

welcome to a new world of communication!



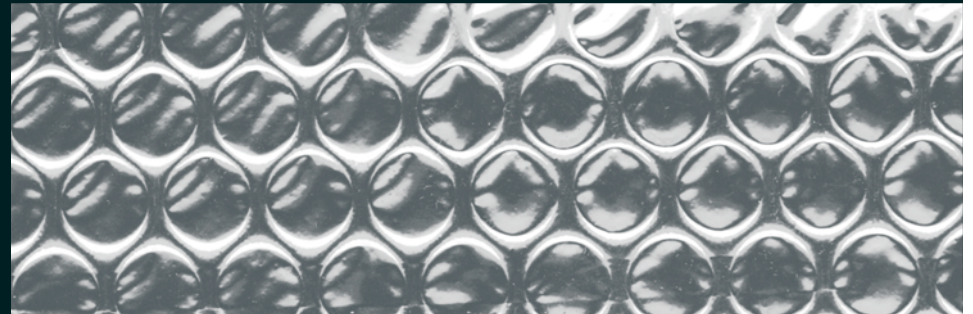
OTRS



Oregon Telecommunications Relay Service

welcome to a new world of communication!

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Oregon Public Utility Commission
RSFP Manager
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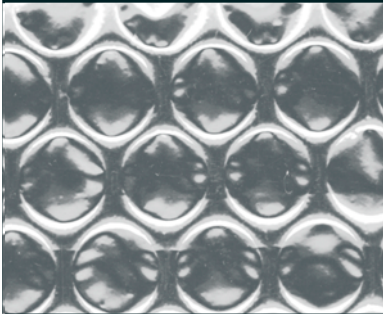
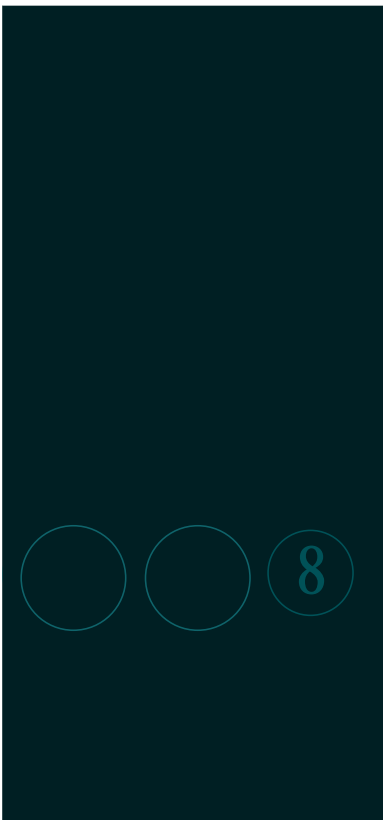
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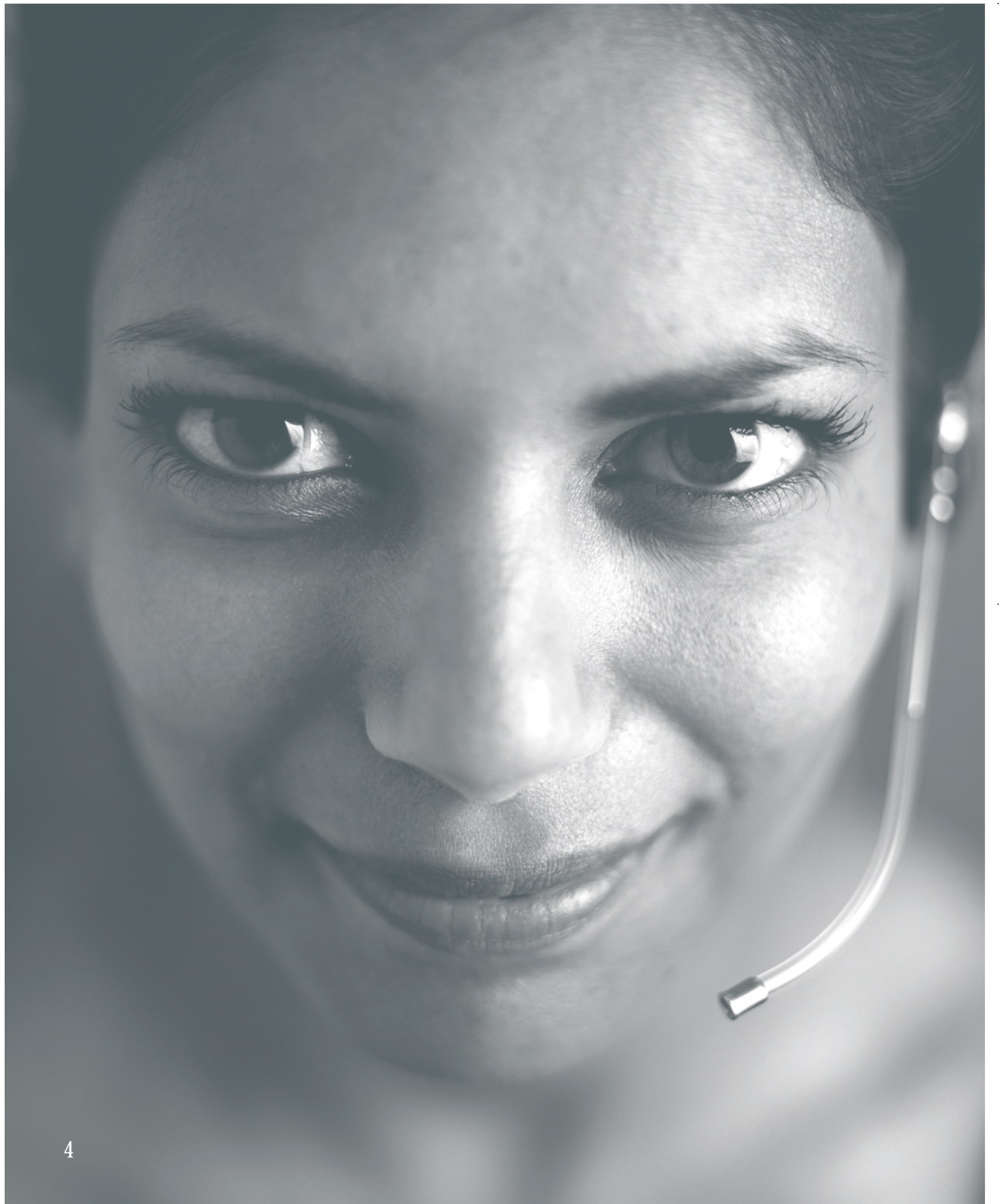
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welcome to a new world of communication!

