

# ALASKA RELAY



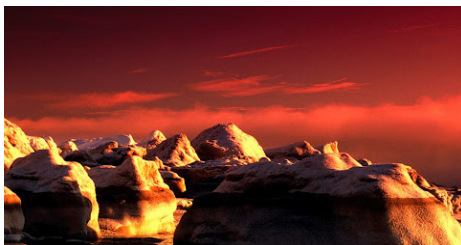
[alaskarelay.com](http://alaskarelay.com)

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 no-cost 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.

## 711 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 types everything that is heard.
- **Private and Confidential**  
All Alaska Relay calls are strictly confidential. No records of any conversations are maintained.
- **No-Cost Service**  
The no-cost service is available for anyone to use. Equipment is available at no charge upon request to eligible parties. This service is funded by a surcharge on all telephone bills.

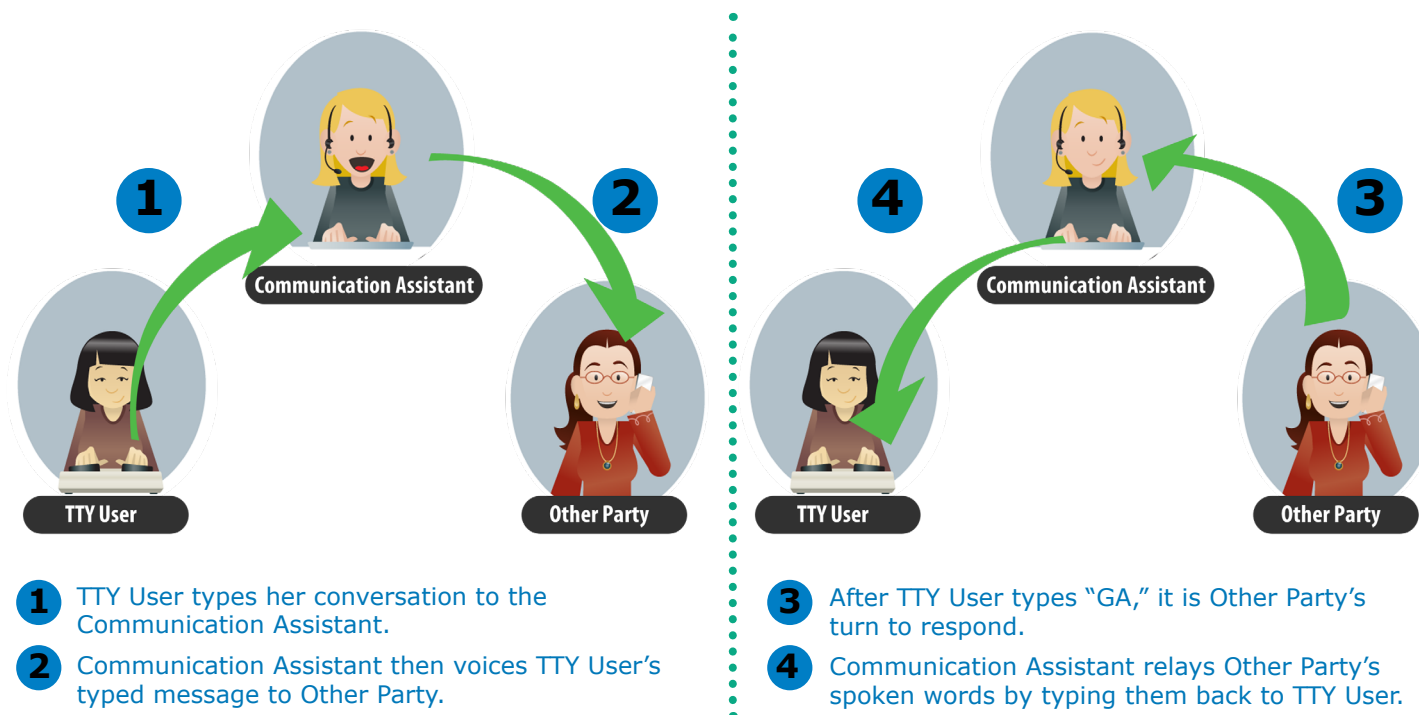
**Note:** If you have problems with 711 when calling through a switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 711 dialing. PBX telephone systems are often in businesses, agencies, hotels and other places where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

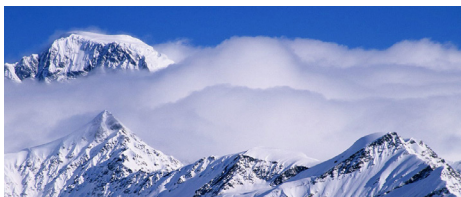
If you are not on a PBX telephone system and you cannot access Alaska Relay when dialing 711, call customer service at your local telephone company. It is possible that your local telephone company may not have established 711 dialing through its system. Usually the way around this issue is to dial the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

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

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español - TTY/Voz)
- [access@t-mobile.com](mailto:access@t-mobile.com) (Email)

## How Does Relay Work?





# 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**

**[alaskarelay.com/tty](http://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**

**[alaskarelay.com/voice](http://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

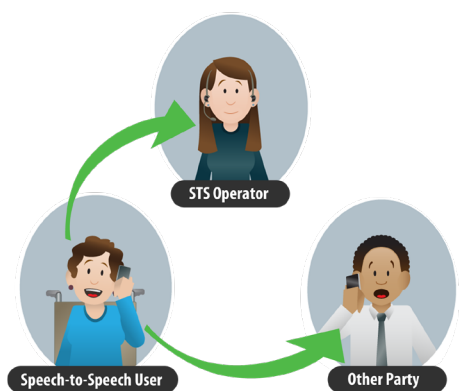
For speech-disabled users calling friends, family or businesses.

