

ALASKA RELAY



www.alaskarelay.com

Providing clear communication
and simple phone connections
between people who are:

- deaf
- hard-of-hearing
- speech-disabled
- hearing





Full Telephone Accessibility



What is Alaska Relay

Alaska Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, or speech-disabled and people who can hear. This service allows text-telephone (TTY) or assistive equipment users to communicate with standard (voice) telephone users through specially trained Communication Assistants.

7-1-1 Service is available for:

- TTY to Voice
- Voice to TTY
- Speech-to-Speech
- CapTel
- Voice Carry-Over
- Hearing Carry-Over
- Spanish Relay

Accessing Alaska Relay couldn't be easier. Just dial 711.

Simply dial 711 or the toll-free relay number to connect with a Communication Assistant. Give the operator the phone number of the person you want to call, you will be connected, and the operator will relay the conversation between you and the other party. Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.

■ Accurate and Transparent

The operator reads aloud everything that is typed and and types everything that is heard.

■ Private and Confidential

All Alaska Relay calls are strictly confidential. No records of any conversations are maintained.

■ Free Service

The service is free for anyone to use. Free equipment is available upon request to eligible parties. This service is funded by a surcharge on all telephone bills.

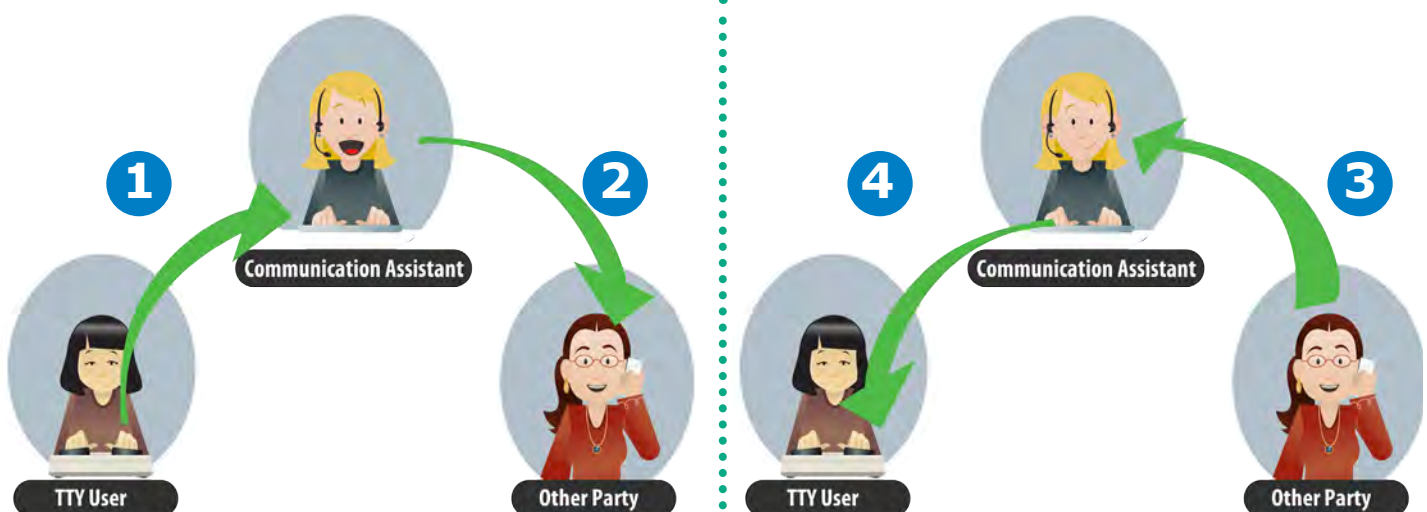
Note: If you have problems with 711 when calling through a switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 711 dialing. PBX telephone systems are often in businesses, agencies, hotels and other places where extension numbers are used.

If you are not on a PBX telephone system and you cannot access Alaska Relay when dialing 711, call customer service at your local telephone company. It is possible that your local telephone company may not have established 711 dialing through its system. Usually the way around this issue is to dial the full 10-digit toll-free number.

If you continue to experience difficulties when dialing 711, contact Alaska Relay Customer Service at:

- 800-676-3777 (TTY/Voice/ASCII/VCO/HCO)
- 800-676-4290 (Español - TTY/Voz)
- Email: Sprint.TRSCustomerServ@sprint.com

How Does Relay Work?



- 1** TTY User types her conversation to the Communication Assistant.
- 2** Communication Assistant then voices TTY User's typed message to Other Party.

- 3** After TTY User types "GA," it is Other Party's turn to respond.
- 4** Communication Assistant relays Other Party's spoken words by typing them back to TTY User.



