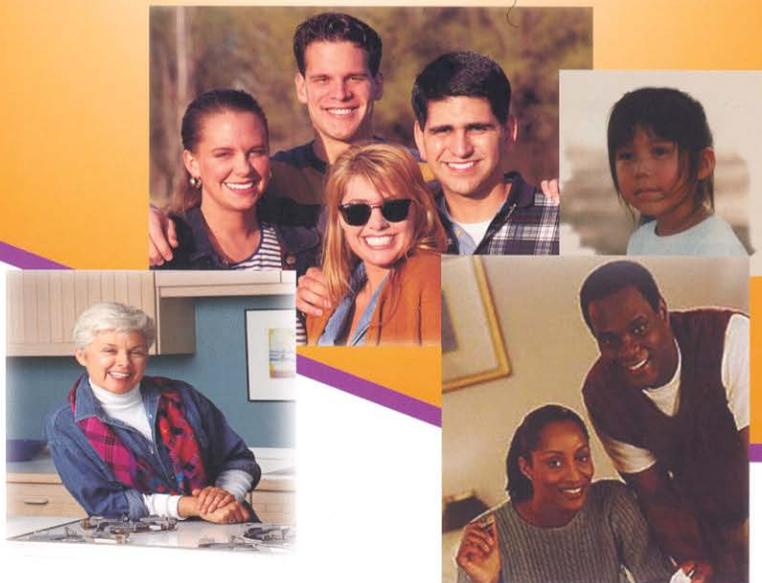




ARIZONA RELAY SERVICE

SERVICES TO MAKE
TELECOMMUNICATIONS
EASY • ACCESSIBLE • RELIABLE • CONVENIENT



ARIZONA RELAY SERVICE,

a public service provided by the State, makes telephone communication convenient, and accessible to deafblind, hard of hearing, and speech impaired individuals.

Arizona Relay Service (AZRS) provides modern technology, including features, which have been developed to meet users' specific needs. Arizona Relay Service is available 24 hours a day, 365 days a year. There is no limit to number of calls placed, or length of calls a user may make. International, 900 service calls, as well as, Directory Assistance may all be made through Arizona Relay Service.

Over a half a million people with hearing loss in Arizona benefit from using Arizona Relay Service. The number of senior adults, and businesses who have realized they can benefit from using Arizona Relay Service continues to grow.

WITH ARIZONA RELAY SERVICE THE WORLD IS JUST A PHONE CALL AWAY.

HOW ARIZONA RELAY SERVICE WORKS

Using Arizona Relay Service is easy. To make a call through Arizona Relay Service to any standard telephone user, the relay user dials the Relay number and gives the phone number of the person they wish to call to the AZRS Operator. During the conversation the AZRS Operator types what the standard phone user says to the TTY user and reads what the TTY user types to the standard phone user.

All calls placed through Arizona Relay Service are handled by specially trained Relay Operators. Confidentiality of all calls is maintained. The Relay Operators relay the conversation verbatim. They will even type background noises and voice inflections to the TTY user to make the conversation more expressive.

ACCESSIBLE FOR ALL TYPES OF CALLS

There is no charge to use Arizona Relay Service or to call within local calling areas, and there are no set-up fees. Long distance and international calls placed through AZRS are billed according to rates charged by your selected long distance carrier. If no long distance carrier is named, the call will be billed by Arizona Relay Service's provider at a discounted rate.

AZRS accepts calls that are direct dial, collect, person-to-person, third person, Arizona telephone company calling cards, local exchange carrier (LEC calling cards), phone debit cards, and pre-paid phone cards.

INDIVIDUAL FEATURES

Deaf, hard of hearing, deafblind, and speech-disabled individuals have different features available to them at Arizona Relay Service. A user of one feature can call a user of another feature. For more information, contact Arizona Commission for the Deaf and the Hard of Hearing and ask for more details about Arizona Relay Service at 602-542-3323 V/TTY, the 1-800-352-8161 V/TTY (520 and 928 area codes only).

711

711 is a new and more effective way to contact Arizona Relay Service. Simply dial 711 to connect with AZRS. Using 711 will make the process of placing relay calls more efficient.

711 is not an emergency number and should not be confused with 911 for emergency calls. In case of emergency, it is recommended to dial 911 directly to get help faster.



VCO (VOICE CARRY OVER)

With a VCO phone, or a TTY, a VCO user speaks directly to the other person, as in a standard telephone call. An Arizona Relay Service Operator types everything the standard telephone user says to the VCO user. The VCO user reads what is typed and then responds using their voice. No typing is required.

VCO users may place and receive calls through AZRS and is available 24 hours a day, 365 days a year, with no limitation to the length or number of calls placed.

VCO FEATURES:

VCO to VCO allows two VCO users to communicate with one another, using their voice. The Relay Operator will type what each person says and both parties will speak into the phone.