**711**

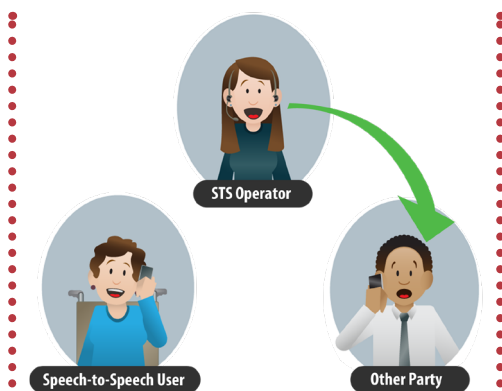
**866-355-6198**

**[alaskarelay.com/sts](http://alaskarelay.com/sts)**

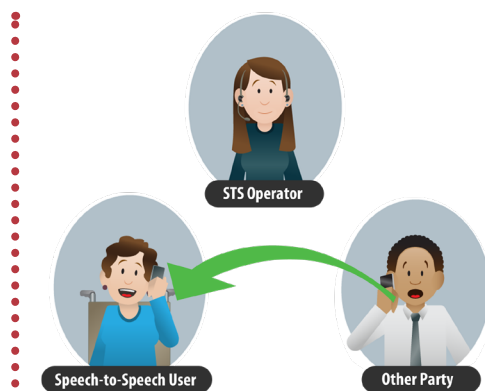
Speech-to-Speech (STS) allows a person with a speech disability to voice his/her conversation. A specially trained STS operator listens and repeats the speech-disabled user's comments to the called party. You do not need special equipment to use this service.



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.

## EMAIL SET UP

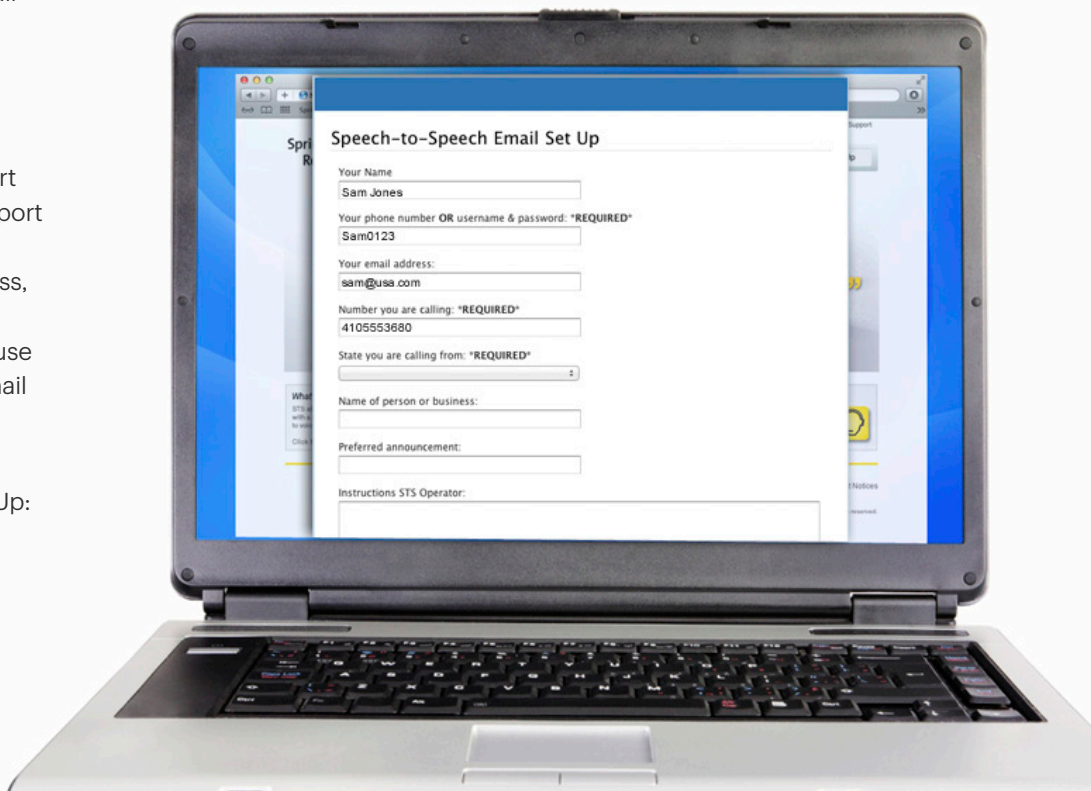


This new feature makes call set-up easy and efficient for anyone with a speech disability.