Dial and Communicate Easily



TTY to VOICE

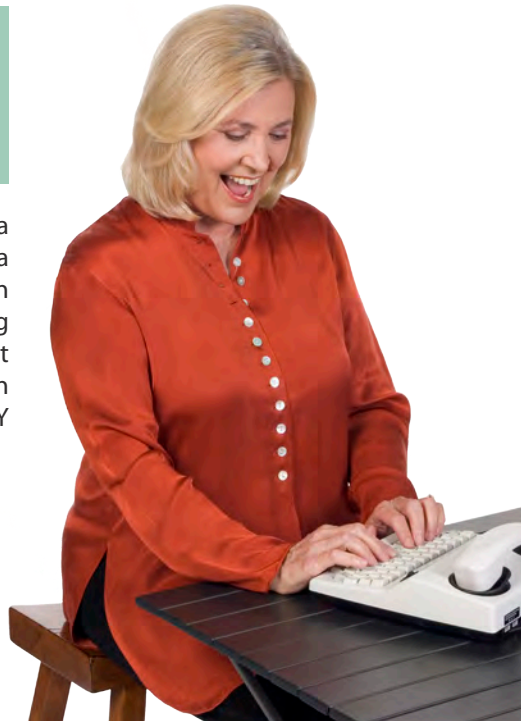
For deaf, hard-of-hearing or speech-disabled users that wish to communicate with a hearing person.

711

800-770-8973

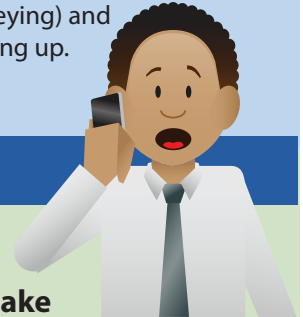
www.alaskarelay.com/tty

A deaf or hard-of-hearing caller uses a TTY to type his/her conversation to a Communication Assistant, who then reads the typed conversation to a hearing person. The Communication Assistant then relays the hearing person's spoken words by typing them back to the TTY user.



How to Make a TTY to Voice Phone Call:

1. Dial 711 or the TTY relay number.
2. The Communication Assistant will answer with "Hello Alaska Relay OPR 2345" (for communication assistant identification), F or M (for communication assistant gender) and GA (Go Ahead).
3. Type the area code and telephone number you wish to call and then type GA.
4. The Communication Assistant will dial the number and relay the conversation to and from your TTY. Type GA at the end of each message.
5. When you finish the conversation, type SK (Stop Keying) and then hang up.



VOICE to TTY

Hearing people can easily initiate calls to any type of relay user.

711

800-770-8255

www.alaskarelay.com/voice



How to Make a Voice to TTY Phone Call:

1. Dial 711 or the voice relay number.
2. You will hear, "Hello Alaska Relay OPR [number]. May I have the number you are calling please?"
3. Give the Communication Assistant the area code and telephone number you wish to call and any further instructions.
4. The Communication Assistant will process your call, relaying exactly what the TTY user is typing. The Communication Assistant will relay exactly what you say back to the TTY user.
5. When you finish the conversation, say the letters SK or say "stop keying" and then hang up.



Communicate with Ease



SPEECH to SPEECH

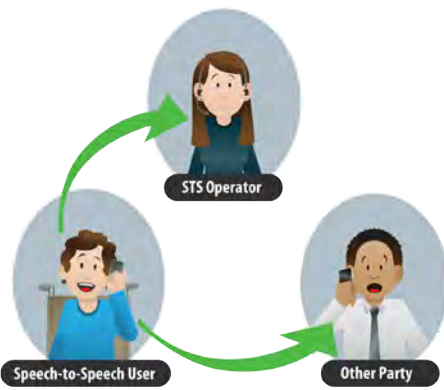
For speech-disabled users calling friends, family or businesses.

711

866-355-6198

www.alaskarelay.com/sts

Speech-to-Speech (STS) allows a person with a speech disability to voice his/her conversation. A specially trained STS operator listens and repeats the speech-disabled user's comments to the called party. You do not need special equipment to use this service.



STS User talks to Other Party while STS Operator listens.



STS Operator re-voices STS User's conversation to Other Party.



Other Party talks directly back to STS User.

