



## **Relay Service for Hearing or Speech Impaired Customers**

### **Services for Persons with Disabilities**

Tennessee’s Telephone Communications Center for Disabled Customers gives assistance to people with special communications needs, such as those with speech, hearing, and visual impairments.

Text Telephone (TTY) users can dial 7-1-1 from within Tennessee, or any of the toll free access numbers to reach the Tennessee Relay Service (TNRS). The access numbers are:

- \* TTY ..... 1-800-848-0298
- \* Voice..... 1-800-848-0299
- \* Customer Service.....1-866-503-0262 (Voice, TTY, ASCII, STS)

TNRS is available any time night or day, seven days a week. Calls can be placed to locations within Tennessee using the toll free TNRS access numbers from anywhere in the United States, and from Tennessee to anywhere in the United States, as well as internationally to English- or Spanish-speaking persons. There is no charge to call TNRS, but long distance charges apply to outgoing calls as if they were dialed directly.

### **What is TTY/TDD Service?**

The term TTY stands for Text Telephone. TDD stands for Telecommunication Device for the Deaf. Both terms, mean the same thing: a device used to communicate on the telephone by people who are deaf, hard of hearing, or who have a speech disability, “TTY” is the most commonly used term.

### **How TNRS works**

Calling any of the TNRS access numbers will connect the call to a TNRS Communications Assistant (CA), who will ask for the telephone number to be dialed.

The CA then connects the call and relays the content of the conversation by reading what the TTY user types to the hearing person and typing the hearing person’s words back to the TTY user. Each call that TNRS handles is held strictly confidential, and no record of a conversation is kept.

## **Exemptions from Operator Service Charges**

If a physical impairment prevents you from placing phone calls yourself, we don't want you to pay the added costs of having the operator place the call for you. Contact TEC to see if you qualify for exemption from the usual charges for operator-assisted calls. This exemption applies only to your home phone service.

## **Exemptions from Directory Assistance Charges**

Also, if an impairment makes it impossible for you to look up numbers in the phone book, call our business office to see if you qualify for exemptions from charges for calls to the local Directory Assistance Operator. This exemption applies only to your home phone service.

For long distance Directory Assistance through TNRS, simply give the CA the area code of the person you want to call followed by 555-1212. TTY directory service is also available through Teletext Operator Services directly by TTY at 1-800-688-4486.

## **DIAL 7-1-1**

7-1-1 is a statewide TNRS access that connects standard (voice) telephone users with deaf, hard-of-hearing people who use TTYS, and/or speech-disabled people. All TNRS users calling from within Tennessee can reach TNRS by simply dialing 7-1-1.

## **Calling Emergency Services**

TNRS will assist in providing a connection to the emergency service needed. However, Relay Service is not and should not be used as a substitute for 9-1-1 emergency services. To ensure that your emergency call is handled as quickly as possible, please call your local emergency service number or 9-1-1 directly.

Please note: 7-1-1 should only be used to call TNRS. Dial 9-1-1 for emergencies.

## **Spanish to Spanish Relay Service**

Spanish to Spanish is also available through TNRS by dialing: TTY/Voice/ASCII .....1-866-503-0263. Spanish-to-Spanish is also available by dialing 7-1-1 and requesting a transfer to a Spanish-speaking CA.

## **Speech to Speech Relay Service (STS)**

STS is also available through the TNRS. A speech-disabled person can use STS to reach a CA who is specifically trained to handle and complete STS calls. STS is available at 1-866-503-0264. STS is also available by dialing 7-1-1 and requesting a transfer to STS.

## 900 Pay-Per-Call Services through TNRS

900 pay-per-call is available to TTY users who wish to make a relay call to a 900 pay-per-call service.

The TTY access number to call 900 pay-per-call services using TNRS is: 900-476-2727.

- Available 7 days a week, 24 hours a day
- No charge to call TNRS using the 900 access number
- After reaching TNRS using the 900 access number, TTY users will be billed by the 900 service provider at the same rate as non-TTY users who complete these types of calls without the use of TNRS. Remember to pay attention to the prerecorded message on rates charged by the 900 service provider. Sometimes these calls have premium charges.
- There is no limit to the number calls a caller can make to a 900 pay-per-call service using TNRS.

## Captioned Telephone Service (CapTel<sup>SM</sup>)

Tennessee Relay Service also offers Captioned Telephone Service – known as **CapTel<sup>SM</sup>**. **CapTel<sup>SM</sup>** is an enhanced form of Voice Carry-Over (VCO). **CapTel<sup>SM</sup>** users can place relay calls by dialing the number of the person they want to call. The call is automatically connected to the captioning relay center. The **CapTel<sup>SM</sup>** user hears everything that the person being called says, just like a traditional phone call. Behind the scenes, a specially-trained operator at the **CapTel<sup>SM</sup>** relay center transcribes everything the other party says to **CapTel<sup>SM</sup>** user through text (captions) using the very latest in voice-recognition technology. The captions appear on a bright, easy-to-read display window built into your **CapTel<sup>SM</sup>** phone. Users understand everything that is said—either by hearing it or by reading it.

One **CapTel<sup>SM</sup>** telephone per household is free to qualifying residents of Tennessee. To qualify, simply fill out a Telecommunications Devices Access Program (TDAP) application and notate **CapTel<sup>SM</sup>** in the devices section. Information on distribution, eligibility requirements and qualifiers, and an application may be found at [www.state.tn.us/tra](http://www.state.tn.us/tra). Then send application to:

Tennessee Regulatory Authority  
TDAP  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Phone: 1-800-342-8359, ext. 179  
TTY: 1-888-276-0677  
Fax: 615-741-8953  
E-mail: [TDAP.TRA@TN.GOV](mailto:TDAP.TRA@TN.GOV)

## Special Rates for Long Distance Calls within Your Regional Calling Area

If you or someone in your household is hearing or speech impaired and uses a TDD, your home phone service may be eligible for a discount on long distance calls that you dial yourself to telephone numbers within your Regional Calling Area.

To get the discount, the person must be certified by the telephone company. Applications are available at the local business office. You can also obtain applications from agencies that provide services for those with hearing and/or speech disabilities.

## Directory Listings for TDD Users

The TDD user can have a listing in the phone book to indicate a TDD, and can have the phone number appear with or without a street address.

Examples:

Smith, JJ TDD 123 Allen Rd. ....555-8888

Smith, JJ TDD.....555-8888

TDD following a listed name indicates the telephone can be answered using a Telecommunications Device for the Deaf. TDD communications can take place over the line via another TDD.