

Updates to the California Relay Service (CRS) Starting June 2, 2010!

New Providers – New Opportunities!

AT&T Relay and Hamilton Relay were awarded the California Relay Service (CRS) contracts and have begun relaying your calls starting June 2, 2010. This provider change does not require you to do anything different. You can continue to dial the same relay number(s) you have been using. The only difference is that your call will be routed to either Hamilton Relay or AT&T Relay .

If you already have a Customer Profile, all your choices are applied to calls you make through both AT&T Relay and Hamilton Relay. Any modality and language preferences from your 711 Choice Form are also applied to calls through these new CRS providers.

Please note: Starting June 2, 2010, toll charges apply to all non-local relay calls. Please contact the providers' Customer Service to select your long distance carrier of choice.

Give the New Providers a Try!

During June and July continue dialing 711 or the relay provider numbers you use now. You are also able to call Hamilton Relay and AT&T Relay through their toll-free relay numbers. Beginning on August 1, after you have had an opportunity to use the services of both providers, you may update your 711 Choice Form. At that time you also may want to contact each of the two new CRS providers to find out all the options you can choose if you set up a Customer Profile.

Toll-Free Phone Numbers for the New CRS Providers (as of June 2, 2010):

		To reach either provider, dial:	Relay Provider Phone Numbers	
			AT&T Relay	Hamilton Relay
E N G L I S H	All callers	711		
	TTY	1-800-735-2929	1-866-660-4288	1-800-855-7100
	Voice	1-800-735-2922	1-866-461-4288	1-800-855-7100
	VCO (Voice Carry Over)	1-800-735-2929	1-866-660-4288	1-800-855-7100
	HCO (Hearing Carry Over)	1-800-735-2929	1-866-660-4288	1-800-855-7100
	STS (Speech to Speech)	1-800-854-7784	1-866-988-4288	1-800-855-7300
	ASCII		1-866-660-4288	1-800-855-7100
	Customer Service		1-866-934-4288	1-877-632-9095
S P A N I S H	All callers	711		
	TTY	1-800-855-3000	1-866-288-1311	1-800-855-7200
	Voice	1-800-855-3000	1-866-288-1677	1-800-855-7200
	VCO (Voice Carry Over)	1-800-855-3000	1-866-288-1311	1-800-855-7200
	HCO (Hearing Carry Over)	1-800-855-3000	1-866-288-1311	1-800-855-7200
	STS (Speech to Speech)	1-800-854-7784	1-866-288-7504	1-800-855-7200
	ASCII		1-866-288-1311	1-800-855-7200
	Customer Service		1-866-985-4288	1-877-419-8440

For more information on California Relay Service (CRS),
please visit http://www.ddtp.org/california_relay_service/



Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program

CRS Long Distance Charges

CRS services remain free of charge; CRS users may continue dialing and using 711 services at no cost. However, depending on where the CRS user calls to, long distance charges may apply.

Beginning June 2, 2010, long distance charges are applicable for CRS calls outside of your local calling area. CRS operator services remain free via 711 or toll-free 800 numbers. Starting on June 2, 2010, users of the California Relay Service have two new relay providers to choose from. These new companies, AT&T Relay and Hamilton Relay, are responsible for completing your relay calls, and provide the relay operators for these calls. You, the relay user, can choose the long distance company you want to use to complete your call. Then, you just tell the AT&T Relay or Hamilton Relay operator which long distance company you want to use, and your call will be connected to that provider. You can use any long distance company that provides service in California, like Verizon, Sprint, SureWest, and others. Whichever long distance company you pick will be the company responsible for billing you for your relay calls

But, if you do not choose a long distance company, and tell the relay operator which long distance company you want to use, then your call will go automatically to AT&T Long Distance. Then AT&T Long Distance will bill you for your relay call. If this happens, your California long distance relay call will be billed in one of these ways:

If you already are either a customer of AT&T Communications of California or a customer of AT&T Long Distance, then your call will be billed according to whatever plan you have with these companies. For example, if you have an unlimited calling plan, then your long distance relay call will be part of your unlimited calling plan.

OR

If you are an AT&T Long Distance customer who has a Direct Dialed Basic Rate Plan or the True Reach Plan, or if you are a customer of SBC Long Distance, then your California Relay toll or in-state long distance call will be billed at \$0.03 a minute.

OR

If you are a customer with AT&T Business, then your California Relay toll or in-state long distance call will be billed at \$0.03 a minute.

OR

If you have any other company for your service but your California Relay call gets billed by AT&T Long Distance, then you will be billed at \$0.03 a minute.

If you don't have an AT&T long distance plan and have not identified another Long Distance carrier in your profile, the relay providers' default long distance rates apply. (i.e. AT&T's Long Distance intrastate charges of 3 cents/minute and interstate charges of 7 cents/minute will apply) You can register your preference for a Long Distance Provider in your Customer Profile:

- Use the CRS user's registered long distance carrier
- Use a calling card