Oregon has long had the goal of leading the way in public service to its citizens. The Oregon Telecommunications Relay Service (OTRS) is a prime example of a program that brings State residents together. By helping people to keep in touch and by staying in front of the technology curve, Oregon remains at the forefront in communication support to its citizens.

Through OTRS, a service provided by your state government, individuals who are deaf, hard of hearing, or speech impaired can communicate with their friends, family and businesses just by picking up the phone. For more than 300,000 Oregonians who have hearing and/or speech impairments, OTRS makes a vital difference in their quality of life. And for those without disabilities, receiving or placing a Relay call is easy—the only tool you need is a standard telephone. By dialing 711 you are connected!

This booklet is designed to give you a comprehensive view of all OTRS services and help you to determine which relay services will best fit your needs. Many of the services described in this booklet developed out of suggestions by users, Oregon administrators, and technological innovators in the telecommunications relay service field. A recent example is Oregon's test trial of a telephone that uses voice recognition technology to produce a speech-to-text service at nearly the same rate as a voice-to-voice call. We have also seen how innovative services such as speech-to-speech (STS) have improved many lives. These are just a few of the services that you will learn about in this booklet, which is now available in English and Spanish. Para solicitar este folleto en español por favor llame a 1.800.676.4290.

We hope that you find this information helpful and user-friendly. If you have any questions about OTRS, simply call 1.800.676.3777. We'll be glad to help you get in touch—and stay that way through the Oregon Telecommunications Relay Service.

Sincerely,



Damara Paris
RSFP Manager
Public Utility Commission of Oregon
damara.paris@state.or.us

service providing full telephone accessibility to people who are deaf, hard of hearing, or speech impaired.

What is OTRS?

Oregon Telecommunications Relay Service is a relay service providing full telephone accessibility to people who are deaf, hard of hearing, or speech impaired. Trained specialists, called Communication Assistants (CAs), complete all calls and stay on the line to relay messages electronically over a text telephone, (also called a TTY for “Text telephone”), or verbally to hearing parties. This valuable communication tool gives all individuals who are deaf, hard of hearing, and speech impaired the opportunity to make personal or business calls **just like any other telephone user.**

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You can use one of the following services offered:

Standard: Between a TTY user and a hearing person.