VCO to HCO allows a VCO user to call an HCO user. The VCO user voices their side of the conversation and the HCO user types a response back to the VCO user's phone.

Two-Line VCO feature allows a person with two telephone lines to interact naturally by responding to the other person's response immediately. There is no waiting for "Go Ahead" or "GA." One line is used by the VCO user to speak directly to the other person and the other line is used to receive the typed responses as the other person speaks.

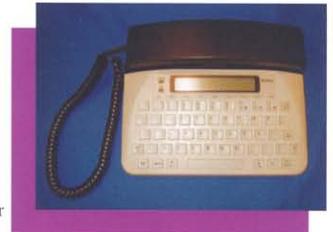
HCO (HEARING CARRY OVER)

HCO is easy to use. This feature enables a person with a speech disability to hear what is being said on the phone, and use a TTY to type what they want to say to the standard telephone user.

HCO FEATURES:

HCO to HCO permits an HCO user to call another HCO user. The Relay Operator voices the conversation to both parties everything they type on their TTYs.

HCO to TTY is a feature that the HCO user types his or her side of the conversation to the Arizona Relay Operator. The Arizona Relay Operator then retypes the exact TTY message to the user. The Relay Operator voices the TTY user's typed response to the HCO user.



STS (SPEECH TO SPEECH)

Using a standard telephone, a speech-disabled individual can dial 1-800-842-6520 to reach a STS Relay Operator. The STS Relay Operators have been specially trained to understand persons who have speech disorders. The Relay Operator will revoice, verbatim, to the other person everything said by the Speech-to-Speech user, if needed. When the other person speaks, the STS user listens directly to what is said.

ADDITIONAL FEATURES:

COMPUTER (ASCII) CALLS

Computer users can access Arizona Relay Service directly by setting their communications software configurations to allow it to interface with the relay service. Below are the configurations settings:

Communications Mode:	Asynchronous	Parity:	No
Baud Rate:	300, 1200, 2400	Number of Stop Bits:	1
Number of Data Bits:	8	X-ON X-OFF:	Not Required

Your computer should be set in half-duplex for 300 Baud. Full Duplex for 1200 and 2400 Baud.

SPANISH

For Spanish-to-Spanish or Spanish to English translation, users should dial Arizona Relay Service's Spanish service number, 1-800-842-2088(V/TTY.) A user gives the Arizona Relay Service Operator the number of the person he or she wants to call and also tells the operator "Spanish-to-Spanish GA" or "Spanish-to-English GA."

INTERNATIONAL

Calls may be placed in English or Spanish anywhere in the world through Arizona Relay Service. Calls originating outside the US may access the inbound Arizona Relay Service by dialing 1-480-567-1205 (Voice/TTY).

DIRECTORY ASSISTANCE

Arizona Relay Service will access Directory Assistance for local and nationwide telephone numbers. Once the number is obtained, the Relay Operator can place the call for the user.

ANSWERING MACHINE RETRIEVAL

Arizona Relay Service can retrieve voice answering machine and voicemail messages for TTY users. To request this service, TTY users should type, "Answering Machine Retrieval" or "Voice Mail Retrieval." It is also useful to provide the Operator with any special instructions or codes that will help in retrieving, rewinding, or deleting of your messages. The TTY user should let the Relay Operator know if messages should be saved or deleted after being retrieved.

RELAY CALLS FROM A PAYPHONE

Arizona Relay Service can be used to make local and long distance calls from a payphone. Local calls are free of charge when placed through AZRS. Long distance calls may be placed through AZRS by charging the call to a telephone company calling card, pre-paid calling card, or calling collect. When using a telephone calling card, the cost of the call will not cost the user more than if the called had been placed using coins. Pre-paid calling card providers' rates may vary. It is best to check with the company, which issued the card to find out their rates.

LOANED TELECOMMUNICATION EQUIPMENT

Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) provides TTYs, amplified handsets, and other telecommunication devices to Arizona citizens who are deaf, hard of hearing, deafblind and speech-disabled persons at no charge. To learn more about the Telecommunications Equipment Distribution Program contact Arizona Telecommunications Equipment Distribution Program (AzTEDP) office at (602) 264-6876 (Voice/TTY). Outside the Phoenix metro calling area, 1-866-223-3412 (Voice/TTY).



711 Statewide Access
1-800-367-8939 TTY
1-888-842-3372 ASCII
1-800-842-9818 VCO
1-800-842-4681 Voice
1-800-842-2088 Espanol (Voz. TTY)
1-800-842-6520 Speech to Speech
1-900-659-5590 900 Pay Per Call Service
480-567-1205 Inbound International Relay TTY/Voice
Customer Service
1-800-352-8161 TTY/Voice (Outside Phoenix)
602-542-3323 TTY/Voice (Phoenix Metro)
www.azrelay.org