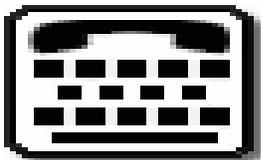
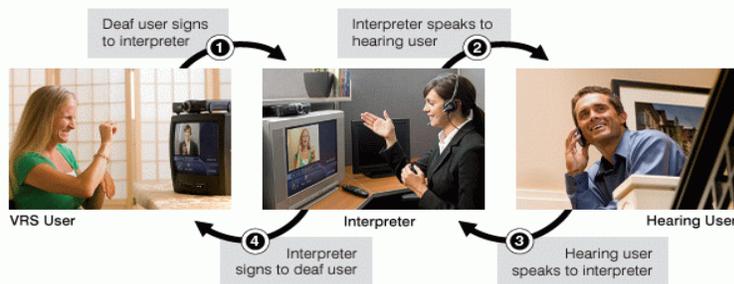


Understanding Relay Service



With the technology today, there is a new innovation called Video Relay Service (VRS). It enables person with hearing disabilities (Deaf or Hard of Hearing) that use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS users with Video Relay Operator which we called Communication Assistant (CA). This will allow VRS user and the CA can see and communicate with each other in signed conversation. The VRS will places a telephone call to the party the VRS user wishes to call. The VRS and CA relay the conversation back and forth between the parties. In sign language with the VRS users and by voice called party. No typing or text is involved. A VRS call flows back and forth just like a telephone conversation between two hearing persons.



You may have seen different logo on the left side. This is also beneficial for speech disabilities to place and received call just like everyone else. Often time, Deaf and Hard of Hearing person get frustrated because when we used Relay Service, another party mistake for sales promotion and HANG UP. The repeated efforts are time consuming finally in frustration we find a hearing person to make a phone call, loss of our independence. Therefore it is important to recognize when the caller says this is Video Relay Service or Relay Service Operator, please accept the call, it is our independent communication tool.

If you have friends who are Deaf or Hard of Hearing and you would like to give it a try, call 7 1 1 on your telephone and you will be automatically connect to Relay Operator for those you know is still using TTY. If you know your Deaf/Hard of Hearing friend are using Video Relay Service, ask them for their Video Relay Phone number and give it a try. Open the world of communication for us all.