Captioned Telephone (CapTel), Speech to Speech (STS) and IP Relay

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What is CapTel?

CapTel enables people who are deaf or hard of hearing to:

- listen
- read captions
- talk

on phone calls

Available at no cost to people who live or work in Tennessee

How does CapTel work?

Placing a call on a CapTel phone is just like using a Standard phone, but even better.

Each time you use the CapTel phone to make or answer a call, you will be automatically connected to a captioning service.

1) You speak directly to the other party on the CapTel phone.

2) The other party talks directly to you while the captioner listens.

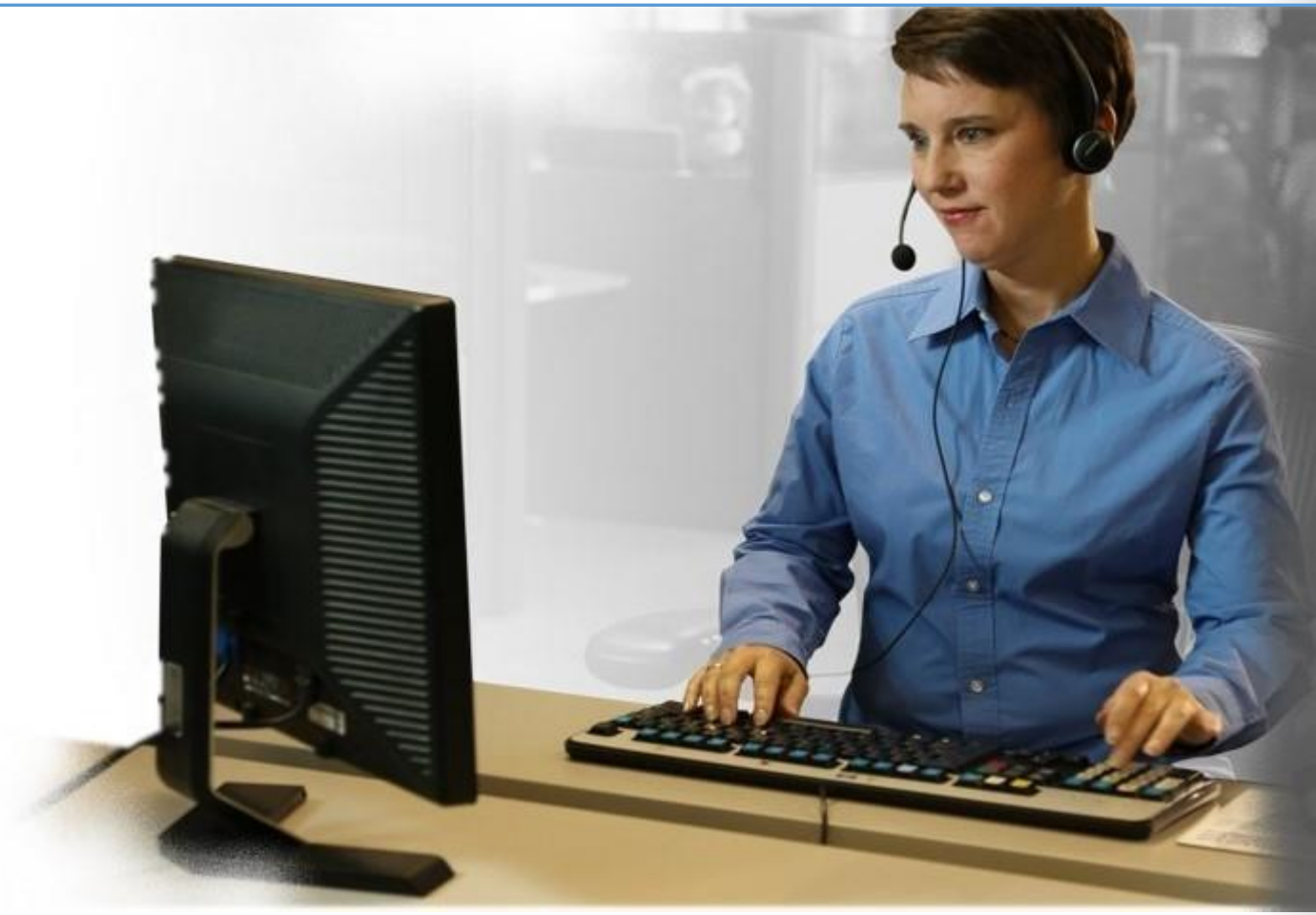
3) The captioner transcribes the other party's voiced message into captions.