VCO (Voice Carry Over): A person with hearing loss uses voice to talk to the party he or she has called, but receives spoken messages in text on the TTY via the Communication Assistant.

HCO (Hearing Carry Over): A person with a speech impairment hears the party he or she has called talking to him or her, but uses a TTY to communicate via a Communication Assistant.

Spanish Relay: TTY users can type in Spanish and their conversations will be relayed in Spanish to the party they are calling. TTY users can also request Spanish-to-English or English-to-Spanish translation via relay.

STS (Speech-to-Speech): A person with a speech impairment does not use the TTY; the Communication Assistant listens and re-voices for him or her to the party he or she has called, and everyone is able to hear each other.

helping people stay in touch
improving lives



Oregon Telecommunications Relay Service is free. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year, with no restrictions on the number, length, or type of calls. OTRS handles calls placed using direct dial, collect, person-to-person, phone debit cards, calling cards, and any participating long distance carrier. These calls are billed at the carrier's designated rates. Local Exchange carrier rates apply for both local and regional calls. OTRS is not a telephone company, and receives no long distance revenue from Relay calls. You always get to choose your long distance carrier.

Confidentiality

OTRS is serious about protecting your privacy. All calls are strictly confidential, and no record of any conversations is maintained. All OTRS personnel are required to receive annual training and must sign a Pledge of Confidentiality and a Code of Ethics that protects your rights. No record of any call is ever kept, employees are not allowed to discuss the content of your call, your personal information, or act on any information they may learn while relaying a call. OTRS is committed to providing professional and ethical services.

Voice

Receiving your first OTRS call:

Even if you've never experienced an OTRS call, you may receive one in the future on a personal or business matter. So, if you pick up the phone and hear, "This is Oregon Telecommunications Relay Service," please do not assume you are getting a telemarketing or some other unsolicited call and hang up. You don't have to keep this brochure handy, either—the CA will guide you through all steps to complete your first OTRS conversation. Just stay on the line and stay in touch!

Standard telephone users can easily initiate calls to TTY users. The Communication Assistant types the hearing person's spoken words to the TTY user and reads back the typed replies.

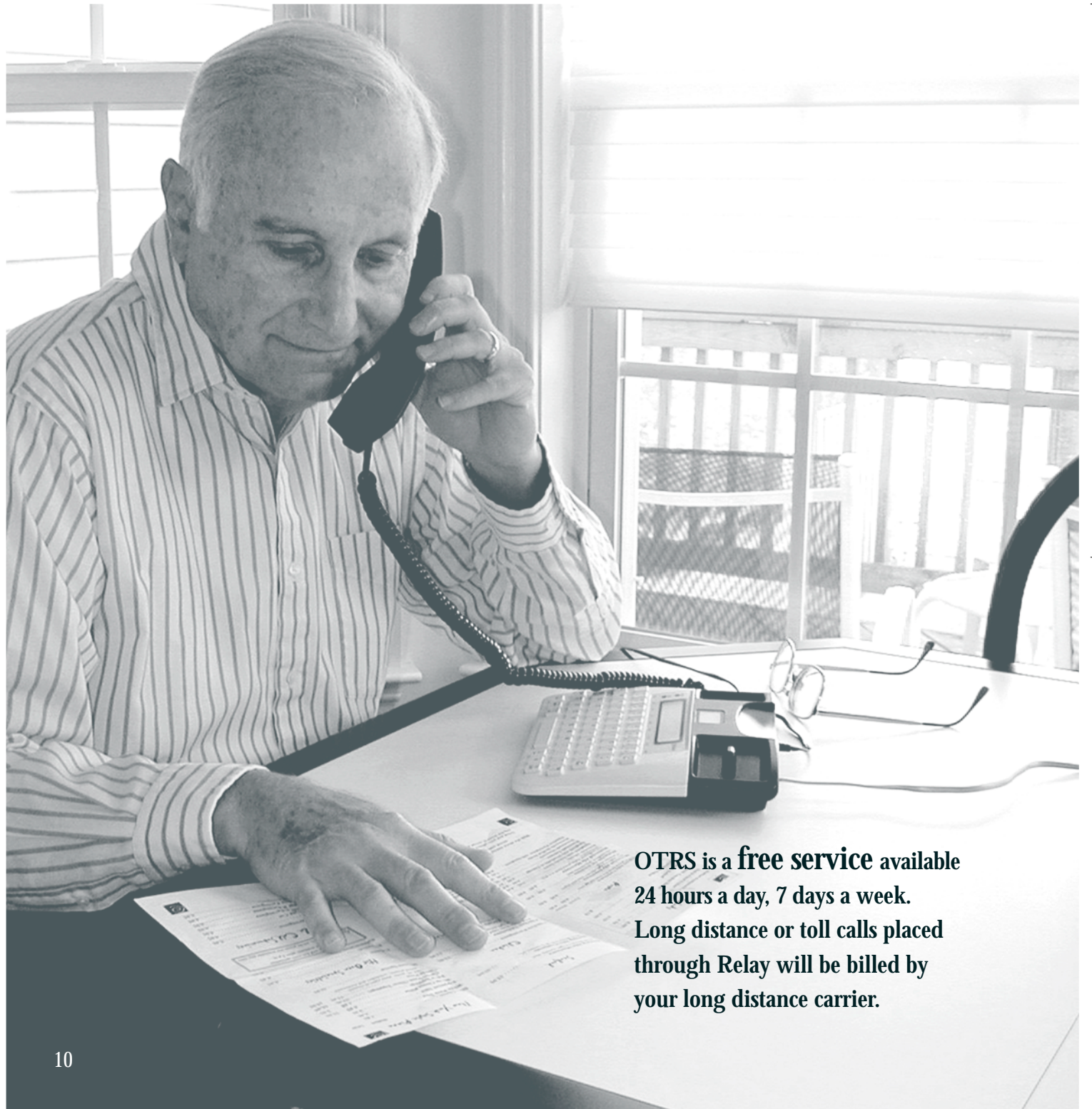
How to make a Relay call:

1. Dial the voice number, 711 or 1.800.735.1232.
2. You will hear, "Oregon Telecommunications Relay Service (CA number). How may I help you?"
3. Give the CA the area code and telephone number you wish to call, and any further instructions.
4. The CA will process your call, relaying exactly what the TTY user is typing. The CA will relay what you say back to the TTY user. Be sure to talk directly to your caller. Avoid saying "tell him" or "tell her," and say "GA" (Go Ahead) at the end of your response.

How to receive a Relay Call:

1. When you answer the phone, you will hear the Communication Assistant (CA) say, "This is Oregon Telecommunications Relay Service (CA number) with a Relay call. Have you received a relay call before?"
2. The CA will read to you everything typed by the TTY user and will type everything you say back to the person calling you.
3. Please speak directly to the person calling you. For example, instead of saying, "Ask her for her address," you may simply say, "What is your address?" The CA is not involved in the call.
4. Please speak at a moderate speed; the CA is required to type everything they hear.
5. Please say "GA" when you are finished speaking and ready for the TTY user to respond.
6. When the conversation is completed, you may simply say "Good bye" to the caller, or "SK" ("Signing off") to indicate that you are ready to hang up.





OTRS is a free service available 24 hours a day, 7 days a week. Long distance or toll calls placed through Relay will be billed by your long distance carrier.

Deaf/Hard-of-Hearing

TTY Users

A person who is deaf, hard of hearing, or deaf-blind uses a TTY to type his or her conversation to a Communication Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user.

To make a call from a TTY:

1. Dial the OTRS TTY number, 711 or 1.800.735.2900.
2. Oregon Telecommunications Relay will answer with "8234" (for CA identification), the letter "F" or "M" (for CA gender), and "NUMBER CALLING PLS GA." ("GA" denotes "Go Ahead," and indicates that the other party can start their conversation).
3. Type in the area code and telephone number you wish to call, and then type "GA."
4. The Communication Assistant will dial the number and relay the conversation to and from your TTY.
5. When you are ready to complete your call, type in "SK" (Signing off).



Voice Carry Over User:

Voice Carry Over (VCO) allows hard of hearing users to speak directly to a hearing person. When the hearing person speaks to you, a CA will type the other party's communication.

