

WASHINGTON RELAY

Washington Relay
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Washington State Department of Social and Health Services

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About Washington Relay

- Washington Relay is provided by Hamilton Relay under contract with the Department of Social and Health Services
- Hamilton Relay is a telecommunications company based in Aurora, Nebraska
 - In business for over 110 years, providing Relay since 1991
 - Committed to customers, choice, responsiveness and service

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About Relay

- Allows individuals who are deaf, hard of hearing, DeafBlind or speech disabled to communicate over the phone
- History
 - ADA 1990
 - FCC Mandate 1993
- Use of specialized equipment
- Available 24/7

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Traditional Relay Services

- TTY
- Voice Carry Over
- Hearing Carry Over
- Speech-to-Speech
- TeleBraille
- Spanish
- Remote Conference Captioning
- Captioned Telephone Service

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How a Relay Call Works

- Relay user places a call using relay using an assistive telecommunications device
- CA speaks and/or types what is said between you and the Relay user
- Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

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How It Works

Standard Telephone User

Relay Operator

Relay User

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Relay Operator

- Facilitates calls according to FCC and state regulations
- Follows individual user preferences
- Does not engage in personal conversation
- Keeps all information confidential



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Traditional Relay Services

1. TTY – Users type their messages and read the other person's responses
2. VCO – For individuals with hearing loss who prefer to use their own voice on the phone
4. HCO – For individuals who can hear and are unable to speak over the phone
5. STS – For individuals who have difficulty speaking or being understood on the phone
6. DBS – For individuals with combined vision and hearing loss
7. Spanish – Available for all call types



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Remote Conference Captioning (RCC)

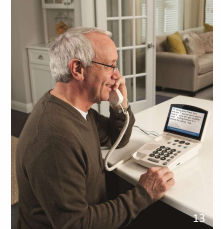
- How RCC Works:
 - All participants and the captionist access the call through a conference bridge or meeting link
 - Real-time streaming text is delivered over the internet
 - Captions are viewed on a web browser through the link provided
 - The text shows up just seconds after someone has spoken!

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Captioned Telephone Service (CTS)

- Designed for individuals with hearing loss and who speak for themselves
- User listens while reading captions of what's said to them
- Specialized technology and Captioning Assistant



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Internet Based Relay Services

- Internet Protocol Captioned Telephone Service (IP CTS)
- Video Relay Service (VRS)
- Internet Protocol (IP) Relay

Internet based relay services are regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

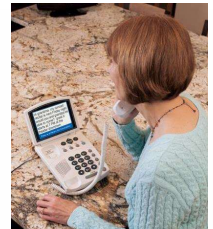
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Internet Protocol Captioned Telephone Service (IP CTS)

- Allows individuals who are hard of hearing to place and receive calls with a Captioned Telephone that has a phone line and high-speed internet connection
- Also available on PC/Mac, Smartphones and Tablets

IP CTS is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.



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Video Relay Service (VRS)

- VRS allows individuals who are deaf or hard of hearing to place and receive calls with a sign language interpreter via a videophone and high-speed internet connection



Video Relay Service is funded and regulated by the Federal Communications Commission. To learn more, visit www.fcc.gov.

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Internet Protocol Relay (IP Relay)

- IP Relay allows users to use a computer, smartphone or other internet-connected device to place and receive text-based relay calls

IP Relay is funded and regulated by the Federal Communications Commission. To learn more, visit www.fcc.gov.

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Real-Time Text (RTT)

- A feature that allows users to see text instantly as it is typed
- Enhances voice conversations using text
- Can be used where voice is impractical (such as in noisy environments or meetings)
- Adjunct to voice conversations to transfer text information along with the audio feed

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State Equipment Distribution Program

- Telecommunication Equipment Distribution (TED)
- www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution
- Voice/TTY: 800-422-7930
- VP: 360-339-7755
- Email: kelly.robison@dshs.wa.gov

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Washington Relay Outreach

- Presentations and Webinars
- Equipment Demonstrations
- Washington Relay for Business
- Customer Care

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Questions?

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