

1. What does the text message, "California law requires you to inform the other person(s) that there is an operator on the call." mean?

This text message reminds you that you are legally responsible to let the other parties know there is a CapTel captionist present on the call. As part of California's Privacy Law, an individual cannot listen to a call without the consent of all parties.

2. What am I required to do?

You are legally responsible to inform the person you are speaking with that there is a captionist listening to what they say so their words are captioned for you to read on your CapTel phone display screen. The words you use to inform the other party are up to you. It is your legal responsibility to make all parties on the call aware there is a captionist, CA, or operator on the call.

3. Will the text message interfere with my getting captions at the start of the call or delay my captions as the other pre-recorded announcement did?

The captions will begin right after the text message and will not interfere with your conversation.

4. What if I choose not to make my own announcement? What happens? How is this going to be enforced?

Each CapTel user is legally responsible for complying with the State's privacy laws, which prohibit an unidentified person from listening to a telephone call without the consent of all parties to the call. You may also contact the California Public Utilities Commission at 1-800 273-3614 if you have questions regarding these laws.

5. Do I need to announce this on every call?

Yes, CapTel users are legally responsible to announce the presence of the captionist each time they make or receive a call. Once the person has been notified and consents to a captionist listening to the call, no further action is required. Don't worry about having to remember this every time you make a call; there is a text reminder at the beginning of every call.

6. Why didn't I get this option on June 2nd? Why is this okay now and not before?

The captioned telephone service contract that began on June 2, 2010 must comply with the State's privacy laws. Captionists listen to a caller's voice to caption their words and therefore all parties are legally responsible to be informed that a 3rd party is on the line. Previously, a pre-recorded message was sent and heard. The law cannot be changed but based on consumer feedback, the California Public Utilities Commission has now determined that the CapTel users can themselves inform the other parties on the call

that there is a captionist on the call. The CPUC has worked with the Attorney General to determine that this change meets all legal requirements to satisfy the State's privacy laws.

7. I will announce to my callers that this call is being captioned, but I don't want this text message present at the beginning of every call. How can I remove this?

The law requires CapTel users to make the announcement and the text message is designed to be a friendly reminder. At this time, the text reminder message cannot be removed.

8. What can I do if the other person refuses to continue with the call after I inform them that the CA is on the line?

You might explain to the person that you have difficulty hearing over the telephone and that the CA assists you in using the telephone.

9. Why are there new relay providers as of June 2, 2010?

The CPUC is required to periodically rebid all contracts, including those for CRS. The contracts to provide relay service in California are awarded for a three-year period, with the option for extension. The final contract extension has been exhausted; therefore after the CPUC reviewed responses to their Request for Proposal (RFP), they awarded new contracts. The new providers began their service on June 2.

10. Do I need to do anything differently now to use CRS? Can I still use 711 or the 800 numbers that I have been using?

No, you do not need to do anything differently to use CRS. Yes! You can still use 711 and the 800 numbers you have been using. The dedicated 800 numbers for Sprint, GoAmerica and Nordia, to reach CRS, will still be good numbers, but the calls to these numbers are now answered by AT&T Relay or Hamilton Relay. In addition, Hamilton Relay and AT&T Relay have their own 800 numbers.

11. What are the changes?

New CRS providers began providing California service on June 2, 2010. The new CRS providers offer TTY, VCO, 2-line VCO, HCO, STS, ASCII, and Voice in English and Spanish, just as the former CRS providers did.

Providers: GoAmerica, Nordia, and Sprint have been replaced by two new providers: AT&T Relay and Hamilton Relay.

New Customer Profile Options: New options are available to personalize your relay calls. Speech to Speech (STS) users can choose to mute their voices, so the called person hears only the Communication Assistant's (CA's) voice. TTY users can request to have the text output on TTYs automatically slowed down to a comfortable speed.

12. What are the changes in long distance charges?

Beginning June 2, 2010, long distance charges are now being assessed when CRS users call someone outside the CRS user's local area using the California Relay Service (CRS). CRS services remain free of charge: CRS users may continue dialing 711 at no cost. However, depending on where the CRS user is calling, long distance charges may apply.

Long distance charges are assessed in two ways:

- If the user has an **existing AT&T long distance plan**, the long distance service network will recognize and automatically apply long distance charges according to the user's AT&T plan.
- If the user has a long distance **plan other than AT&T** and has **not** identified a **carrier of choice** in their Customer Profile, the default long distance rate applies: three (3) cents per minute for in-state calls and seven (7) cents per minute for out-of-state calls.
- CRS users without an AT&T long distance plan can ensure long distance charges are assessed according to their preference by:
 - Registering their long distance provider preference in their Customer Profile
 - Registering a calling card in their Customer Profile

13. I don't understand the long distance charges. Who can help me figure that out?

Please contact the new CRS providers (Hamilton Relay and AT&T Relay) for further explanation of the long distance charges. Please note: the CRS providers themselves don't bill for the long distance portion of your relay calls, but they may be able to help you work with your long distance provider.