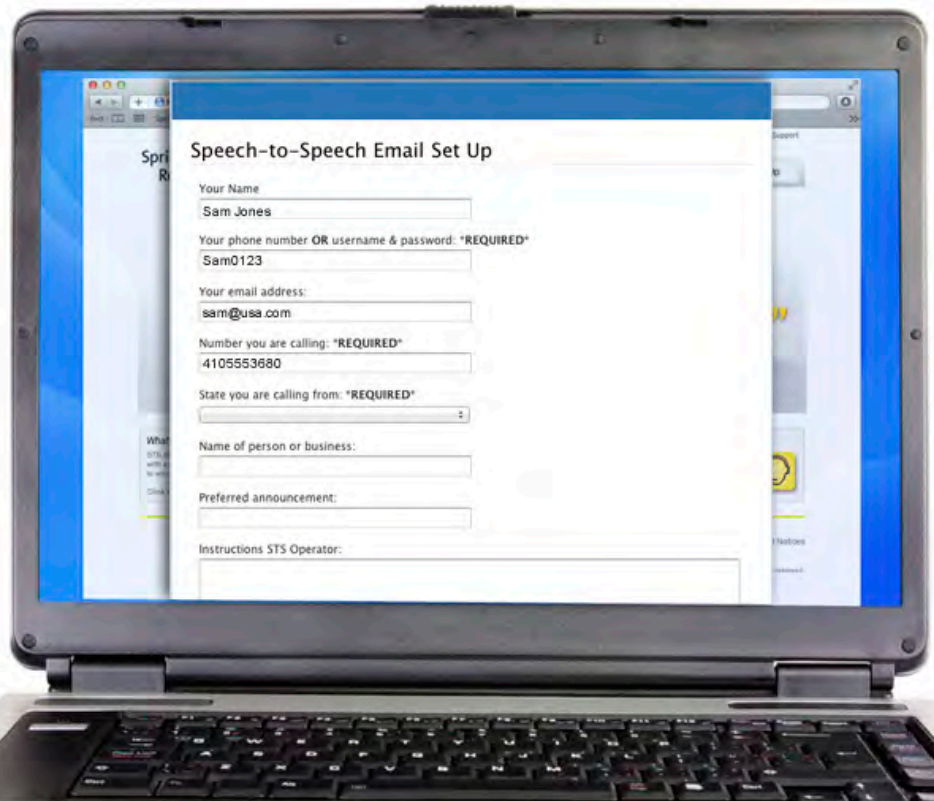
MY EMAIL SET UP



This new feature makes call set-up easy and efficient for anyone with a speech disability.

Before you use **My Email Set Up**, it is important to call STS Customer Support (**877-787-1989**). The STS Customer Support representative will fill out your profile information, such as your name, address, username, password, etc. When your profile is completed, you are ready to use **My Email Set Up!** Now, a STS user can e-mail call instructions or information 2 to 24 hours prior to the call. For more information about **My Email Set Up**, go to

www.alaskarelay.com/myemailsetup





Listen with Clarity



HEARING CARRY-OVER

For people who can hear but may not have audible or intelligible speech.

711

800-770-8973

www.alaskarelay.com/hco

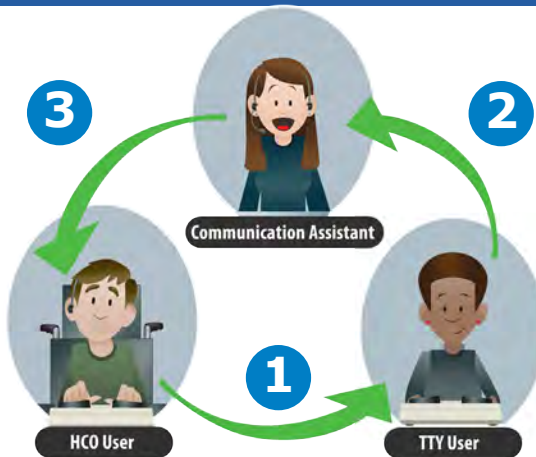
Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types the conversation for the Communication Assistant to read aloud to the standard telephone user.



- 1** HCO User types the conversation to Communication Assistant.
- 2** Communication Assistant voices HCO User's typed message to Other Party
- 3** Other Party talks directly to HCO User.

