

Alaska Relay Accessible Telecommunications

For People with Hearing
Loss or Speech Disability

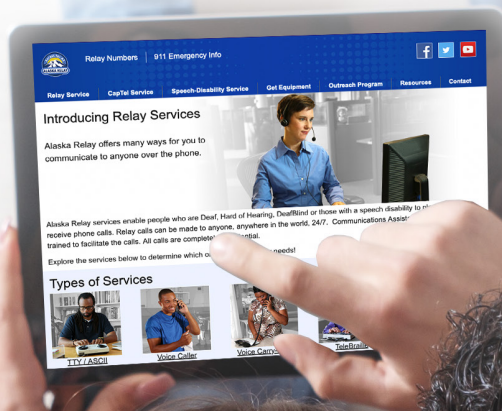


Alaska Relay

Alaska Relay offers no-cost services that enable people who have a hearing loss or speech disability to place and receive phone calls. Relay calls can be made to anyone, and anywhere in the world!

Explore the services in this brochure to determine which one best meets your needs.

Visit alaskarelay.com
for additional information
and educational videos.



TTY Relay

Perfect for anyone with a hearing loss who prefers to type and read during phone calls!

- ▶ 711 or
- ▶ 800-770-8973 for English
- ▶ 866-355-6199 for Spanish



You can use a text telephone/teletypewriter (TTY) for these calls. The Communications Assistant reads aloud your typed message to the other party and types the other party's spoken message for you to read.



- ▶ alaskarelay.com/tty
- ▶ alaskarelay.com/telebraille

Speech-to-Speech (STS)

Just right for anyone with a speech disability who prefers to talk & listen on phone calls!

You can use any phone for this no-cost service. The Communications Assistant ensures that you will be heard and understood by repeating your spoken words as needed for clarity to the other party. The other party speaks directly to you.

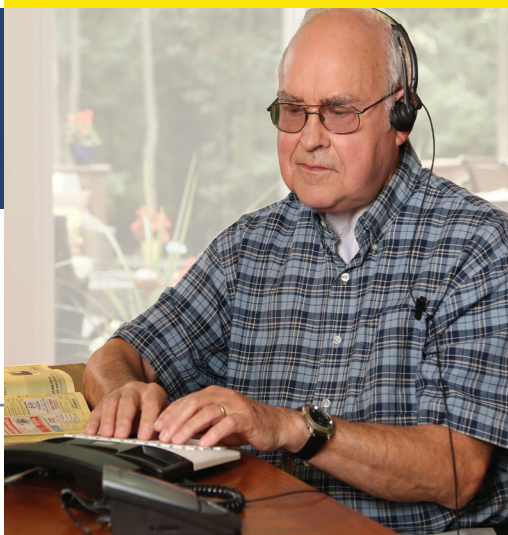


- ▶ 711 or
- ▶ 866-355-6198 for English
- ▶ 866-355-6199 for Spanish
- ▶ alaskarelay.com/sts

Hearing Carry-Over (HCO)

A wonderful service for anyone with a speech disability who prefers to type and listen during the calls!

You can use a text telephone/teletypewriter (TTY) for these phone calls. The Communications Assistant reads aloud your typed message to the other party and the other party speaks directly to you.



- ▶ 711 or
- ▶ 800-770-8973 for English
- ▶ 866-355-6199 for Spanish
- ▶ alaskarelay.com/hco

Voice Carry-Over (VCO)

Easy for anyone with a hearing loss who prefers to talk and read on calls!

You can use a VCO phone or text telephone/teletypewriter (TTY) for these phone calls. You speak directly to the other party and the Communications Assistant types the other party's spoken message for you to read.

Standard Phone User

Bring people together with Alaska Relay!

