

Telecommunications Devices for the Deaf

For Customers With Disabilities

TELECOMMUNICATIONS DEVICE
FOR THE DEAF
Emergency 9-1-1



For Deaf, Hearing/Speech Impaired Callers
Tapping a few TDD/TTY keys may result in
a faster answer at the 9-1-1 center.

TRS Telecommunications Relay Services, which allow the speech and hearing impaired to communicate locally with non-speech or hearing impaired persons, are available to all customers at no additional charge. However, when the service is used to connect with the carrier of your choice for long distance calls, the long distance charge applies.

All TRS Calls are
Completely Confidential

TDD/TTY - A combination telephone/typewriter enables a deaf or speech impaired person to type out his or her portion of a conversation. A Relay Operator voices to the hearing person then types back to the TDD/TTY user the hearing person's words.

VOICE - The speaking person can use this number to place a call through the Relay Services to anyone using the TDD/TTY device.

ASCII - Computers can be set up as devices to enable the deaf or speech impaired to communicate with a non-speech or hearing impaired person.

In compliance with rules adopted by the Federal Communications Commission (FCC) in accordance with the Americans with Disabilities Act of 1990, a 4-cent surcharge for telephone relay services provided within the state has been added to each customer's bill on a per access line bases.

If you're in **OKLAHOMA Dial 711** or
TDD/TTY 1-800-722-0353
Voice to Relay Service..... 1-800-522-8506
The Public Utilities Commission (PUC) is responsible for overseeing the provisions of the Relay Service. The PUC has contracted with Sprint to provide the operator service.

If you're in **TEXAS Dial 711** or
TDD/TTY User 1-800-735-2989
Voice to Relay 1-800-735-2988
ASCII Computer User 1-800-735-2991
Texas Commissioner for the Blind
Amarillo 1-800-687-7010
Austin 1-800-628-5115

If you're in **NEW MEXICO Dial 711** or
TDD/TTY User 1-800-659-8331
Voice to Relay Service..... 1-800-659-1779

If you're in **COLORADO Dial 711** or
TDD/TTY User 1-800-659-2656
Voice to Relay Service..... 1-800-659-3656

Kansas Relay Center, administered by the non-profit corporation Kansas Relay Service, Inc. (KRSI) is funded by all Kansas Telecommunications Companies. Southwestern Bell Telephone has been contracted to provide operator service.

If you're in **KANSAS Dial 711** or
TRS Telecommunications
Relay Service..... 1-800-766-3777

Telecommunications Devices for the Deaf
Voice/TDD/TTY 1-800-223-3131
AT&T Operator Service for
TDD/TTY 1-800-855-1155

How does 7-1-1 work? By dialing 7-1-1, both hearing and deaf, hard-of-hearing, deaf-blind or speech impaired users can initiate a Relay Texas call. Specially trained operators of the Relay Texas System answer the calls to the Relay Center and relay the conversation between the two parties by using equipment that enables them to hear the voice user and read the signals from the TTY (text telephone) user. All calls are handled with strict confidentiality.



SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM (STAP)
The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at 512-407-3250 (Voice) or 512-407-3251 (TTY) or www.tchh.state.tx.us. This program is open to all individuals who are residents of Texas and have a disability.