TTY: 800-654-5984
- Voice: 800-654-5988
- Speech-to-Speech (STS): 844-308-9292
- Spanish: 844-308-9291
  (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Pennsylvania.)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
  To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of state, or you are in a state that is not served by Hamilton Relay, you can place interstate calls with Hamilton by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls. In the event misuse of the relay service occurs, Hamilton Relay or the Pennsylvania Public Utility Commission (PUC) can take preventative action.

Additional contact information behind this page.

Contact Information (cont.)

Customer Care

If you have suggestions, comments or concerns, please contact:

Pennsylvania Relay Customer Care
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 800-974-1253
Fax: 402-694-5110
E-mail: parelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, you may contact:

Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
Voice: 800-692-7380
Visit: www.puc.pa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Pennsylvania para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service
English: 888-269-7477
Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues.
Visit: www.fcc.gov

Assistive Telecommunications Equipment
The Pennsylvania Telecommunications Device Distribution Program (TDDP) provides a variety of specialized telecommunications equipment free of charge to qualifying Pennsylvania residents who are deaf, hard of hearing, deaf-blind or have difficulty speaking. TDDP is administered by the PA office of Vocational Rehabilitation in partnership with the Institute on Disabilities and the PUC, and is funded by the Telephone Relay Surcharge. If you need assistance identifying equipment that can help you access telephone communication, or are wondering if you qualify for free equipment, contact:

Pennsylvania's Initiative on Assistive Technology
Institute on Disabilities
1755 N. 13th Street, Student Center, Suite 411S
Philadelphia, PA 19122
Voice: 800-204-7428 • TTY: 866-268-0579
E-mail: TDDP@temple.edu
www.disabilities.temple.edu/tddp

Pay Phones
The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls
In the event of an emergency, call 911 or your local emergency services TTY number directly. Pennsylvania Relay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Customer Profile
Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.parelay.net and select *Customer Profile* to complete and submit your form. You may also contact Pennsylvania Relay Customer Care.

Pennsylvania Relay is a program of the Pennsylvania Public Utility Commission. Pennsylvania Relay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

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