



## Important Information Regarding California Relay Service

### **California Relay Service (CRS):**

CRS is a public service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are Deaf, DeafBlind, Hard of Hearing or have difficulty speaking, can communicate on the telephone via text telephone (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone in English and Spanish in order to more easily connect with family, friends or businesses.

### **How does California Relay Service work?**

Dial 711 to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to have a relay call with. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your spoken message by typing it to the TTY user.

### **Specialized Services:**

California Relay Service offers specialized services for individuals who have difficulty speaking and for Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided. Since CRS offers a variety of services, please refer to the website listed or contact Customer Care for more detailed instructions on the different processes used for a particular call.

### **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss that can speak for themselves. A Captioned Telephone is like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them.

### **Access to Services:**

711 provides toll-free relay calling. If you are experiencing an issue dialing 711 to reach California Relay Service, please contact Customer Care.

All Telecommunications Relay Services (TRS) and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English-speaking and Spanish-speaking persons within California, across the United States and even internationally. By law, they must handle each conversation with strict confidentiality.

**To place a call using California Relay Service, dial 711**

### **Customer Care Information:**

English V/TTY: 877-632-9095  
Spanish V/TTY: 877-419-8440  
1006 12th Street  
Aurora, NE 68818

relay@caconnect.org  
ca-relay.com

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### **Captioned Telephone**

**English Customer Care:** 888-402-4018  
**Spanish Customer Care:** 887-330-0156

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**To call a Captioned Telephone user, dial:**  
866-399-9050

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### **Special points of interest:**

#### **Equipment Distribution Program**

California Connect offers specialized phones including: amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are Deaf, DeafBlind, Hard of Hearing, have difficulty speaking or any cognitive disability.

For more information, visit  
<https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/ddtp> or call 800-806-1191

#### **Emergency Calls: Please note that 711 can only reach California Relay. In the case of an EMERGENCY you should continue to use 911.**

For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. California Relay will try to assist you in any possible way during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



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### **How does relay work?**

Dial 711 to connect with CRS. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. CAs can also access consumer phone books, allowing them to place calls based on a provided contact name. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message by typing it to the TTY user.

For individuals who have difficulty speaking, CRS offers Speech-to-Speech (STS) services. Specially trained CAs are on hand to assist in these types of calls by repeating the STS user's spoken part of the conversation to you in short phrases (unless otherwise requested by the user), working closely to ensure the entire conversation is understood.

### **Captioned Telephone (CTS)**

Captioned Telephone is ideal and available for individuals who have difficulty hearing on the phone and are able to speak for themselves. A captioned telephone allows users to listen and read captions of what is said to them.

To call a Captioned Telephone user, dial: 711 or 866-399-9050.

### **How do I apply for specialized equipment?**

California Connect offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are Deaf, DeafBlind, Hard of Hearing, have difficulty speaking or any cognitive disability. For more information, visit <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/ddtp> or call 800-806-1191.

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### **What is the Analog to Digital Transition?**

The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

### **How the Analog to Digital Transition May Affect Telecommunications Relay Services**

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840, behaves and connects to relay services.

### **How do I know if I have analog or digital lines?**

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

### **What solutions can keep me connected to Relay?**

With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at [fcc.gov](http://fcc.gov).

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- CapTel 2400i
- Hamilton Mobile™ CapTel app
- Hamilton Web™ CapTel

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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit [fcc.gov](http://fcc.gov). Third-party charges may apply: the Hamilton CapTel phone requires high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911). CapTel is a registered trademark of Ultratec, Inc. ©2023 Hamilton Relay. Hamilton is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.

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