Before you use 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 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 Email Set Up:

**[alaskarelay.com/sts](http://alaskarelay.com/sts)**







# Listen with Clarity



## HEARING CARRY-OVER

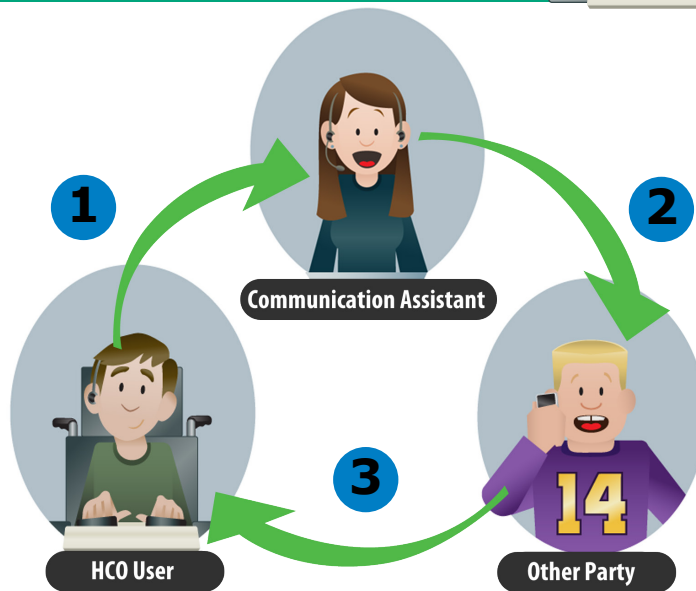
For people who can hear but may not have audible or intelligible speech.

711

800-770-8973

[alaskarelay.com/hco](http://alaskarelay.com/hco)

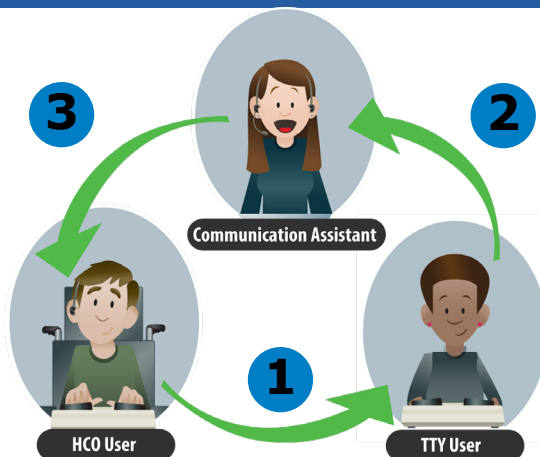
Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types the conversation for the Communication Assistant to read aloud to the standard telephone user.



- 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

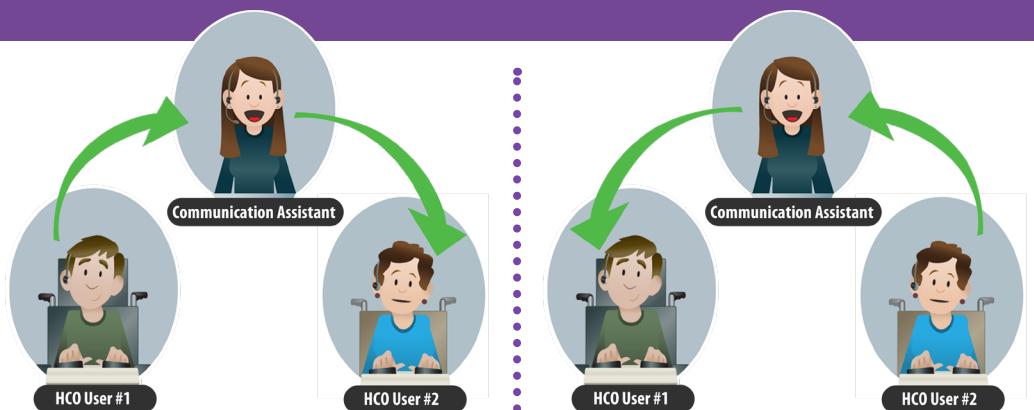
HCO users can listen while the Communication Assistant is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



- 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.