HCO to TTY

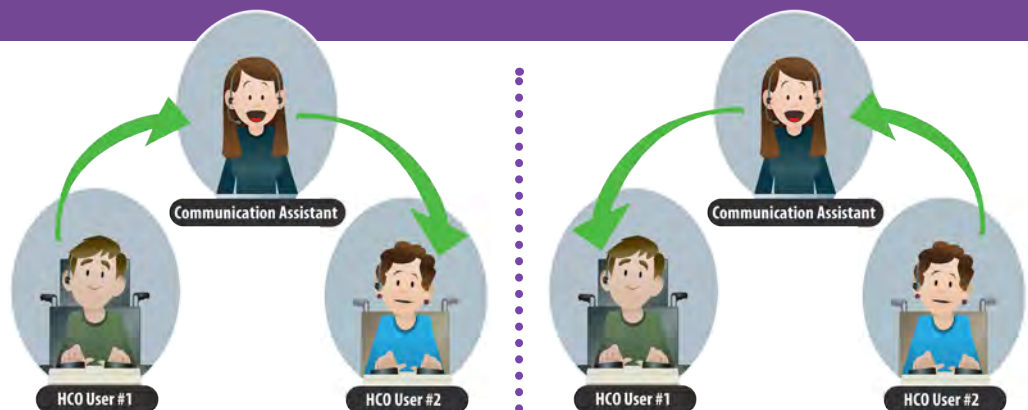
HCO users can listen while the Communication Assistant is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



- 1** HCO User types the message directly to TTY User.
- 2** TTY User types the message to the Communication Assistant.
- 3** Communication Assistant voices TTY User's typed message to HCO User.

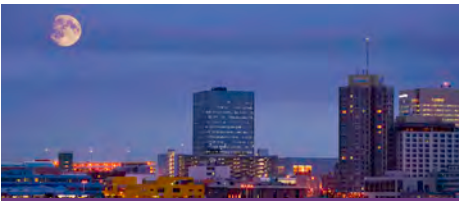
HCO to HCO

HCO users can contact other HCO users. The Communication Assistant will voice to both parties what is typed on each user's TTY.



HCO User #1 types the conversation to HCO User #2. Communication Assistant voices the typed message.

HCO User #2 types the conversation to HCO User #1. Communication Assistant voices the typed message.



Talk with Confidence



VOICE CARRY-OVER

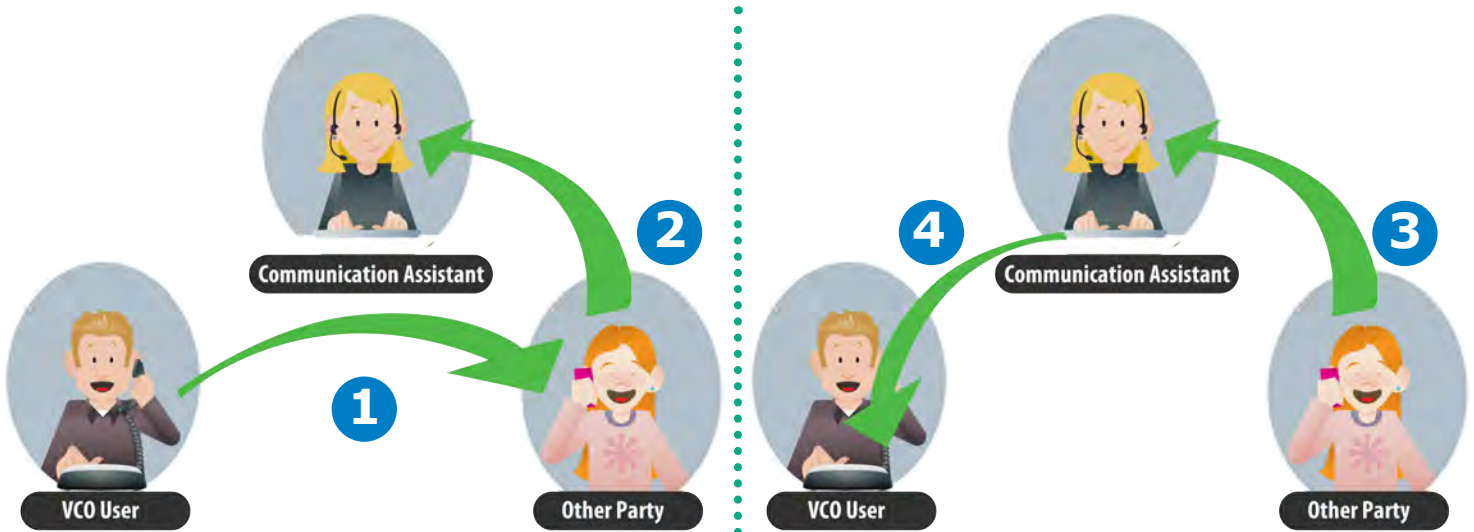
For people with a hearing loss that prefer to speak.

711

800-770-6108

www.alaskarelay.com/vco

Voice Carry-Over (VCO) allows people with a hearing loss to speak directly to hearing people. When the hearing person speaks, the Communication Assistant serves as the VCO user's "ears" and types everything said to the TTY or text display equipment.