Standard phone users can easily initiate calls to people who use Alaska Relay by dialing:

- ▶ 711 or
- ▶ 800-770-8255 for English
- ▶ 866-355-6199 for Spanish



- ▶ 711 or
- ▶ 800-770-6108 for English
- ▶ 866-355-6199 for Spanish
- ▶ alaskarelay.com/vco



- ▶ alaskarelay.com/voice

Spanish Relay Service

Alaska Relay offers the relay service for any caller who can communicate in Spanish.

- ▶ 711 or
- ▶ 866-355-6199
- ▶ alaskarelay.com/spanish



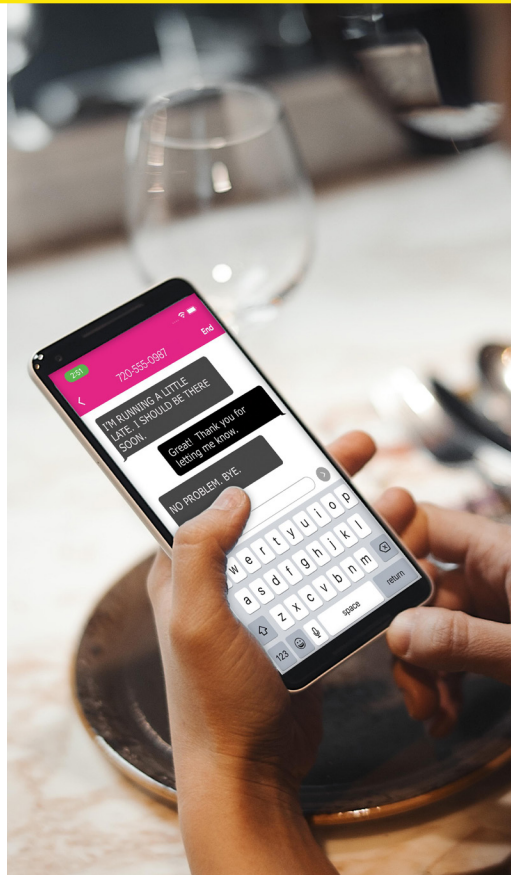
T-Mobile IP Relay

IP Relay allows people who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to use an internet connection, a computer, tablet, or mobile device and access a relay operator. You type what you want to say to the operator, then the operator relays the message to your caller and types their response back to you.

Note: All calls are strictly confidential, and no records of any conversation are maintained. Registration is required.

The IP Relay mobile app is available on iOS and Android-powered device at no charge.

- ▶ alaskarelay.com/iprelay
- ▶ t-mobile.com/iprelay



Alaska Telecommunications Equipment and Tablet Distribution Program (TEDP)

TEDP provides telephone equipment and other related communication equipment to eligible Alaskans who are Deaf, Hard of Hearing or Speech-Disabled.

Requirements for obtaining telecommunications equipment as follows:

- Must be an Alaskan resident.
- Provide a certification signed by your medical professional to verify your disability such as hearing loss, speech impairment or communication disorders.
- Set an appointment to interview with a representative to better understand your communication needs.

Equipment examples:

- 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



To apply for the TEDP or get more information, visit:

▶ alaskarelay.com/tedp

Alaska Relay Outreach Program

Alaska Relay Ambassadors across the state are available to promote telecommunications accessibility and provide educational workshops, public presentations, and seminars or host exhibit booths at local and statewide events for support groups, schools, organizations, and agencies.

There is no fee for these outreach programs.

Interested? Please contact us:

▶ alaskarelay.com/outreach

Accessibility Care

We are committed to providing the best possible telecommunications experience.

- ▶ (800) 676-3777 (TTY/Voice)
- ▶ (800) 676-4290 (Español)
- ▶ (877) 787-1989 (Speech-to-Speech)
- ▶ (866) 931-9027 (Voice Carry-Over)
- ▶ access@t-mobile.com (Email)
- ▶ alaskarelay.com/contact



alaskarelay.com

Alaska Telecommunications Relay Service is funded by a surcharge established by the Regulatory Commission of Alaska (RCA). Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2023 T-Mobile USA, Inc. A-FMAK-00XX