To make a VCO Relay Call:

1. Dial 711 or the VCO direct number, 1.877.735.3260.
2. If you dial 711, say you want to use VCO.
3. OTRS will answer with "8234" (for CA identification), the letter "F" or "M." (for CA gender), and "VCO OR TYPE NOW GA."
4. Voice or type the area code and telephone number of the party you want to call.
5. The CA will type the message "Voice now" to you as your cue to start speaking. Pick up the telephone handset and speak directly to the hearing person. The CA will not repeat what you say, but will type to you whatever the hearing person says. You both need to say "GA" at the end of your responses.
6. To indicate the end of the call, you will say "SK" (Signing off) or "good bye."

Receiving a VCO Relay Call:

1. The CA will announce the incoming call by typing “OTRS with a call from (name) GA.”
2. When it is your turn to respond, type “Please use VCO GA.”
3. Pick up the telephone handset and begin talking to other person. After you are finished talking say, “Go Ahead” and put the telephone handset back on the TTY acoustic coupler. Watch the TTY screen for the response.
4. After the CA types “GA,” it is your turn to talk again.
5. Repeat steps 3 and 4 until the conversation is completed.

Note: If your TTY has a direct connect feature, there is a special jack that you may be able to purchase from a store that sells telephone equipment. It is called a “Y” jack. It allows you to connect both your phone and TTY to the telephone wall jack, eliminating the need to keep picking up the telephone handset and replacing it during your conversation. It will allow you to read the responses on the TTY screen and keep the telephone handset up to your ear and still be able to talk directly.

Two-Line Voice Carry Over (2LVCO)

2LVCO allows individuals with a hearing loss to use their own voice on the telephone with amplification, while still receiving text support. You can speak for yourself and read the TTY screen to see what the other person says. This feature allows for a truly interactive conversation without having to say “Go ahead.” While this provides you with the greatest amount of flexibility during your calls, it also requires the greatest responsibility, as you will be in total control of your calls. This feature requires that you have 2 telephone lines:

One line is connected to your personal computer or TTY. A computer may be preferable because it is faster and has a larger screen, making it easier to see the entire conversation.

A second line is used as a voice line. Three-way conferencing capability must be ordered from your local phone company for this line.

How to Place a 2LVCO call:

1. Dial the Relay Service number, 711 or 1.800.735.3260, using your computer or TTY.
2. Ask the CA to dial your second phone line. After you answer your second phone line by voice, tell the CA that you want to make a two-line VCO call and not to type your voice, but rather the voice of the person you are calling. Then ask the CA to hold while you dial out.
3. You then press your “flash” or “hold” button and dial the number of the person you want to call.
4. Once you have finished dialing, press the “flash” or “conference” button. The CA will be able to hear the ringing of the person you called and will begin typing exactly what is heard once the phone is answered.
5. You will speak directly to the person you called.
6. When you are finished with your call, simply press the “flash” button to disconnect from the person you called.

Speech Impaired

TTY Users:

A TTY (text telephone) allows a speech impaired user to type his or her conversation to a Communication Assistant (CA), who then reads the typed conversation to a standard phone user. The CA relays the standard phone user's spoken words by typing them back to the TTY user. To make a call to the relay directly from a TTY, follow the directions listed under the Deaf/Hard of Hearing section on page 11.

Hearing Carry Over Users:

Hearing Carry Over (HCO) allows a speech impaired user with hearing capability to listen to the person he or she is calling. The HCO user types his or her conversation for the Communication Assistant (CA) to read to the standard telephone user.

How to make a HCO call:

1. Dial 711 or 1.800.735.2900 using your TTY.
2. OTRS will answer by typing "8234" (for CA identification), the letter "F" or "M" (for CA gender), and "NUMBER CALLING PLS GA."
3. Type in the area code and telephone number you wish to call, and then type "HCO PLEASE GA."
4. The CA will make the connection and voice your typed conversation to the party you are calling. After you type "GA," pick up the handset to listen to the spoken reply.

Receiving a HCO Relay Call:

1. Type your greeting on your TTY, followed by "PLEASE USE HCO GA."
2. CA will type "OTRS Relay (CA Number) with a call HCO is on." Pick up your phone to listen.
3. You will hear the CA say: "The HCO user may begin typing now."
4. Type your message. When you are finished, type "GA" and pick up the handset and listen to the CA read everything you typed to the person. You will also hear the person's response.
5. When you hear "Go ahead," place the handset back on the acoustic coupler.
6. Repeat steps 4 and 5 until you finish your call. To indicate the end of the conversation, type "SK" (Signing off) or "good bye."