4) You listen and read the captions on the CapTel phone.

About the CapTel captioners

CapTel Captioners:

- are never heard during calls
- listen and transcribe the other party's spoken words into captions



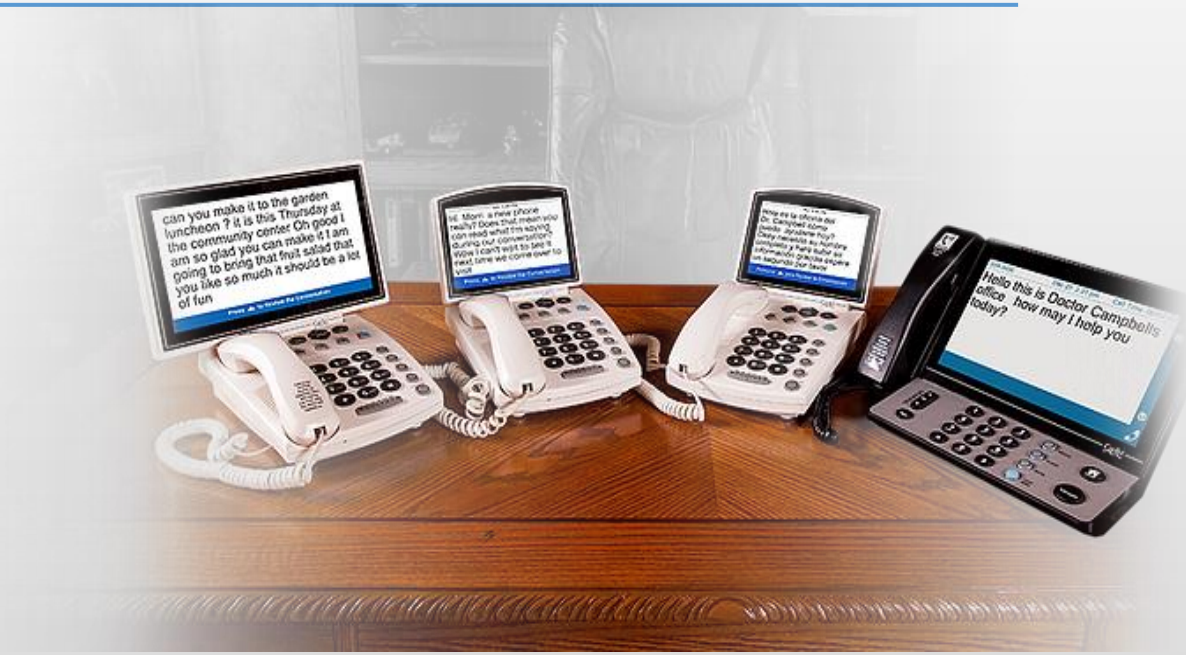
All CapTel calls are completely confidential

CapTel Features

- Live captioning service at no cost
- Caller ID capable
- Built-in answering machine with captions
- Adjustable volume control up to 40dB
- Adjustable font sizes and colors
- One-touch blue button to call Customer Service - 24 hours/7 days

CapTel Phone Models

- **CapTel 840**
  Landline telephone connections only
- **CapTel 840i**
  Both landline telephone service and Internet service
- **CapTel 880i**
  Similar to 840i, with a larger display



- **CapTel 2400i**
  Contemporary style with a touch-screen display with menu graphics and Bluetooth option
- **Braille CapTel 880iB**
  For deaf/hard of hearing people who prefer to speak and read captions in Braille (with a dynamic braille display reader)

