

## Customers with Disabilities

Fidelity Communications is pleased to create communications solutions that connect our customers with the world. If you are a customer with a disability, please contact one of our friendly Fidelity Customer Service Representatives – we will help determine the best services for you and if you qualify for a discount. We are also able to assist with billing questions, and service and repair orders.

## Telecommunications Relay Service

Dial 7-1-1 from your home phone, or the specific toll-free number(s) designated for your state of residency. Telecommunications Relay Service (TRS) is a no-cost service that uses specially-trained TRS operators (or Communications Assistants (CA), Relay Operators (RA), Relay Assistants (RA), or Relay Agents (agents), to relay telephone conversations between persons who are unable to use a standard telephone and any persons with whom they wish to speak. Calls may be made anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential. This is the most common type of TRS call.

To make a TRS call, dial 7-1-1. When connected, tell the CA the type of relay call you wish to make. You may also dial the specific toll-free number(s) designated for your state of residence based on the type of relay service desired (see the links to the FCC sites below for more information). Long distance calls placed on your behalf may be billed to your current long-distance plan, collect, with a pre-paid calling card, or carrier-calling card.

## Types of Relay Services

### Computer (ASCII)

It is possible to access relay services via computer. Simply set the communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. If calls are made at a rate of 300 or below, follow the above steps using Half Duplex instead.

### Hearing Carry Over (HCO)

This relay service allows a person with hearing but limited or no speech capability to make and receive calls. The HCO user types the conversation for the CA, who then reads it to the other party and listens to the other party's response. This Relay Service requires a special telephone.

### **Spanish Relay**

This relay service allows a Spanish-speaking person to utilize CA services. The CA relays calls between a Spanish-speaking person with hearing or speech difficulties and another Spanish-speaking party.

### **Speech-to-Speech (STS)**

This relay service allows someone with difficulty speaking or being understood via telephone to communicate using a voice synthesizer or his/her voice. The CA re-voices the words of the caller so the other party can understand them. No special equipment is required.

### **Standard Telephone**

A person with no hearing difficulties may use a standard telephone to place a relay service call and talk with a person who is deaf, hard-of-hearing or speech-impaired.

### **Text Telephone (TTY)**

This relay service gives someone who is deaf, has hearing difficulties or is speech-impaired the ability to use a TTY device and communicate with the other party.

### **TTY User and Emergency Assistance ("9-1-1")**

TTY callers are able to dial 9-1-1 directly, as all 9-1-1 centers are equipped for TTY calls. If a TTY caller would use Relay for 9-1-1, this could result in a delay to getting an urgent message to emergency services.

### **Two-Line Voice Carry Over (VCO)**

This relay service allows a VCO user with a TTY device or computer to contact a TRS operator (CA). The CA then contacts the VCO user on another line, which serves as the voice line. The VCO user then puts the CA on hold to initial a three-way call with the other party. People who are hard of hearing but still like to utilize some of their residual hearing use this method often. This relay service also offers a more natural flow of conversation.

### **Video Relay Service (VRS)**

This relay service allows phone communication between sign language users and standard telephone users. The video interpreter uses a webcam or videophone to voice the signs to the other party, and then signs the other party's words to the deaf, hard-of-hearing or speech-impaired person.

### **Voice Carry Over (VCO)**

VCO allows a person who is hard of hearing or deaf but can speak to use their voice. They talk directly to the other party on the call, while the CA types the other party's responses. Requires a special telephone.

### **Captioned Telephone**

This is an amplified telephone/relay captioning service that allows the hard of hearing or speech impaired to speak directly to the other party on a call. The telephone typically displays real-time, word-for-word captions of their telephone conversation, without relay. A voice recognition program creates the captions and they are sent out to the phone where they are read by the user. Requires a CapTel phone.

## **Important Information**

### **Emergency Assistance**

TTY callers - dial 9-1-1 directly, as all 9-1-1 centers are equipped for TTY calls. If a TTY caller would use Relay for 9-1-1, this could result in a delay to getting an urgent message to emergency services.

### **Filing a Complaint**

To file a relay complaint with the Federal Communications Commission, call toll-free at 1-888-225-5322 (voice)/1-888-835-5322 (TTY), or file on line at [www.fcc.gov/complaints](http://www.fcc.gov/complaints) .

### **Telecommunications Relay Services**

[Consumer Facts on TRS](#)

[State-Specific TRS Information](#)

[Phone Numbers to Reach TRS in Each State](#)