Note: If your TTY has a direct connect feature, there is a special jack that you may be able to purchase from a store that sells telephone equipment. It is called a "Y" jack. It allows you to connect both your phone and your TTY to the telephone jack, eliminating the need to keep picking up and replacing the telephone handset. You can keep the telephone handset up to your ear and still be able to hear the other party directly, even though you are typing your responses back to them.



Speech to Speech Users (STS):

Communication Assistants (CAs) are also trained as specialists for persons with speech impairments, serving as the user's voice and repeating his or her responses to the party he or she has called. OTRS's unparalleled equipment and exceptional STS Communication Assistant (CA) training ensure that users with speech impairments will be heard and understood. There may be instances where an STS user will be asked to repeat his or her message to ensure that it is relayed correctly.

How does STS work?

1. Using your standard phone, dial 1.800.735.7525.
2. The CA will answer by saying "OTRS, Go ahead."
3. Say "STS" or "Speech to Speech."
4. An STS CA will come on line and say: "OTRS STS (CA Number), Go ahead."
5. Give the CA the number you want to dial.
6. The CA will verify the number with you before dialing, and will explain STS to the party you are calling if necessary.
7. The CA will ask you two questions: "Shall I tell them who is calling?", and, "Would you like to ask for a specific person?"
8. Answering yes to these questions is completely optional. It is YOUR call and YOU control what information you want the CA to have.



What happens when the person I am calling answers?

The CA will say "Hello, this is OTRS speech-to-speech (CA Number) with a call. Do you know how to use Speech-To-Speech?" The CA will explain how to use STS if necessary. You will be able to hear the entire conversation. The CA will then say to you, "Caller, please go ahead." You may now begin speaking to the person you called. The CA will re-voice what you say every 3 to 4 words. You also can ask the CA to "Stay in the background" which means the operator will only re-voice when the party you have called cannot understand what you are saying. If at any time during the call you wish to have the CA re-voice for you, you need only tell him or her.

What happens if the operator does not understand what I am saying?

Communication Assistants are specially trained to re-voice for a variety of speech disabilities. The CA may ask you to repeat a word or a phrase that you have said, in order to ensure that your message is re-voiced accurately. All calls are processed with 100% confidentiality and patience.

Bob Segalman, "Father of STS Relay"

Additional Services/Features

The first four features listed below are also available for VCO users to call TTY, HCO (Hearing Carry Over), and other VCO users. If you are interested in learning how to use these features, please contact OTRS Customer Service at 1.800.676.3777 TTY/Voice.

VCO to TTY

The Communication Assistant (CA) types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's TTY or text display equipment to be read.

VCO to VCO

The Communication Assistant (CA) serves as both parties' "ears," typing what is said on both ends of the call.

VCO to HCO

The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

VCO with Privacy

This feature is similar to the standard VCO feature. However, the Communication Assistant (CA) will not hear the VCO user's voice and only types the standard telephone user's responses back to the deaf or hard of hearing user. You may request privacy by typing or voicing to the Communication Assistant (CA): "Privacy ON."

Spanish Relay

1.800.735.3896

TTY users can type in Spanish and their conversations will be relayed in Spanish to the parties they are calling. TTY users can also request Spanish-to-English or English-to-Spanish translations via Relay. To make a Spanish Relay call, dial OTRS and instruct the CA as to how you want your call to be translated. For more information on Spanish Relay, contact OTRS Customer Service for a brochure written in Spanish. Para solicitar este folleto en Español por favor llame a 1.800.676.4290.

helping *improving* lives
people stay in touch

Telebraille/Reduced Speed Typists

Relay users with impaired vision often use special TTYs equipped with telebraille or large visual displays, and prefer slower typing speeds in order to read their messages. During these relay calls, the Communication Assistant (CA) will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words-per-minute.

International Calls

OTRS allows you to receive calls from anywhere in the world using English or Spanish. Callers from a country outside the US may also access OTRS by calling 1.605.224.1837.

You can also dial 711 in order to place international calls from the United States. Billing will begin upon connection to a phone number outside of the United States.

Customer Database Profile

1.800.676.3777

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing and ensuring that the customer's preferred long distance carrier is used each time a call is made. You can set up your Customer Database Profile by contacting OTRS Customer Service at 1.800.676.3777. Representatives will take your request and can set up your profile while you are on the phone, or send you a form to complete. They are also available to answer any questions you may have.

