

Wisconsin Telecommunications
RELAY SYSTEM™

Provided by
**HAMILTON
RELAY**

In partnership with
**SOCIETY'S
ASSETS**
ABILITY NOT DISABILITY

Overview

- History of Relay
- Hands-on TTY
- Live Relay Call
- Features/Equipment
- Speech to Speech / Spanish Relay
- Internet/Video Relay
- Equipment Voucher Program
- Customer Service

**HAMILTON
RELAY**

History of Relay

- Message Center
 - ◆ Number of days limited
 - ◆ Hours limited
 - ◆ Number of calls limited
 - ◆ Length of call limited

**HAMILTON
RELAY**

History of Relay

- Americans With Disabilities Act (ADA)
 - ◆ Passed in 1990
 - ◆ Requires full access for people with disabilities - Functional Equivalency

HAMILTON RELAY


Telecommunications Relay System

- Open 24 hours
- 7 days/365 days
- Unlimited number of calls
- Unlimited length of call
- Goal: Independent, not rely on others for phone calls


HAMILTON RELAY

Teletypewriter (TTY)

- Old Model




- New Model



HAMILTON RELAY


TTY's of all sizes

- TTY
- Compact TTY
- PocketComm
- Pager/Smart Phone
- Pay Phone

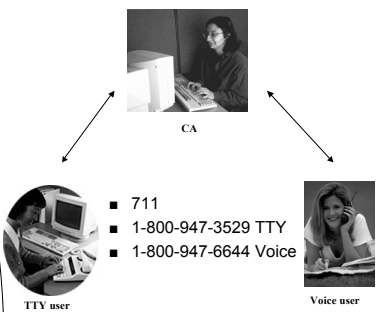


TTY Abbreviations


- GA = Go Ahead
- Q, QQ = Use instead of a ?
- SK = Stop Keying
- XXX = Crossing out an error



Voice To TTY TTY to Voice



- 711
- 1-800-947-3529 TTY
- 1-800-947-6644 Voice



Role of Communication Assistant

- Function: Relays calls between TTY users and non-TTY users
- Follows a strict Code of Ethics.
 - ◆ Keeps all information confidential
 - ◆ Cannot record or keep information from calls

HAMILTON RELAY

Role of Communication Assistant

- Relays calls verbatim
 - ◆ If you type in ASL, CA will voice in ASL
 - ◆ ASL: Store me go. English: I will go to the store.
 - ◆ You can ask for ASL Translator to assist if necessary
- Types exactly what they hear from voice user
 - ◆ Vocal inflection of voice user will be relayed
 - ◆ (Sounds impatient) (Sounds pleasant)

HAMILTON RELAY

Role of Communication Assistant

- Follows TTY user's instructions during call
 - ◆ TTY user must type their requests in parenthesis
 - ◆ (Sound angry) (Smile) (Sympathetic)
- Types background sounds
 - ◆ Types the sounds in parenthesis
 - ◆ (Dog Barking) (Baby Crying)

HAMILTON RELAY

Role of Communication Assistant

- Gives status of the call to both callers
 - ◆ To the Voice user: "Still typing. . ."
 - ◆ To the TTY user: (Holding) or (Explaining relay)
- Do not engage in conversation with the CA. Speak directly to the TTY users.
 - ◆ Do not say "Tell her I said. . ." (The CA will type exactly what they hear.)

HAMILTON RELAY

Making or Receiving a Relay Call

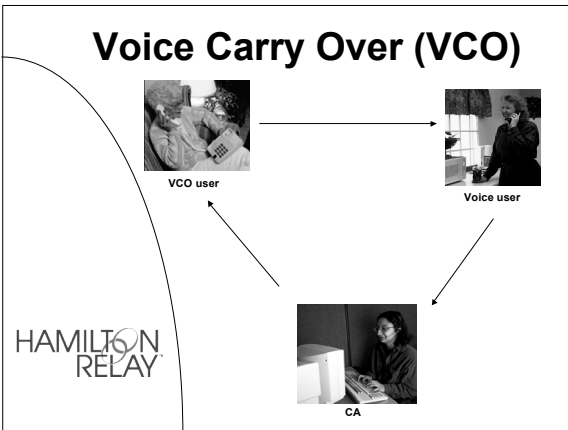
- WTRS CA 1234 M or F NBR PLS GA
- When a hearing person receives a relay call, the CA will say:
 - ◆ "Hello, this is WI Relay CA 1234 with a relay call from someone who may be deaf or hard of hearing. Have you received a relay call before?"
 - ◆ If "yes," then the call will proceed.
 - ◆ If "no," then the CA will explain how to use relay before processing the call.

HAMILTON RELAY

Making or Receiving a Relay Call

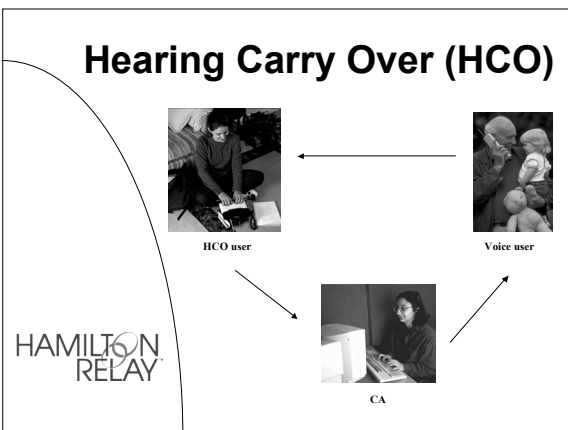
- Voice Person calling to TTY person:
- Wisconsin Relay CA 1234 area code and number to dial please
- WTRS CA 1234 M or F with a relay call ga


HAMILTON RELAY



- ### VCO Equipment
- AmeriPhone
 - ◆ Looks like regular phone
 - TTY & Telephone
 - ◆ 2 equipment
 - ◆ 2 Line VCO
 - UniPhone
 - ◆ Voicing ability
 - ◆ Typing ability
 - PocketVCO







HCO Equipment

- TTY & Phone
 - ◆ 2 equipment
 - ◆ 2 Line HCO
- UniPhone
 - ◆ Hearing ability
 - ◆ Reading ability
- PocketCom




Speech to Speech

- For people with speech disabilities
- Dr. Bob Segalman
- 1-800-833-7637

Spanish Relay

- Spanish to Spanish
 - ◆ TTY, Voice, VCO, HCO
- English and Spanish Translation
- 1-800-833-7813



Wisconsin Voucher Programs

- Telecommunications Equipment Purchase Program (TEPP)
 - ◆ Assists people with disabilities buy equipment they need for telephone services
 - † Hard of Hearing \$200
 - † Deaf \$800
 - † Speech Disabled \$1,600
 - † Deaf & Blind \$7,200
 - ◆ Pays \$100 co-payment
 - ◆ Sponsored by WI Universal Service Fund

Wisconsin Voucher Programs

- Telecommunication Assistance Program (TAP)
 - ◆ Pays \$100 TEPP co-payment for low-income household
- Contact local Office for the Deaf and Hard of Hearing (ODHH) or local Independent Living Centers

HAMILTON RELAY

Customer Service

- Available 24 hours, 7 days per week
- Presentations
- Exhibit Booth
- Home Visit
- Contact Information
 - ◆ 1-800-395-9877 Voice
 - ◆ 1-800-283-9877 TTY
 - ◆ 1-866-744-7471 Spanish Voice/TTY
 - ◆ 608-827-0402 Fax
 - ◆ wirelay@hamiltonrelay.com
 - ◆ <http://www.hamiltonrelay.com/wi/>

HAMILTON RELAY