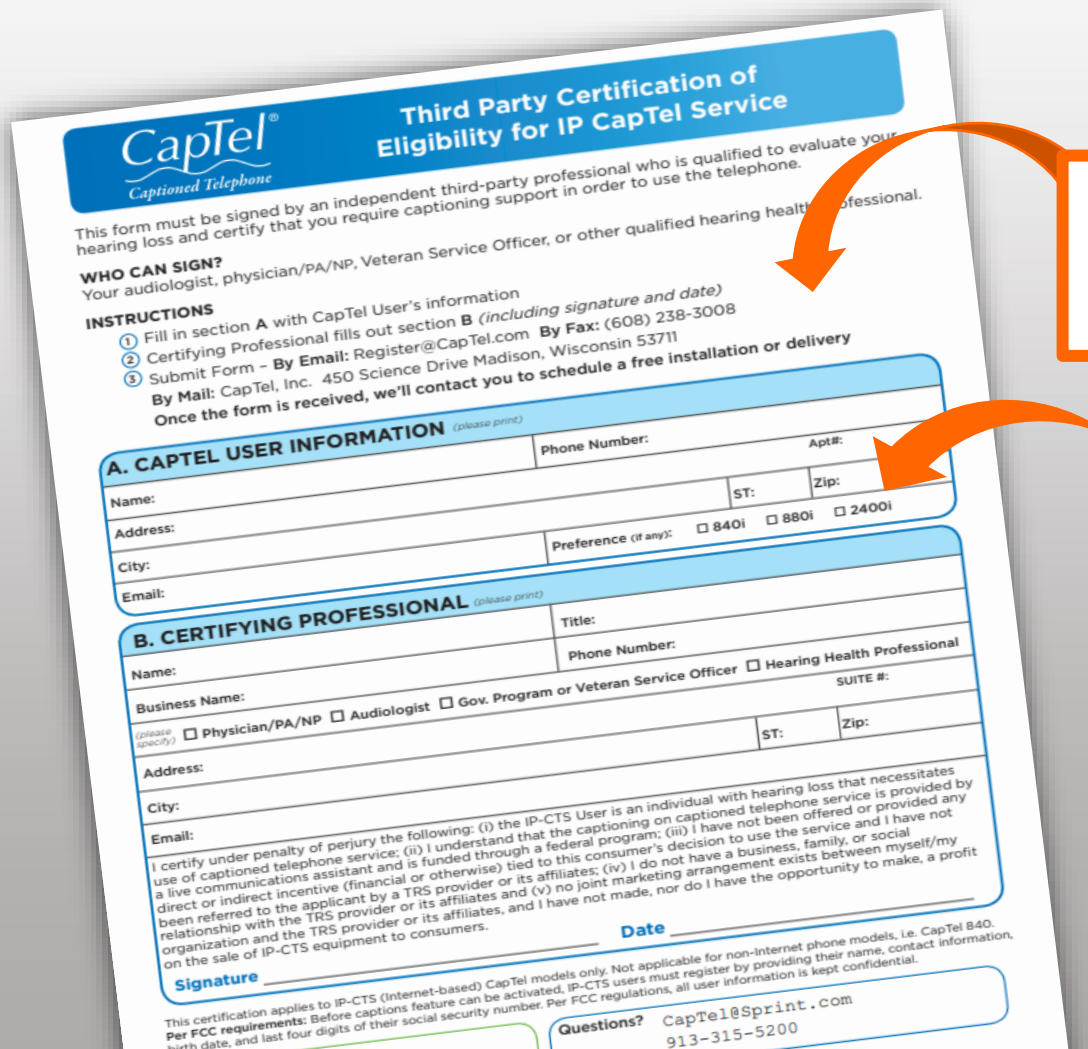
How to Get a CapTel phone?

- **Request a CapTel 840 phone at no cost**
  The Telecommunications Devices Access Program (TDAP) administers the CapTel program
  TDAP Resources (tn.gov)

- **Request an Internet-based CapTel phone at no cost**
  Third Party Certification form,
  signed by hearing health care professional
  www.tenncaptel.com

- **Purchase a CapTel phone - www.tenncaptel.com**

Third Party Certificate form for 2400i, 840i and 880i –internet access
Stop by the booth for the forms



CapTel® Captioned Telephone

Third Party Certification of Eligibility for IP CapTel Service

This form must be signed by an independent third-party professional who is qualified to evaluate your hearing loss and certify that you require captioning support in order to use the telephone.