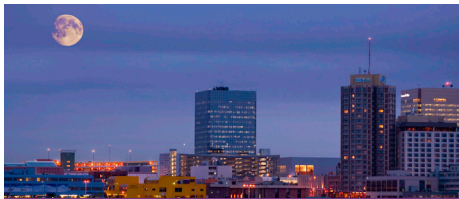
## HCO to HCO

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



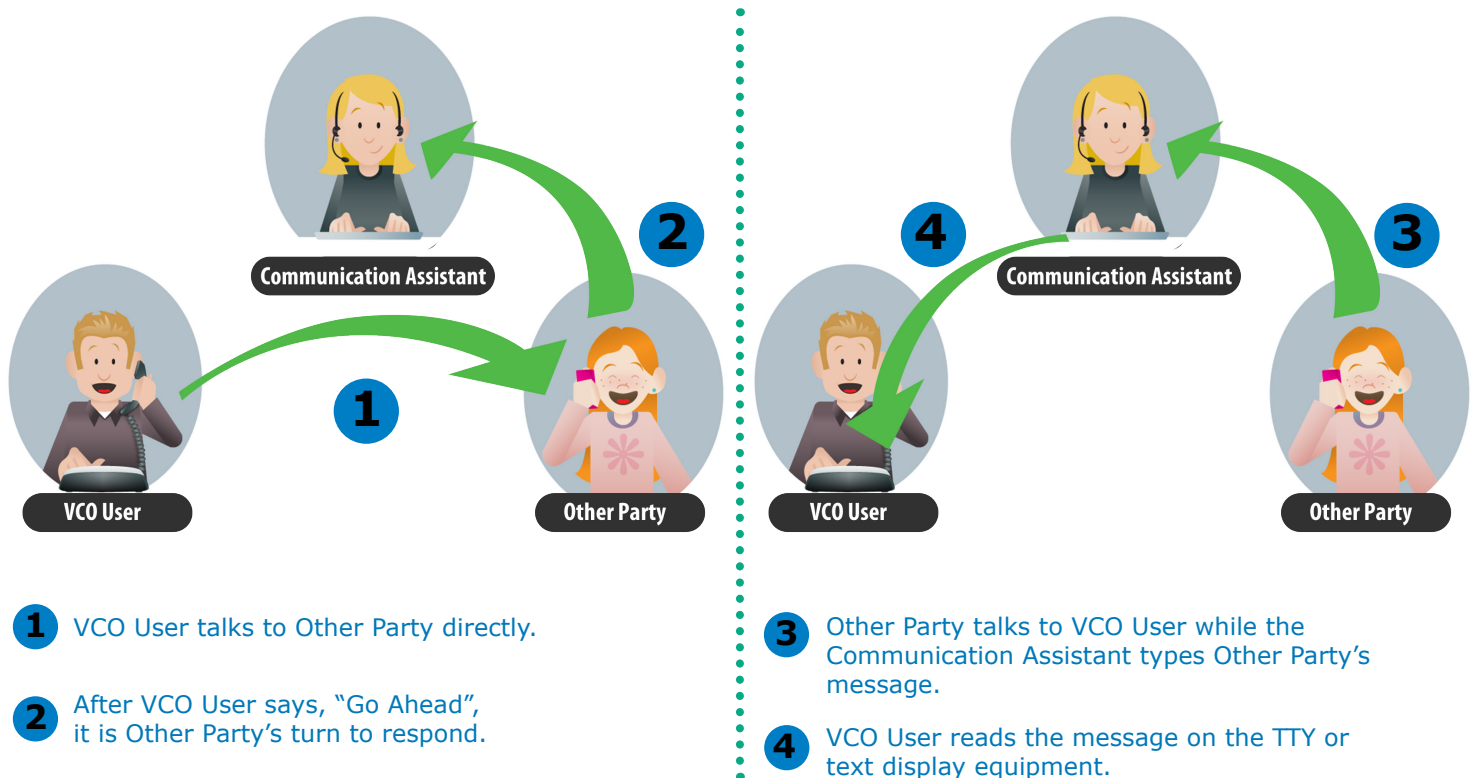
For people with a hearing loss that prefer to speak.

**711**

**800-770-6108**

**[alaskarelay.com/vco](http://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.



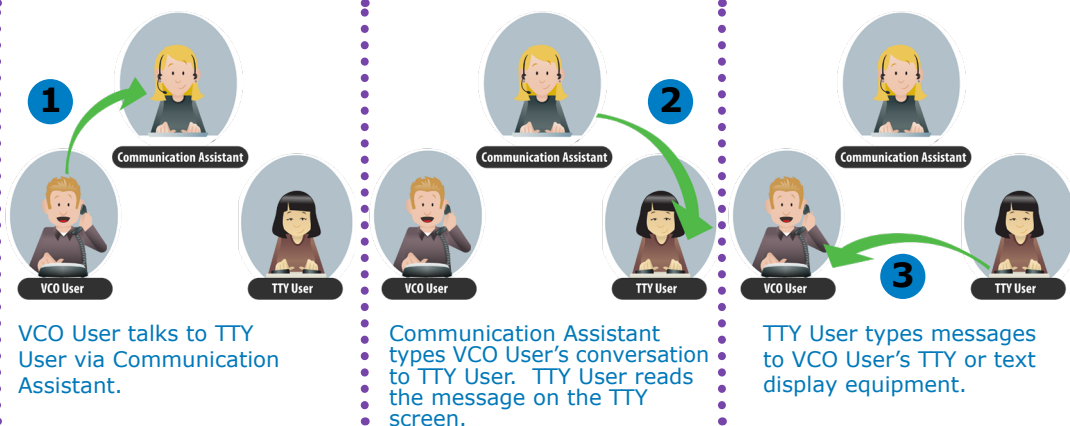




Communication Assistants specialize in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you do not have to specify your call type to the operator.

