

What is CapTel® North Carolina?

- CapTel® North Carolina allows anyone who uses hearing aids or who finds it difficult to hear independently to use the telephone.
- 24-hour-a-day service is offered at no cost to users.
 - CapTel® users are responsible for their own long distance charges. However, there is no charge for using CapTel® North Carolina.
- Spanish Captioning is available for Spanish-to-Spanish calls.
 - Hours are 8 am to 10 pm Eastern Time, every day.

The Captioned Telephone:

- Bright and easy to read display.
- Amplified handset and tone control is available for clarity.
- Requires a standard telephone line.



How CapTel® North Carolina works:



- 1 The CapTel® user dials and talks directly to the other party...
- 2 ...who responds back for the CapTel® user to hear.
- 3 Everything that is said by the called party is being heard by a CapTel® operator.
- 4 The CapTel® operator transcribes the other party's message into text using voice-recognition technology.
- 5 The captions show up on the telephone's display for the CapTel® user to read.

How to get a CapTel® phone:

- A CapTel® phone is provided at no cost to qualified applicants living in North Carolina.
- Applicants must have hearing loss.
- Applicants must have a phone line to receive a CapTel® phone.
- Applicants must have a demonstration on CapTel®.



If you are interested in getting more information or viewing a demonstration, please fill out the below form, mail it, and we will get in touch with you.

Name: _____

Address: _____

City/State/Zip: _____

County (required): _____

Contact: _____ Voice TTY

E-mail: _____

Secondary Person: * _____

Contact/Email: _____

* This individual will act as a middleperson for the demonstration if necessary.