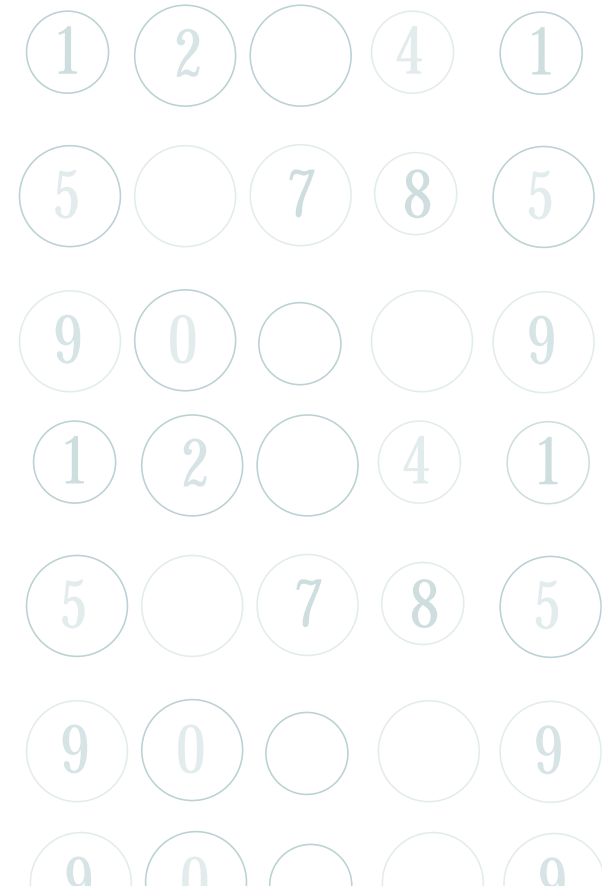
900 Services

1.900.568.3323

Relay users dial a separate, toll-free 900 number to connect with OTRS. The Communication Assistant (CA) will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service called.

Emergency 911

In case of an emergency, relay users should call the TTY-equipped 911 Center or emergency services center in their community. OTRS can process emergency calls, but they may take longer to get through. Callers are strongly urged to dial 911 direct. The Federal Communications Commission requires that all 911 centers have TTY access.



ASCII Splitscreen

1.800.735.0644

The ASCII Splitscreen is designed to allow High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. It also allows the user to see both parties' responses on his or her screen at the same time. ASCII Split Screen users call OTRS from their personal computer using modem software that supports a split window display.

One window displays the ASCII user's text and the other window displays the Communication Assistants' (CAs) text. As either party types, his or her text will appear in the associated window, even if both callers type at the same time.

Equipment needed:

- Personal computer and high-speed modem
- Modem software that supports split-screen display
- A transmission speed of 1200 baud or above using modem settings of Full Duplex, Non-Host, or Local-Echo-On mode. Users are responsible for setting up their own ASCII equipment and software. For specific instructions on modem settings, please contact the product's manufacturer.



Answering Machine/ Voicemail Retrieval

TTY and VCO users can request OTRS to retrieve messages from their voice answering machines or voicemail. To request answering machine retrieval, type "AMR" with instructions or your password and then "GA." The Relay Operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been retrieved. Then place the handset back on the TTY and type "GA." The Relay Operator will type your messages.

To request voicemail retrieval, type the phone number you wish to call with your password or special instructions and then "GA."



TTY Public Payphones

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.
- TTY users who wish to use a coin TTY payphone can use OTRS to assist in connecting calls. There are several ways to bill non-local calls:
 - Collect
 - Third party
 - Calling card
 - Prepaid card



Customer & Other Support Services

Telecommunication Devices Access Program:

If you are deaf, hard of hearing, or speech impaired, you may be eligible to receive a TTY (as well as other assistive telecommunications devices to aid communication) by contacting the Oregon Public Utility Commission Telecommunication Devices Access Program (TDAP) at 1.800.648.3458 or 1.800.848.4442 (Voice). This equipment is provided as a long-term loan to persons who have a severe-to-profound hearing loss, are speech impaired, or who have upper limb disabilities. You must be an Oregon resident and your application needs to be certified by a physician, speech pathologist, audiologist or State of Oregon Vocational Rehabilitation Services counselor.