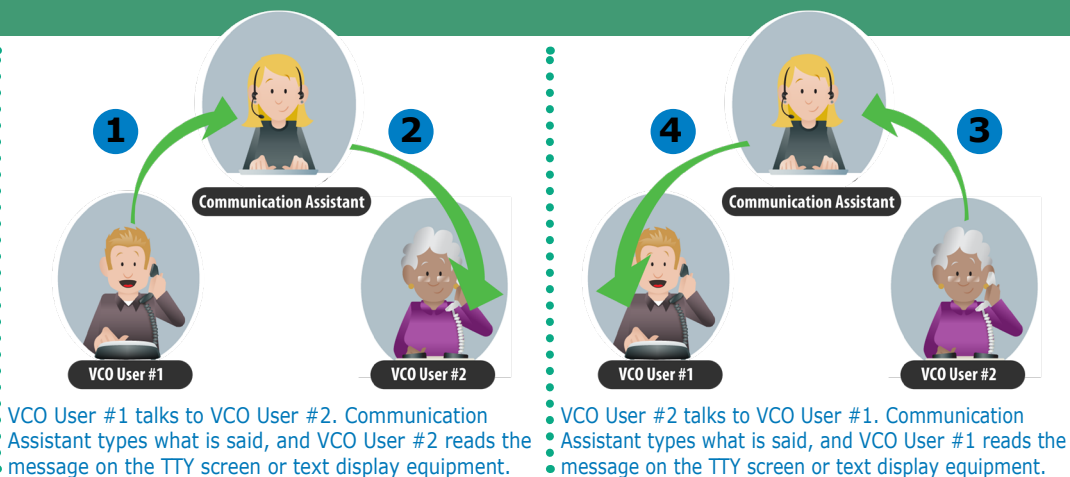
## VCO to TTY

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.

