

For questions or feedback, contact us!



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



Get Connected

with Alabama Relay!

Alabama Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 877-787-1989 (Speech to Speech only)
- 866-931-9027 (Voice Carry-Over only)
- Sprint.TRSCustServ@sprint.com (Email)
- alabamarelay.com (Website)

CapTel Customer Support

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

Alabama Telecommunications Access Program (ATAP)

- 205-345-2883 (Voice/TTY)
- alabamarelay.com/atap (Website)



Bring people together with ALABAMA RELAY

HOW DOES THE ALABAMA RELAY SERVICE WORK?



Alabama Telecommunications Access Program (ATAP)

The Alabama Telecommunications Access Program (ATAP) provides TTYs and other adaptive equipment to Alabamians with a hearing loss and speech disabilities who require special equipment to access the telephone system from their telecommunication carriers. Qualifying individuals may receive services and assistive equipment at little or no cost.

What type of equipment is available?

- TTYs, large visual display (LVD) TTYs and CapTel phones
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over phones
- In-home notification systems for doors, phones, etc.
- TTY software and corresponding modem for personal computers
- Other adaptive equipment needed to connect to the telephone system



For more information, contact the main regional office at::

- 205-345-2883 (Voice & TTY)
- www.alabamarelay.com/atap (Website)

Customer Profile

Customer profiles make relay services better for you.

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

- Frequently dialed numbers
- Emergency numbers
- Customer notes

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

Alabama Relay Customer Profile

For more information: www.mysprintrelay.com

The Customer Profile form allows those who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:
Alabama Relay Customer Service
 P.O. Box 29230 - KSOPHR0312-3A
 Shawnee Mission, KS 66201-9230
 or fax to 877-877-3291

If you have questions or need assistance, contact Alabama Relay Customer Service:
 Phone: 800-676-3777 (Voice/TTY)
 800-676-4290 (Español)
 877-787-1989 (Speech-disabled)
 866-931-9027 (Voice Carry-Over)
 Email: Sprint.TRSCustServ@sprint.com

Your Personal Information:

Last Name

First Name Middle Initial

Area Code & Phone Number Ext. Number

Street Address (No P.O. Box)

City State Zip

Email

Your Contact Numbers (For Sprint IP or Federal IP users only)

Para personas que prefieren comunicarse en español.

Relevo de Alabama



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- 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.

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711 o 800-548-8317

Español a español

El Servicio de Relevo de Alabama 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 operador de relevo está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Relevo de Alabama es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador de relevo. El operador de relevo 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:

alabamarelay.com/spanish

ALABAMA RELAY
can offer calling freedom!

Making calls through **Alabama Relay** is liberating, enjoyable and convenient. **Alabama Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Alabama Relay**.

HOW TO CONNECT?

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

RELAY NUMBERS

TTY
711 or 800-548-2546

Voice
711 or 800-548-2547

TeleBraille
711 or 844-302-0324

Voice Carry-Over
711 or 800-548-0259

Hearing Carry-Over
711 or 800-548-2546

Speech to Speech
711 or 800-548-2928

900 Services
900-230-4323

Spanish Relay
711 or 800-548-8317



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

Speech to Speech

711 or 800-548-2928

Alabama Relay Speech to Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** If needed, the relay operator repeats the STS user's spoken words.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Alabama Relay offers **My Email Set Up**. Now, you 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
- any special instructions
- the nature of the call
- anything that makes it easier for you to complete the call

For more information on STS services:

4 alabamarelay.com/sts



Other Relay Features

TTY Payphone

711 or 800-548-2546

TTY users using a TTY payphone can use Alabama Relay to assist in connecting calls.

900 Pay Per Call

900-230-4323

Relay users can dial the toll-free 900 number to connect with Alabama Relay. A relay operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing.

International Calls

605-224-1837

Alabama Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish languages.

Directory Assistance

Alabama Relay will relay Directory Assistance (DA) calls between relay users and a DA operator. After obtaining the number, the caller may choose to place the call through Alabama Relay or dial directly.

Important

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.

Alabama Relay can process emergency calls, but it may take longer.

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



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

CapTel® Service

Captioned Telephone Service (CapTel) through Alabama Relay offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1 The CapTel user speaks directly to the other party using a CapTel phone.
- 2 The other party speaks directly 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

Alabama Relay residents may qualify to receive a CapTel phone at little or no cost through the Alabama Telecommunications Access Program (ATAP).

For more information on ATAP, go to page 11.

Alabama Relay residents who do not qualify for a CapTel phone through the ATAP may purchase a CapTel phone at weitbrecht.com/captel-alabama.html

alabamarelay.com/captel

For people who can hear but are unable to speak.

