

THE RELAY READER

JANUARY 2019

HERE'S TO 5 MORE YEARS!

PURA awards Relay Connecticut with 5th consecutive contract

Earlier this year, the Public Utilities Regulatory Authority (PURA) awarded Sprint with their 5th consecutive contract to provide relay services to the state of Connecticut which brings us to celebrating 25 years as of July 2018! In the beginning, Relay Connecticut simply provided TTY, Voice Carry-Over and Hearing Carry-Over services and has since grown with the ever changing needs of the community to include not only

TTY/VCO/HCO but also Speech to Speech (STS), CapTel, wireless devices and now Relay Conference Captioning (RCC)!

Other exciting features in the new contract is the ability to upgrade your wireless device through the equipment distribution program (EDP) every 3 years instead of 5! If it is time for you to upgrade or you want to get a device through the EDP program, please visit www.relayconnecticut.com/loan-program

FOLLOW US ON FACEBOOK!

WWW.FACEBOOK.COM/RELAYCONN

We have always encouraged the community to provide feedback and we listened!

WHAT IS RCC?

Relay Conference Captioning is now available!

Relay Conference Captioning, or RCC, is a new free services offered to residents of Connecticut as a part of the new contract with the state. This service allows those who are deaf or hard of hearing to actively participate in teleconference calls or webinars by reading live captions through a web browser on a computer or mobile device.

For more information about how the service works and how to register, please visit www.relayconnecticut.com/rcc. Need further support? Contact us at any time and we will set up a training for you and your agency!

ARE YOU A FEDERAL GOVERNMENT EMPLOYEE?

Are you a Federal Government employee or do you need to communicate with a Federal agency? Federal Relay was established as a result of Public Law 100-542, the Telecommunications Accessibility Act of 1988 established by Congress, providing an intermediary telecommunications service for individuals who are deaf, hard of hearing, and/or have speech disabilities, including Federal employees, for communications with and within the Federal Government. Please contact us at federalrelay@sprint.com to find out if your agency has a current Task Order for Federal Relay services!

FROM CONVERSE COMMUNICATIONS....

CapTel continues to be the most popular piece of equipment that is offered through The Equipment Distribution Program (EDP). There are two models of CapTel offered; the Model 840 to be used on analog lines and the Model 840i which is used with digital phone service and Internet.

Other services/products available are:

- TDD/TTY, VCO (Voice Carry-Over), HCO (Hearing Carry-Over) and STS (Speech to Speech) equipment
- Repair or replace defective EDP loan equipment.
- Annual Relay Directory

If you have question about EDP you can contact us at:

Email: info@conversecommunications.com

Phone: (860) 242-4974 or (800) 743-1219

Mail: Converse Communications 34 Jerome Ave, Suite 320, Bloomfield, CT 06002

In addition to CapTel phones, wireless phones continue to be offered through Sprint. To qualify for a phone, you must have a hearing loss or speech disability and be a resident of Connecticut. Contact Art Moore (Arthur.S.Moore@sprint.com) if you are interested in a new wireless device or want to see if you are eligible for an upgrade.

As technology continues to evolve, people are making relay calls through their mobile devices, such as their smartphones or tablets. Sprint IP Mobile is a great way to make relay calls, it is a text-based relay service. Easy and convenient. Make relay calls while you are on the road. Is that incredible!

Features and benefits include:

- The ability to save conversations
- The ability to receive text mail when you are not available to answer IP Relay calls
- A backup solution to make calls when in an area of low coverage, i.e. no clear picture for VRS.
- The ability to make Spanish language relay calls
- The ability to change font size/colors and background colors
- One 10 digit number to access Sprint IP Relay through the web or mobile app
- And many others!

Download the Sprint IP Mobile app from the App Store (Apple) or from the Play Store (Google). And then register for a 10-digit number with Sprint IP. All calls are free, only within the United States. Try it out! For more information, visit www.sprintrelay.com/iprelay

Stay Warm!

The Relay Connecticut Team

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