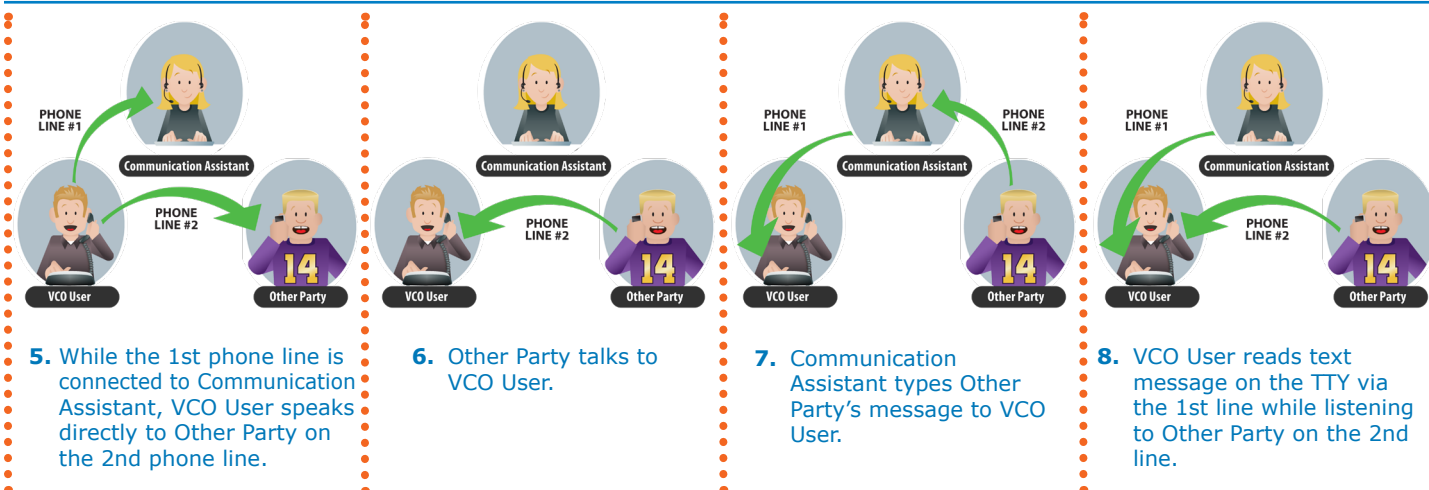


## TWO-LINE VCO

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®

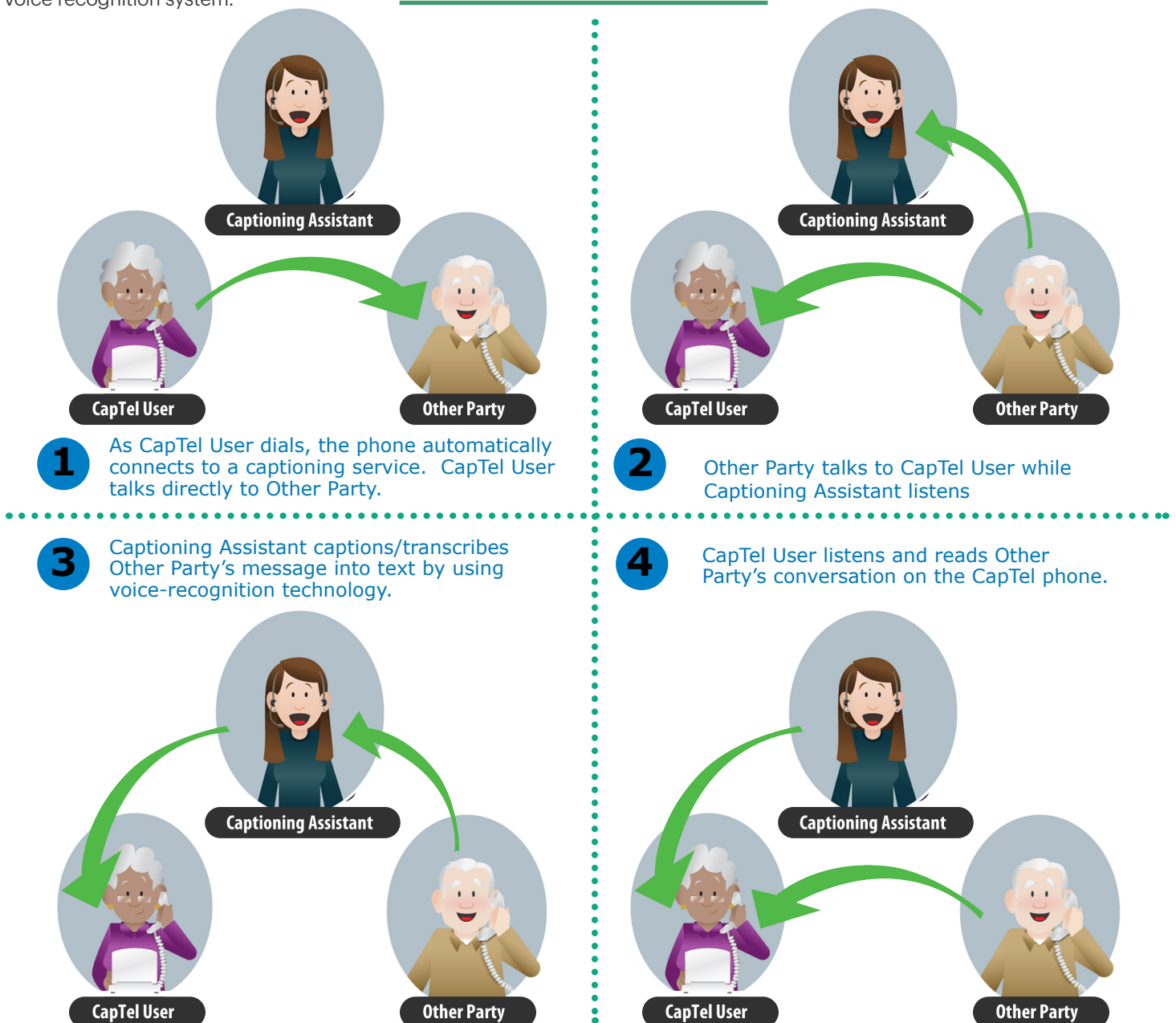
**For anyone with a hearing loss, including individuals who are deaf and use their own voice.**

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**

**[alaskarelay.com/captel](http://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**

An application for a CapTel equipment at no cost is available at: **[www.alaskarelay.com/tedp](http://www.alaskarelay.com/tedp)**





# Connect Beyond Boundaries

## INTERNET RELAY

Alaska Relay does not provide Internet-based relay services, but we believe it is important to educate all consumers about the variety of services and products available to people with hearing loss and speech disability.



## IP RELAY

### SprintIP.com

IP Relay allows caller who have hearing loss or speech disability to place relay calls via a computer, laptop, tablet or phone with Internet access. Functioning much like TTY relay service, it's easy using one window for dialing directions, call setup, and your conversation. Talk as long as you'd like and no charge for long distance calls in the US. Available in US territories only.

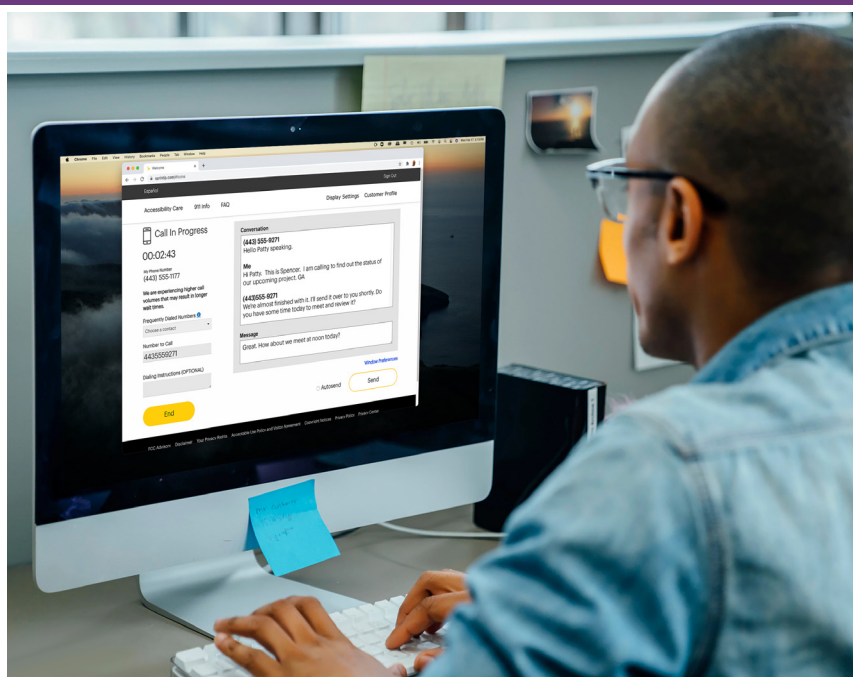
### IMPORTANT:

Users are required to register a 10-digit phone number at [sprintip.com](http://sprintip.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.