1 VCO User talks to Other Party directly.

2 After VCO User says, "Go Ahead", it is Other Party's turn to respond.

3 Other Party talks to VCO User while the Communication Assistant types Other Party's message.

4 VCO User reads the message on the TTY or text display equipment.

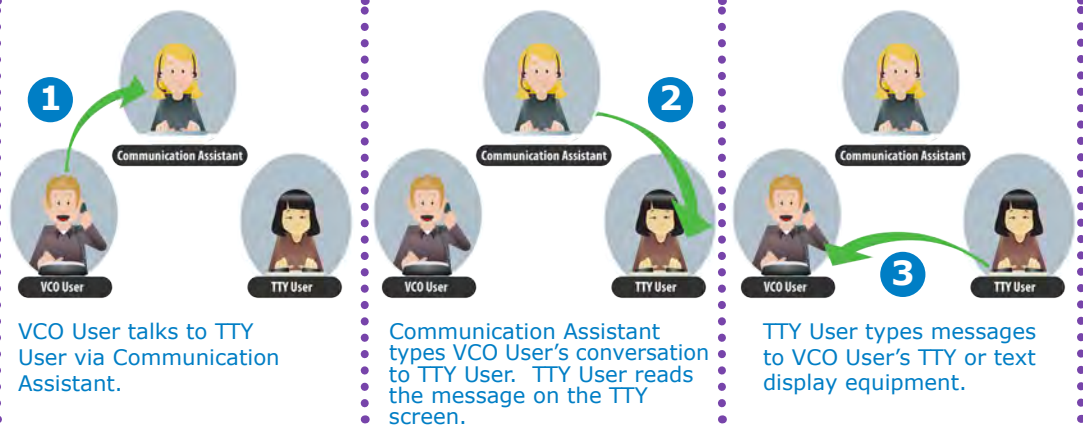




Communication Assistants specialize in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you do not have to specify your call type to the operator.

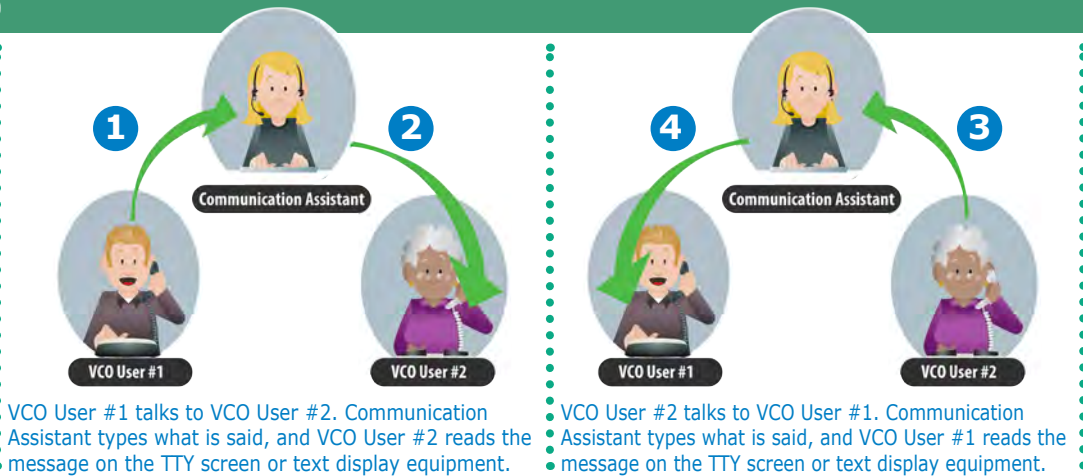
VCO to TTY

The Communication Assistant will type what the Voice Carry-Over user says to the TTY user. The message that the TTY user types will go directly to the VCO user's TTY or text display equipment.



VCO to VCO

The Communication Assistant will serve as both Voice Carry-Over users' "ears" and type what each person says. This is for people who may have a VCO phone without a keyboard or don't wish to type.

