

## Use the phone independently again!

▶ **Relay NC Voice Carry-Over Direct**

**1-877-735-8260**

*For calls within North Carolina only.*

**Contacts for more information**

**Sprint Relay Customer Service**

TTY/Voice/ASCII

**1-800-676-3777**

**Servicio al Cliente de Sprint Relay**

TTY/Voz/ASCII

**1-800-676-4290**

**[www.sprint.com/relay](http://www.sprint.com/relay)**

For information on relay through TTY public payphones contact Sprint Relay Customer Service.

▶ **See reverse for detailed calling instructions.**

**Voice Carry-Over (VCO) Direct** is a service that enables a deaf or hard-of-hearing person to use his/her voice to speak directly to a hearing person. If you're a late-deafened adult who has difficulty hearing over the phone, VCO Direct, from Sprint, could be the perfect communication solution for you!

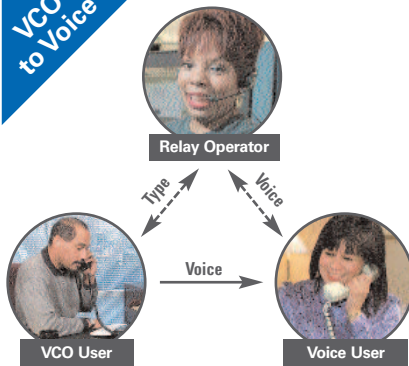
A relay operator types what the hearing person says to your TTY for you to read. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

Now, when you dial 1-877-735-8260, your calls are automatically handled by a relay operator who specializes in all types of VCO calls, such as VCO to Voice, VCO to TTY, VCO to VCO, or VCO to HCO. With this Sprint service, you no longer have to specify your call type to the relay operator. VCO Direct is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.



# Communication solutions for people with a hearing loss who prefer to speak

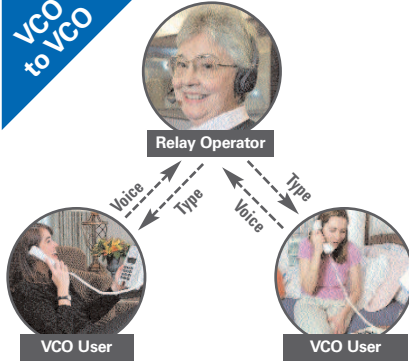
## VCO to Voice



During a VCO call the deaf or hard-of-hearing person uses his/her voice to speak directly to the hearing person. The relay operator types what the hearing person says. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

- ❶ Dial 1-877-735-8260.
- ❷ Relay NC will answer with the relay operator's number, relay operator's gender, and "VOICE (OR TYPE) NOW GA."
- ❸ Voice or type the area code and phone number of the party you want to call.
- ❹ The relay operator will type "GA" as your cue to speak.

## VCO to VCO

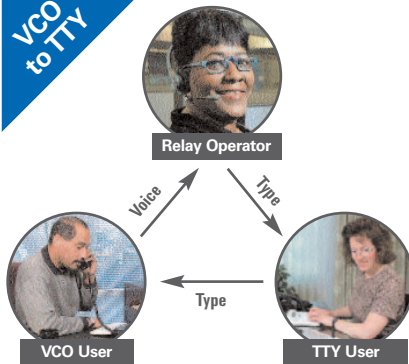


The relay operator will serve as both users' "ears" and type what each person says. This is ideal for people who have a VCO phone or don't wish to type.

- ❶ Dial 1-877-735-8260.
- ❷ Relay NC will answer with the relay operator's number, relay operator's gender, and "VOICE (OR TYPE) NOW GA."

- ❸ Voice or type "VCO TO VCO PLS". Then voice or type the area code and phone number you want to call, followed by "GA".
- ❹ The relay operator will type the greeting of the person you have called followed by "GA" as your cue to start speaking.

## VCO to TTY

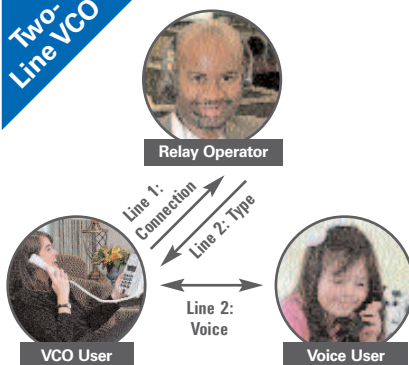


The relay operator will type what the VCO user says to the TTY user. Whatever the TTY user types will go directly to the VCO user's TTY or text display equipment.

- ❶ Dial 1-877-735-8260.
- ❷ Relay NC will answer with the relay operator's number, relay operator's gender, and "VOICE (OR TYPE) NOW GA."

- ❸ Voice or type "VCO TO TTY PLS". Then voice or type the area code and phone number you want to call, followed by "GA".
- ❹ When the TTY user answers, the relay operator will announce it is a VCO to TTY call and will type the message "GA" as your cue to start speaking.
- ❺ The relay operator will type what you say to the TTY user.

## Two-Line VCO



Two-line VCO allows a VCO user with two telephone lines to use one line to speak directly to a hearing person and the other line to simultaneously read the hearing person's typed responses.

The voice line must have conference/three-way calling capability. Two-line VCO provides a more natural conversation without the pauses required during single line VCO calls.

### If you have conference calling feature:

- ❶ Dial 1-877-735-8260 (TTY or ASCII).
- ❷ Relay NC will answer with the relay operator's number, gender, and "VOICE (OR TYPE) NOW GA."
- ❸ Type the area code and telephone number of your second line and then type "TWO LINE VCO GA".
- ❹ When your second line rings, answer it by voice and ask the relay operator to hold.

- ❺ Press the conference button and then dial out to the third party's number.

- ❻ Press the conference button again to "bridge" all three parties.

### If you have three-way calling feature:

- ❶ Follow steps 1–4 above. Press and release the receiver button or flash key on your phone.
- ❷ Dial out to the third party's number.
- ❸ Press and release the receiver button or flash key again to "bridge" all three parties.