For more information, visit:

[t-mobile.com/iprelay](http://t-mobile.com/iprelay)

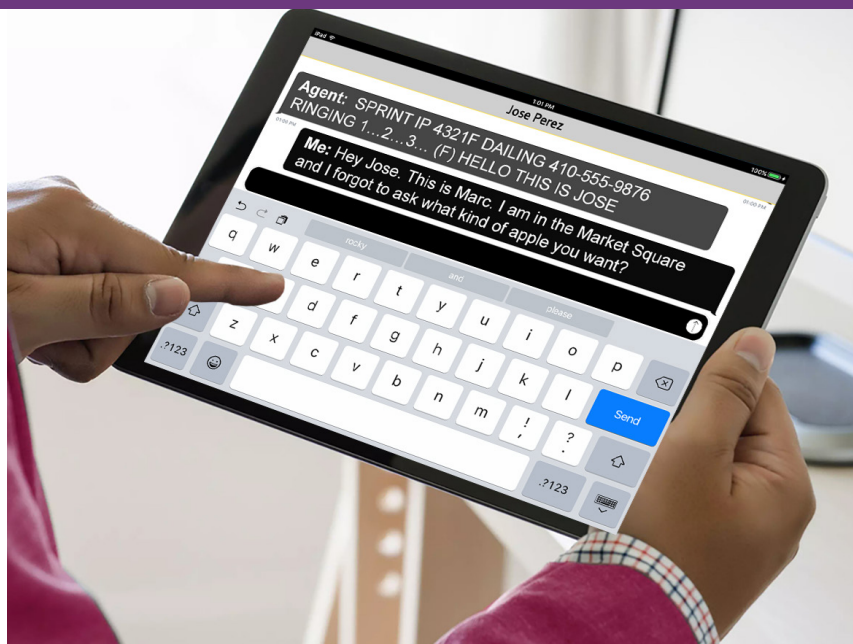


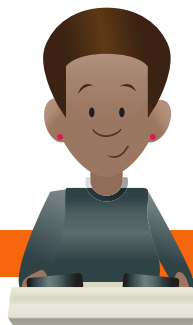
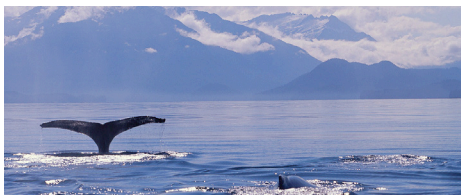
## IP RELAY MOBILE APP

IP Relay Mobile App enables users to use IP Relay on their smartphone! The app is available on Android or iOS devices. The app is free and available for people with hearing loss or speech disabilities to communicate using text on mobile wireless devices.

For more information, visit:

[sprintrelay.com/iprelay](http://sprintrelay.com/iprelay)





## 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.

## 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

## 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 Alaska Relay via 605-224-1837.

## TTY PAYPHONE

### 711 or 800-770-8973

Did you know that some public pay phones have built-in TTYs? Local relay calls won't cost you a dime, including those placed by voice callers to TTY users. Long-distance relay calls may be billed to another number or a calling card at no extra charge. To make a long-distance relay call from a pay phone, simply say the type of call you are making (collect, calling card, credit card, pre-paid card, third-party billing, or person-to-person), then give the number you are calling.