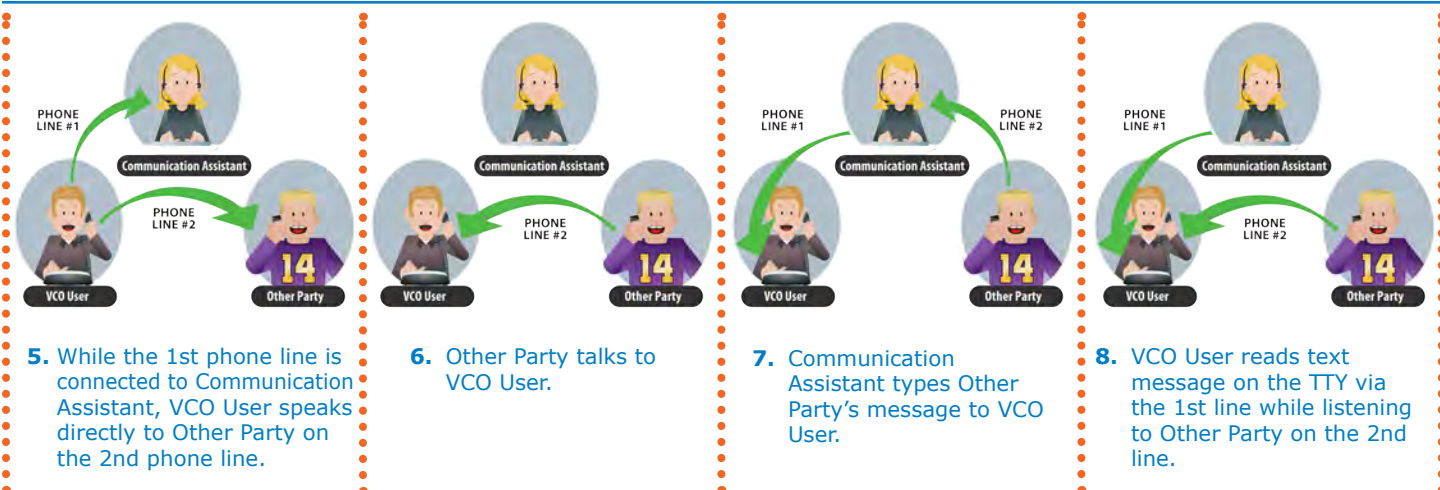


TWO-LINE VCO

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

1. Dial the Relay VCO number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide your second line's telephone number)".
2. Communication Assistant will call VCO User back on line #2. Answer line #2, then press the flash button or switch-hook to get a second dial tone.
3. Dial Other Party's number.
4. Press the flash button or switch-hook to reconnect Communication Assistant to the conversation.





Read, Listen, and Talk

CAPTEL[®]

For anyone with a hearing loss, including individuals who are deaf and use their own voice.

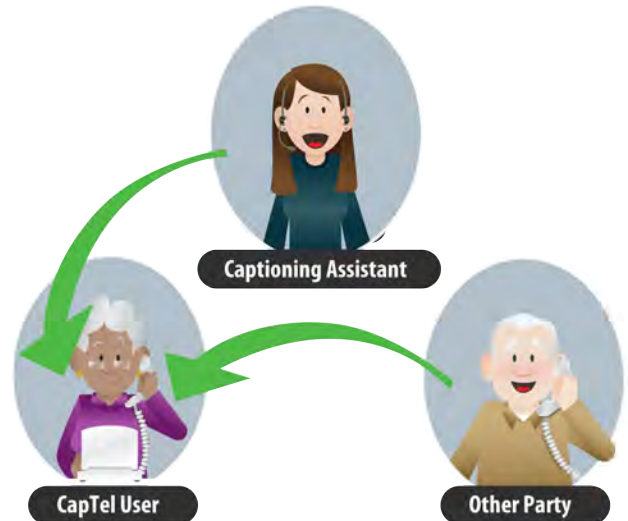
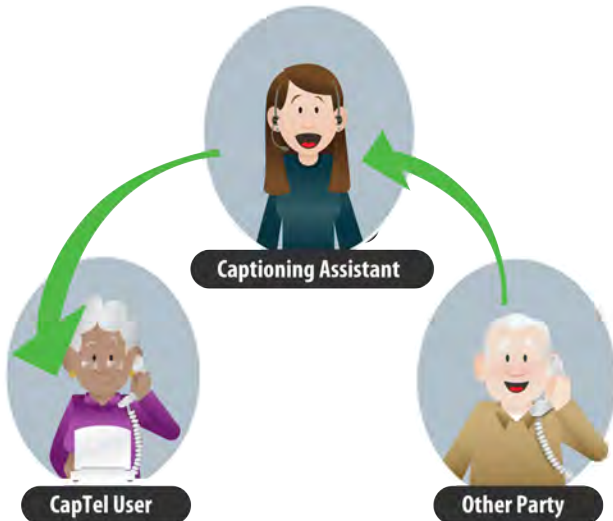
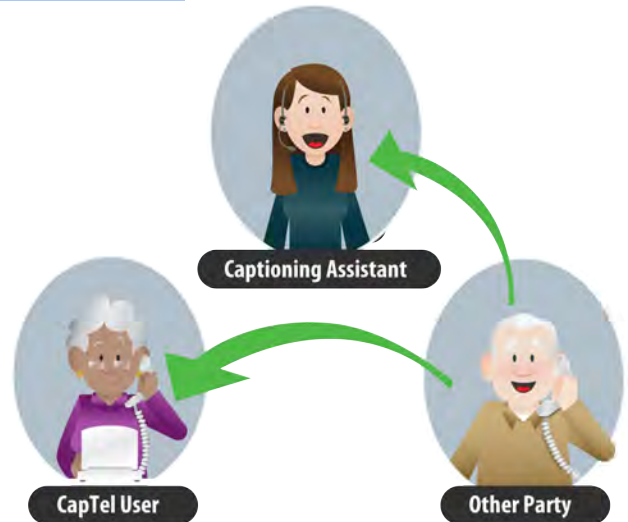
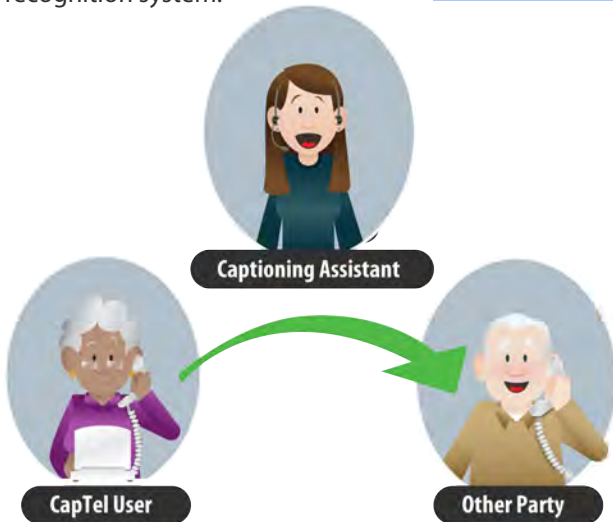
When using a CapTel phone, the other party's spoken conversation is displayed word-for-word almost simultaneously in an easy-to-read window. After dialing, the CapTel phone automatically connects to a captioning operator (behind the scenes) who transcribes everything the other party says into written text using state-of-the-art voice recognition system.



