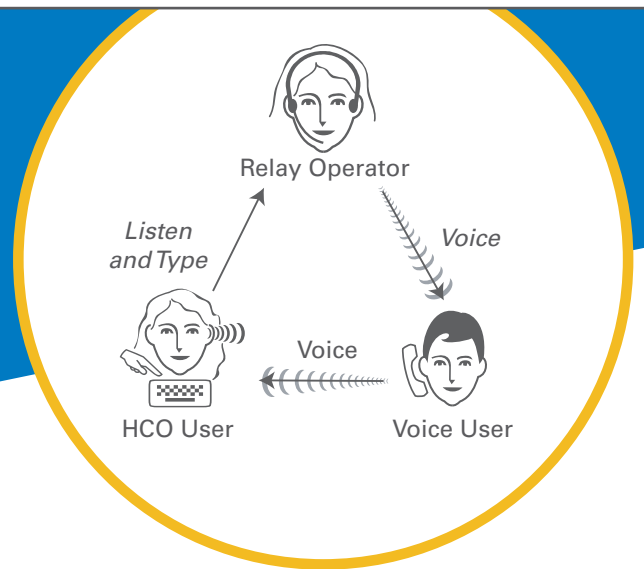


# North Carolina Hearing Carry-Over Relay Service

# HCO



**Tip:**

Use your phone's **speaker feature** and you won't have to pick up the handset to listen.



## 1-800-735-2962

Communication solutions for people with speech loss who prefer to hear the other party.

- ▶ Available 24 hours a day.
- ▶ All calls are confidential. Your privacy is protected by federal law.
- ▶ Request a male or female operator.
- ▶ ATTY (text-telephone) is required to use HCO.

**When you make a Hearing Carry-Over (HCO) call through Relay North Carolina:**

- ▶ You type your conversation which the relay operator reads to the person you've called.
- ▶ The relay operator serves as your voice by reading what you type to the other person.
- ▶ You can hear what the other person says to you.

See reverse for detailed calling instructions.

Learn more online at

[www.realync.com](http://www.realync.com)

Relay North Carolina is provided by Sprint.



## Make an HCO call

- ▶ Dial **7-1-1** or **1-800-735-2962** using TTY.
- ▶ A greeting from the relay operator will appear.
- ▶ Type the phone number you want to call and "HCO GA"
- ▶ Pick up the receiver. You will hear the operator say, "One moment for your call to begin" to the person you are calling.
- ▶ Place the receiver on the TTY.
- ▶ Type your conversation, then "GA"
- ▶ Pick up the receiver. The other party will speak directly to you.
- ▶ After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA"
- ▶ Continue this process throughout your conversation.

## Receive an HCO call

### If your caller has requested HCO:

- ▶ Place receiver on TTY .
- ▶ Type your greeting and "GA"
- ▶ The operator will type his/her greeting to you and, "YOUR CALLER HAS REQUESTED HCO GA."
- ▶ Pick up the receiver. Your caller will speak directly to you.
- ▶ After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA"
- ▶ Continue this process throughout your conversation.

### If your caller *has not* requested HCO:

- ▶ Place the receiver on the TTY.
- ▶ Type your greeting and "GA"
- ▶ The operator will type his/her greeting and, "WITH A CALL..."
- ▶ The operator will type your caller's response and "GA"
- ▶ Type your response. Then type "(HCO) GA"
- ▶ Pick up the receiver. Your caller will speak directly to you. *(There may be a few moments of silence at the beginning of the call while the operator asks your caller if they are familiar with HCO calls.)*
- ▶ When your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA"
- ▶ Continue this process throughout your conversation.

## HCO Branding

### When your phone number is branded as an HCO user:

- ▶ The operator will automatically use HCO when you dial the relay service.
- ▶ You will hear the operator's greeting instead of first reading it on your TTY.

### To brand your phone number as HCO:

Call Sprint Relay Customer Service at 1-800-676-3777 (TTY/Voice) and request to be permanently branded as an HCO customer.

NOTE: *Branding is not available for phone numbers on PBX systems.*

### Placing a branded HCO call:

- ▶ Pick up the handset and dial **7-1-1** or **1-800-735-2962**.
- ▶ The operator will say, "You may hear voice or use TTY. Go Ahead."
- ▶ Place the receiver on the TTY, type the number you wish to call, then "HCO GA"
- ▶ Pick up the receiver. The operator will say to the person you are calling, "One moment for your call to begin."
- ▶ Place the receiver on the TTY. Type your response, then "GA"
- ▶ Pick up the receiver. Your caller will speak directly to you.
- ▶ After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA"
- ▶ Continue this process throughout your conversation.