## 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.







# Equal Accessibility



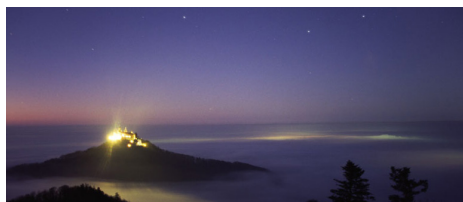
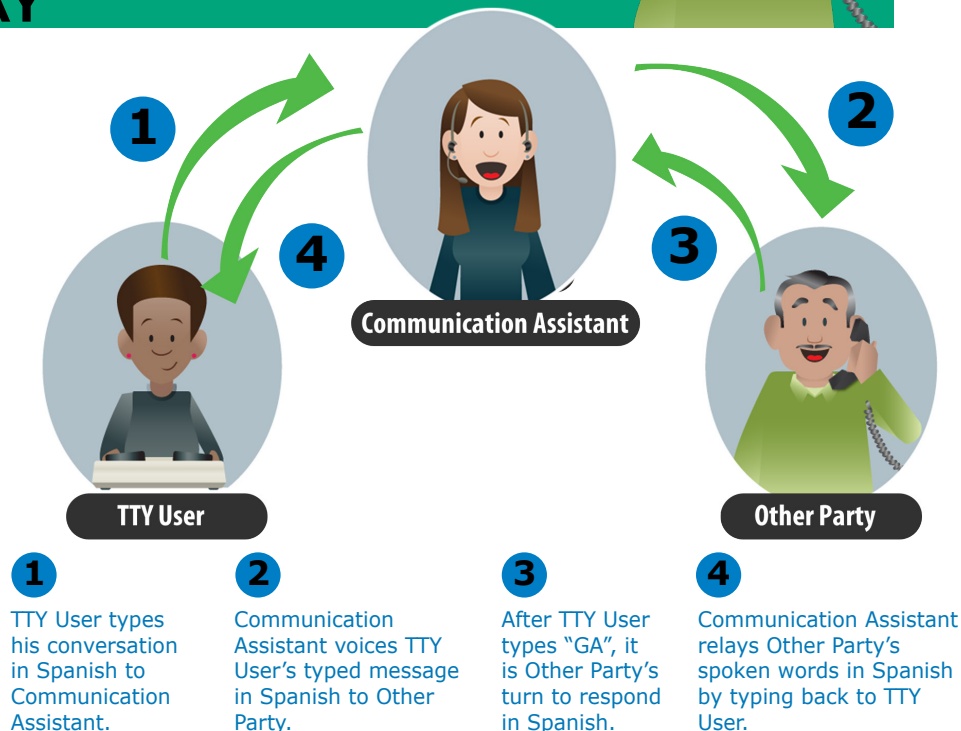
## SPANISH RELAY

**711**

**866-355-6199**

**[alaskarelay.com/spanish](http://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.



## Telecommunications Equipment and Tablet Distribution Program (TEDP)

### About TEDP

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 available to qualified Alaska residents at no cost. It helps the residents connect with anyone, restoring their confidence and independence through advanced technologies.

Contact the Assistive Technology of Alaska (ATLA) team and they will assist deaf or hard of hearing customers with the equipment distribution program applications forms.

- [atla@atlaak.org](mailto:atla@atlaak.org) (E-mail)
- 800-723-ATLA (Toll-Free Phone)
- 907-563-2599 (Voice)
- 907-561-2592 (TTY)
- 907-268-4676 (Videophone)
- 907-563-0699 (Fax)

### Qualifications

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)

### Interview

Once Assistive Technology of Alaska receives your completed application and proof of residency, a representative will contact you to conduct an interview to better understand your distance communication needs.

For more information:

**[alaskarelay.com/tedp](http://alaskarelay.com/tedp)**

### Equipment Examples



- CapTel phones
- Amplified phones
- Outgoing amplified phones
- Tablets with appropriate applications and case
- iBox
- Teletypewriters (TTY)
- Hearing Carry-Over phones
- Flasher for TTY, phone, or videophone
- Accessory to access mobile devices

# Alaska Relay Contact Information



 <b>TTY Users</b>	<p>711 800-770-8973 800-770-3919 (ASCII only) For more information: <a href="https://alaskarelay.com/tty">alaskarelay.com/tty</a></p>
 <b>Hearing Users</b>	<p>711 800-770-8255 For more information: <a href="https://alaskarelay.com/voice">alaskarelay.com/voice</a></p>
 <b>Voice Carry-Over (VCO)</b>	<p>711 800-770-6108 For more information: <a href="https://alaskarelay.com/vco">alaskarelay.com/vco</a></p>
 <b>Hearing Carry-Over (HCO)</b>	<p>711 800-770-8973 For more information: <a href="https://alaskarelay.com/hco">alaskarelay.com/hco</a></p>
 <b>Speech-to-Speech (STS)</b>	<p>711 866-355-6198 877-787-1989 (Customer Service for STS only) For more information: <a href="https://alaskarelay.com/sts">alaskarelay.com/sts</a></p>
 <b>CapTel Service</b>	<p>For CapTel Caller: Dial the person you are calling directly For Hearing Callers: 877-243-2823 For more information: <a href="https://alaskarelay.com/captel">alaskarelay.com/captel</a> To get a CapTel phone: <a href="https://alaskarelay.com/how-to-get-captel">alaskarelay.com/how-to-get-captel</a></p>
 <b>Spanish Relay</b>	<p>711 866-355-6199 For more information: <a href="https://alaskarelay.com/spanish">alaskarelay.com/spanish</a></p>
 <b>Alaska Relay Accessibility Customer Care</b>	<p>800-676-3777 (TTY/Voice) 800-676-4290 (Español - TTY/Voz) 877-787-1989 (Speech Disabled) <a href="mailto:access@t-mobile.com">access@t-mobile.com</a> (E-mail)</p>

**For more information:**  
**[alaskarelay.com](https://alaskarelay.com)**

The Alaska Telecommunications Relay Service is funded by a surcharge established by the Regulatory Commission of Alaska.

CAPTEL: FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service. Although IP Relay, Fed IP & CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svcs. Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency svcs through IP Relay, Fed IP, & CapTel. CapTel is a registered trademark of Ultratec, Inc. All other marks are property of their respective owner.