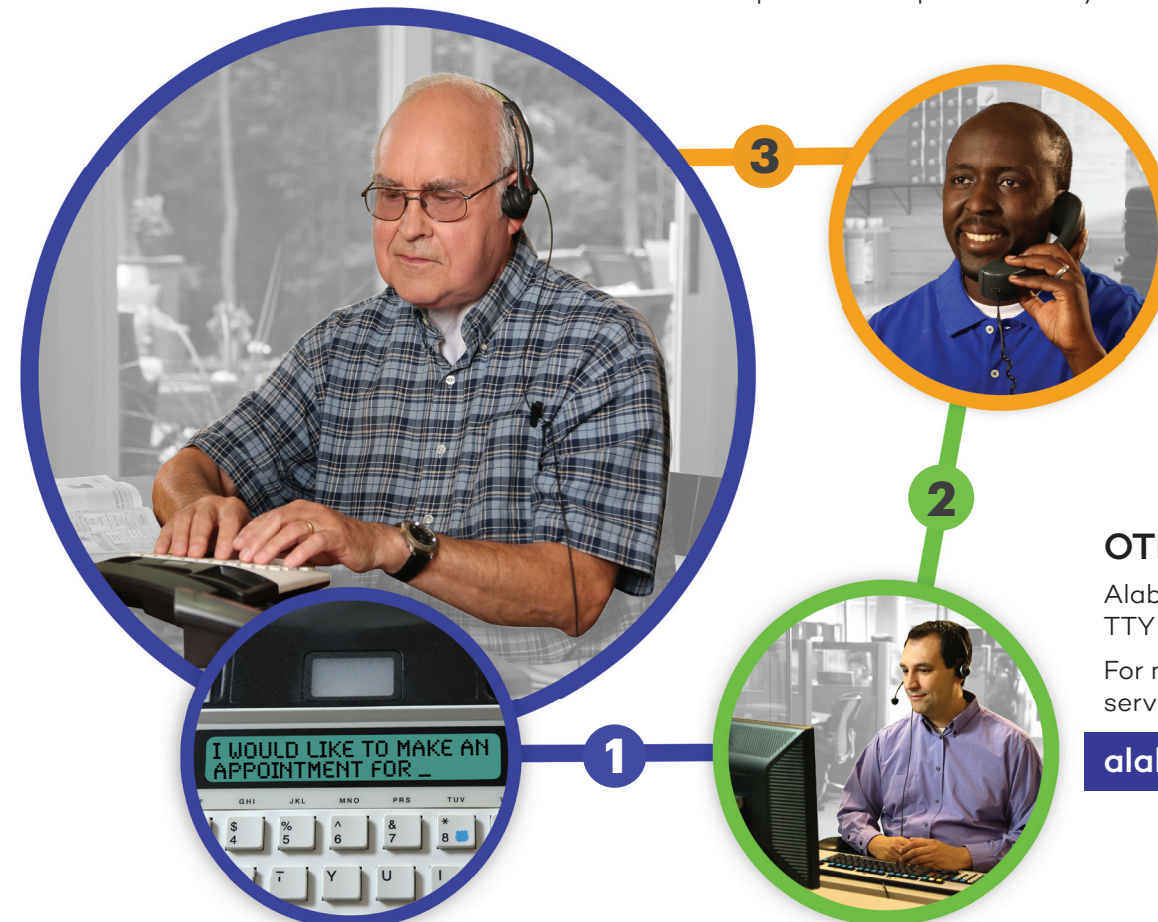
Hearing Carry-Over

711 or 800-548-2546

People who are hearing and unable to speak directly on the phone due to a speech disability can use the **Alabama Relay Hearing Carry-Over (HCO) service**.

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 standard telephone user, and the standard telephone user speaks directly back to the HCO user.

- 1 The HCO user types their words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.



OTHER HCO FEATURES

Alabama Relay also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

alabamarelay.com/hco

For people with a hearing loss who prefer to speak.

Voice Carry-Over

711 or 800-548-0259

Alabama Relay offers Voice Carry-Over (VCO), a free service that enables a person with hearing loss or who became deafened later in life to use their voice to speak directly to the other party on the phone.

- 1 Mother speaks to her son directly.
- 2 The son speaks 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 says.

OTHER VCO FEATURES

Alabama Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

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TeleBraille Relay Service provides equal telephone access for DeafBlind users.

TeleBraille

711 or 844-302-0324

TeleBraille Relay allows DeafBlind users who use TeleBraille TTYs or large visual displays, or DeafBlind users who prefer slower typing speeds, to read messages at their preferred pace.

- 1 The other party speaks to the relay operator.
- 2 The relay operator types the other party's conversation to the DeafBlind user.
- 3 The DeafBlind user reads the conversation via their TeleBraille TTY or large visual display then types their response.

TEXT PACING:

During calls, the relay operator will type at a normal speed, yet 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.



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