Language	AT &T Relay Customer Service	Hamilton Relay Customer Service
English	1-800-682-8706	1-877-632-9095
Spanish	1-866-985-4288	1-877-419-8440

14. What will happen to my 711 Choice?

Your 711 Choice information including your registered language and relay mode (TTY, HCO, VCO, STS) has been transferred to the new providers and will continue to be honored. During June and July, continue calling 711 or the relay provider numbers you use now. You may also call Hamilton Relay and AT&T Relay directly through their toll free relay numbers. Beginning August 1, after you have had an opportunity to use the services of both providers, you may update your 711 Choice Form.

15. What will happen to my Customer Profile?

Your Customer Profile information including your registered language (English or Spanish) and relay mode (TTY, VCO, 2-line VCO, HCO, STS, ASCII, and Voice) has been transferred to the new providers and will continue to be honored. During June and July, continue calling 711 or the relay provider numbers you use now. You may also call AT&T Relay and Hamilton Relay directly through their toll free relay numbers. We suggest that you contact both relay providers to confirm your long distance carrier of choice for toll calls and that your preferred relay mode, language, typing speed, and CA gender are up-to-date.

16. How do I register my 711 Choice?

Call the Customer Service department of any CRS provider. You must call from the telephone number being registered. See the "[California Relay Service 711 Choice Form](#)" for the CRS provider contact information. You can call any day at any time.

17. In my household, I usually like one relay service provider and another person likes another. Can we both dial 711 and each get our preferred CRS Provider?

Only one of you would be able to dial 711 and get a preferred CRS provider. The other person would dial the direct toll-free number for their preferred relay service provider. In my household, I usually prefer one relay mode (i.e. TTY) and another person in my household would prefer another relay mode (i.e. VCO). How can we solve this?

There are 2 ways to do this:

- a. All the people in the same household will be able to dial 711. Each can request a specific relay mode (i.e. TTY, HCO, VCO, STS) when CRS answers.
- b. Allow one person to choose their preferred relay mode in their 711 Choice or Customer Profile. The other person in the same household can call the relay service provider's direct toll-free number for their preferred relay mode.

18. What's the difference between the 711 Choice preferences and the individual relay service providers' profile form?

The 711 Choice Form routes your call to the specific CRS provider and/or a specific relay mode (i.e. TTY, HCO, VCO, STS).

If you have other call handling preferences, you can fill out a longer separate personal profile form with the CRS providers you want to use. For example, if you do not want the relay operator to type in anything while your call is on hold, you can note that on the CRS provider's own profile form.

19. Can I fill out a paper form or do it on your website?

See the [California Relay Service 711 Choice Form](#)

20. I've selected a relay provider with my 711 Choice Form, can I change?

Yes! You can make changes as often as you'd like to. As a matter of fact, we are encouraging our CRS users to try both new providers.

21. If I want to make the 711 Choice changes, how will they know it's for me?

Call any Customer Service number from the same phone number that is registered. Or, when you first register your choices set up a security question and answer. After that, you can call from any telephone number to make changes by answering your security question correctly.

22. Will this 711 choice cost me anything?

No, it's a completely free service.

23. At work I have a phone and TTY as an extension on a PBX system. Do I need to reprogram that phone to make 711 calls?

Yes, you will need to reprogram that phone so that it will allow you to dial just 3 digits.

24. Are there some phone numbers that cannot be registered with 711 Choices?

Yes, some phone numbers, such as phones that work through some business telephone systems (such as PBX), cannot be registered with 711 Choice. This is because some telephone lines do not send that particular phone number to the 711 telephone network so your choices will be seen. If you are not sure, call any Customer Service number to check to see if the number you are calling from can be registered.

25. Can I call 711 with the same 711 Choice Form for my home and work?

No, your choice is tied to the telephone number you register with. You will need to register your 711 Choices separately for your home and for your workplace by calling from those specific numbers.

26. Can I use 711 with Speech-to-Speech (STS)?

Yes, you can. Call the Customer Service department of either CRS provider to register your preferences such as mode (STS) and vendor. From then on, just dial 711 and your call will be answered promptly according to your choices.

27. I am using VRS and Internet Relay more than TTY. CRS does not offer those services.

There are some relay providers offering VRS and IP Relay and these services are federally supported. However, these services are not currently supported by CRS.

28. Since Video Relay Service (VRS) is now available, can I apply for a videophone or a webcam from CTAP?

Currently, we do not provide free videophones or webcams. However, you can purchase the equipment at stores and use them with the VRS service.

29. Can I dial 911 using VRS or Internet Relay?

VRS and IP Relay providers are now required to process your 911 call. However, if you have an emergency, you are strongly encouraged to call 911 directly on your TTY. For details visit the Federal Communications Commission (FCC)