WHO CAN SIGN?
Your audiologist, physician/PA/NP, Veteran Service Officer, or other qualified hearing health professional.

INSTRUCTIONS
1. Fill in section **A** with CapTel User's information
2. Certifying Professional fills out section **B** *(including signature and date)*
3. Submit Form – **By Email:** Register@CapTel.com **By Fax:** (608) 238-3008
   By Mail: CapTel, Inc. 450 Science Drive Madison, Wisconsin 53711
   Once the form is received, we'll contact you to schedule a free installation or delivery

A. CAPTEL USER INFORMATION *(please print)*

Name: | Phone Number: | Apt#:
Address: | ST: | Zip:
City: | Preference (if any): ☐ 840i ☐ 880i ☐ 2400i
Email:

B. CERTIFYING PROFESSIONAL *(please print)*

Name: | Title:
Business Name: | Phone Number:
(please specify) ☐ Physician/PA/NP ☐ Audiologist ☐ Gov. Program or Veteran Service Officer ☐ Hearing Health Professional
Address: | SUITE #:
City: | ST: | Zip:
Email:

I certify under penalty of perjury the following: (i) the IP-CTS User is an individual with hearing loss that necessitates use of captioned telephone service; (ii) I understand that the captioning on captioned telephone service is provided by a live communications assistant and is funded through a federal program; (iii) I have not been offered or provided any direct or indirect incentive (financial or otherwise) tied to this consumer's decision to use the service and I have not been referred to the applicant by a TRS provider or its affiliates; (iv) I do not have a business, family, or social relationship with the TRS provider or its affiliates and (v) no joint marketing arrangement exists between myself/my organization and the TRS provider or its affiliates, and I have not made, nor do I have the opportunity to make, a profit on the sale of IP-CTS equipment to consumers.

Signature _____ **Date** _____

This certification applies to IP-CTS (Internet-based) CapTel models only. Not applicable for non-Internet phone models, i.e. CapTel 840.
Per FCC requirements: Before captions feature can be activated, IP-CTS users must register by providing their name, contact information, birth date, and last four digits of their social security number. Per FCC regulations, all user information is kept confidential.

Questions? CapTel@Sprint.com
913-315-5200

For the person to receive a CapTel phone

For the hearing heath professional to certify that the person has a hearing loss

Additional CapTel Benefits

- Verbatim captions
- Speed Dial and Phone Book
- Captions available in
  English-to-English and
  Spanish-to-Spanish

- **No cost for Tennessee residents who have hearing loss**

What is Speech-to-Speech (STS) Service?

Speech-to-Speech (STS) is designed for people with speech disabilities to call anyone on the phone