For CapTel users: Dial the person you are calling directly.

For Other Party to call CapTel user: 877-243-2823

www.alaskarelay.com/captel



** There is no charge for using the CapTel service. However, CapTel users are responsible for their own long-distance charges.

For more information: contact **877-805-5845** or **SprintCapTelSales@sprint.com** (email)

An application for a free CapTel equipment is available at: **www.alaskarelay.com/tedp**



Connect Beyond Boundaries

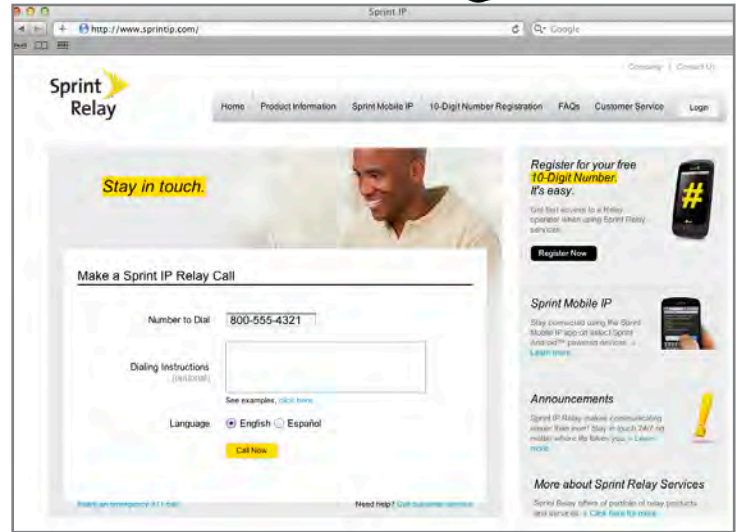
INTERNET RELAY

Internet Relay is a free service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Per FCC regulations, international calls are not allowed. International calls will either be blocked or terminated.

IMPORTANT:

Users are required to register a 10-digit phone number at mysprintrelay.com. Without the 10-digit number, you will not be able to make or receive Internet Relay calls.

Registration is not required when making emergency 911 calls.



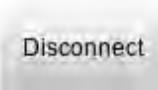
How to Make an Internet Relay Call:

1. Connect at: www.sprintip.com
2. Type in the phone number you wish to call.
3. Click on the yellow **Call Now** button.



4. The Communication Assistant will dial the number.
5. The Communication Assistant will relay the conversation to and from your computer/laptop.

6. Type **GA** at the end of each message.
7. When you finish the conversation, type **SK**.
8. Click on the gray **Disconnect** button on the upper left of the screen.