OTRS Customer Service Contact Information:

An OTRS Customer Service representative is available to answer any questions, or to receive customer suggestions, comments, or complaints. When calling about a specific incident, please remember to provide the CA's identification number, date, and time of call. Or, for assistance during a relay call, callers may ask to speak to a supervisor.

The Customer Service Department will also accept requests for Oregon Telecommunications Relay Service brochures, outreach materials, presentations, or any other additional relay information.

1.800.676.3777 TTY/Voice



Outreach Program:

The OTRS provides outreach services to persons who are deaf, hard of hearing, speech impaired, and to anyone these individuals need to call in Oregon. The Account Manager travels the state, making presentations and distributing information. Workshops and training sessions are conducted for those who can hear, to educate them about how to use and accept relay calls.

The Account Manager also assists deaf, hard of hearing, and speech impaired Oregonians with updates and responses to questions concerning relay services in Oregon.

Contact Aparna Lele at any of the numbers below, if you are interested in receiving more information or to schedule a presentation.

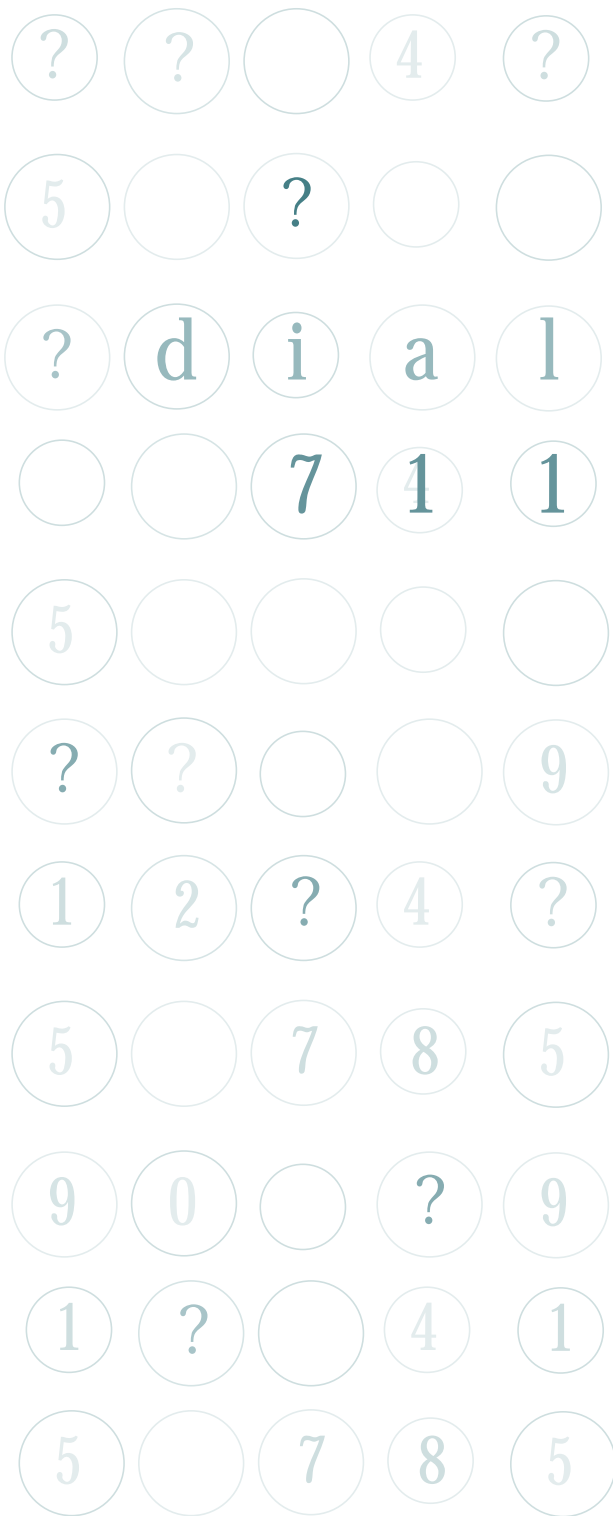
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 1.877.735.7525
 1.800.676.3777
 1.800.676.4290

TTY
 Voice
 VCO
 ASCII
 Spanish
 900 Services
 STS
 Customer Service in English
 Customer Service in Spanish



○ CONTACT OTRS



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welcome to a new world of communication!

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Customer Service in Spanish



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