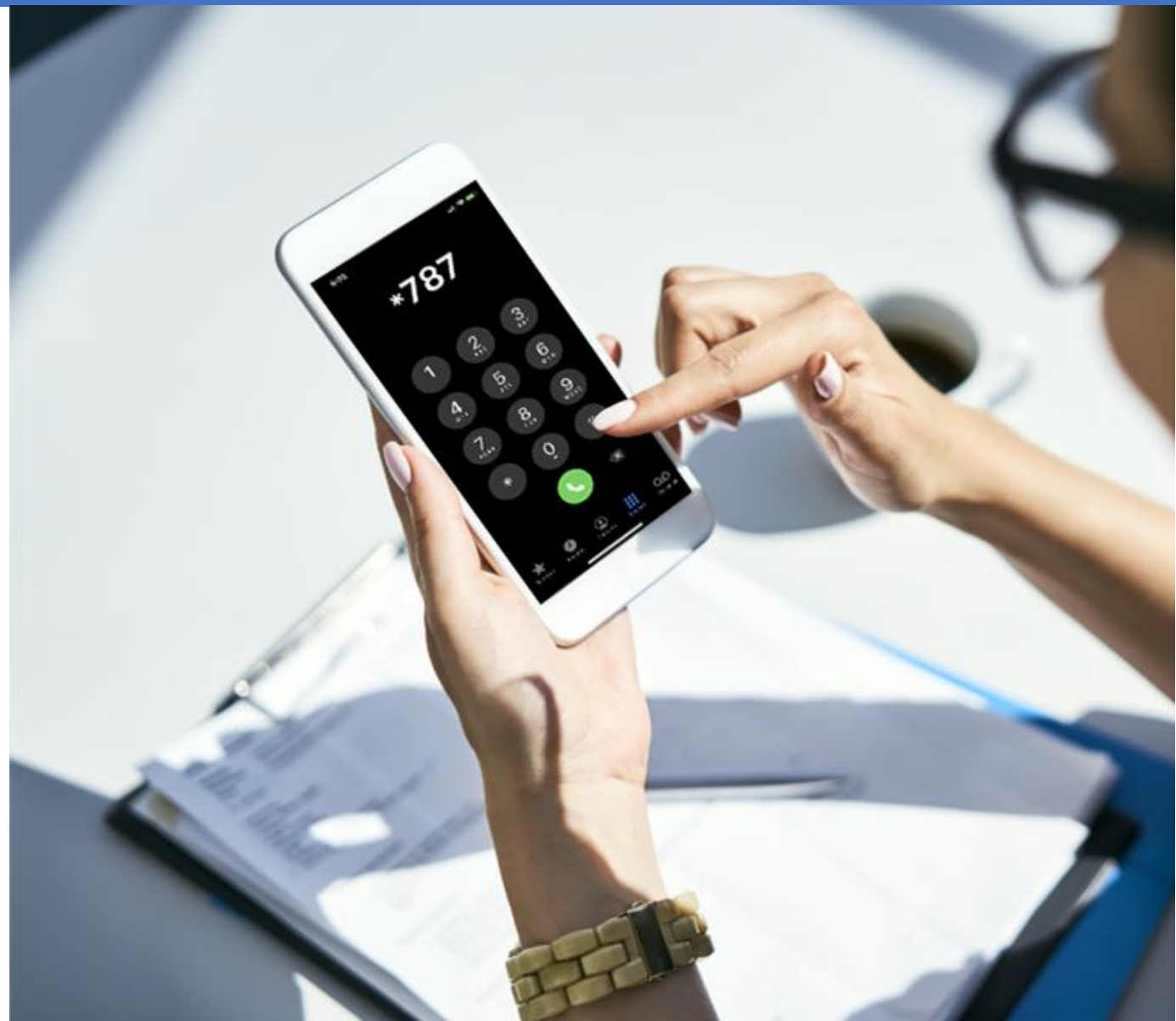
All relay services are available at no cost to people who live or work in Tennessee

But my speech is REALLY hard to understand!

- STS Operators are trained to understand different speech patterns and difficult to understand speech.
- STS Operators are ready to assist an STS caller to assure clear communication takes place.
- STS Operators take the time needed to work with an STS user.

Wireless Speech to Speech

- Wireless customers with a speech disability can dial *787 on the T-Mobile network to connect with a specially-trained STS operator.



Device and screen images simulated

What is Internet Protocol Relay (IP Relay)?

- Allows you to make and receive IP Relay calls to anyone by typing and reading your conversation
- Available on an internet-connected device using a web and/or mobile application
- Instructions available upon request
- Registration is required

IP Relay Benefits

- T-Mobile takes pride in offering telecommunication options for people with Speech Disabilities.
- Besides Speech-to-Speech (STS) service, the IP Relay web and mobile applications are an alternative solution with some great benefits.
- If you are not in the mood to talk, but still want to make a phone call, IP Relay is available. You can use IP Relay on your computer, tablet or smartphone with an internet connection...at the airport, shopping, or walking to your car from work! Multitasking has never been easier!

- For more details, visit: www.t-mobile.com/iprelay.

Q & A

www.tennrelay.com
www.tenncaptel.com

Sign up for webinar trainings at
Webinar – Tennessee Relay (tennrelay.com)

Donicé Kaufman at
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