9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.



ANSWERING MACHINE

711 or 800-770-8973

The TTY user can request the Communication Assistant to **retrieve voice messages** from an answering machine.

Alaska Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. The Communication Assistant will type your messages.

TTY PAYPHONE

711 or 800-770-8973

The Federal Communications Commission (FCC) issued an order of access to relay services through public payphones.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Alaska Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

DIRECTORY ASSISTANCE

Alaska Relay will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the Communication Assistant will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Alaska Relay or dial directly from TTY to TTY.



ASCII

711 or 800-770-3919

Computer users can access Alaska Relay directly. **ASCII Split Screen** is designed to allow high-speed ASCII computer users and Communication Assistants to type their conversations and view them in split windows. ASCII users and voice users can interrupt the Communication Assistant if needed.

Set your communications software to the following protocols regardless of baud rate:

All baud rates:

- 8 Bits
- No Parity
- 1 Stop Bit
- Half Duplex

900 SERVICES

900-230-2121

Alaska Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE: The caller is responsible for direct billing.

How to Make 900 Phone Calls:

1. Relay users dial a separate toll-free 900 number to connect to Alaska Relay.
2. The Communication Assistant will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

NOTE: Billing procedures may apply differently depending upon the pay-per-call service called. For further assistance with 900 calls, contact 24-hour Customer Service at 800-676-3777 (TTY/Voice).

INTERNATIONAL CALLS

605-224-1837

Alaska Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish). Callers from a country outside the United States may also access Sprint Relay via 605-224-1837.





Equal Accessibility



SPANISH RELAY

711

866-355-6199

www.alaskarelay.com/spanish

TTY users can type in Spanish and the conversation will be relayed in Spanish. TTY users can also request Spanish to English or English to Spanish translation. To make a Spanish relay call, dial 711 or 866-355-6199 and instruct the Communication Assistant how you want your call translated.



1

TTY User types his conversation in Spanish to Communication Assistant.

2

Communication Assistant voices TTY User's typed message in Spanish to Other Party.

3

After TTY User types "GA", it is Other Party's turn to respond in Spanish.

4

Communication Assistant relays Other Party's spoken words in Spanish by typing back to TTY User.



Telecommunications Equipment Distribution Program (TEDP)

This program provides equal access to all of Alaska Relay's services.

TEDP provides specialized equipment to deaf, hard-of-hearing or speech-disabled individuals who are unable to use a standard or amplified telephone. This equipment is free to qualified Alaska residents. It helps consumers connect with anyone, restoring their confidence and independence through advanced technologies.

Check it out and see which equipment is right for your communication needs. Learn how to harness the power of Alaska Relay and improve your quality of life.

For more information:

www.alaskarelay.com/tedp

What Type of Equipment is Available?



Who Qualifies for the Program?

Individuals interested in the TEDP can be directed to Alaska Relay Office located in Denver, CO. For individuals to be eligible for the TEDP, you have to:








- 1) be an Alaska Resident
- 2) have a significant hearing or speech loss
- 3) have low income (Social Security Income (SSI) or Alaska Public Assistance)

For more information:

www.alaskarelay.com/tedp

Alaska Relay Contact Information



 <p>TTY Users</p>	<p>711 800-770-8973 800-770-3919 (ASCII only) For more information: www.alaskarelay.com/tty</p>
 <p>Hearing Users</p>	<p>711 800-770-8255 For more information: www.alaskarelay.com/voice</p>
 <p>Voice Carry-Over (VCO)</p>	<p>711 800-770-6108 For more information: www.alaskarelay.com/vco</p>
 <p>Hearing Carry-Over (HCO)</p>	<p>711 800-770-8973 For more information: www.alaskarelay.com/hco</p>
 <p>Speech-to-Speech (STS)</p>	<p>711 866-355-6198 877-787-1989 (Customer Service for STS only) For more information: www.alaskarelay.com/sts</p>
 <p>CapTel®</p>	<p>For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 877-243-2823 For more information: www.alaskarelay.com/captel To purchase a CapTel phone: www.captelalaska.com</p>
 <p>Spanish Relay</p>	<p>711 866-355-6199 For more information: www.alaskarelay.com/spanish</p>
 <p>900 Services</p>	<p>900-230-2121 For more information: www.alaskarelay.com/900</p>
 <p>Alaska Relay Customer Service</p>	<p>800-676-3777 (TTY/Voice) 800-676-4290 (Español - TTY/Voz) 877-787-1989 (Speech Disabled) Sprint.TRSCustServ@sprint.com (E-mail)</p>

For more information:
www.alaskarelay.com