



www.ddtp.org  
 Programs of the California Public Utilities Commission  
 Deaf and Disabled Telecommunications Program

## Updates to the California Relay Service (CRS) as of June 2, 2015

As of June 2, 2015, all California Relay Service (CRS), including TTY/VCO/HCO, Speech-to-Speech and landline captioned telephone service (CapTel), is provided by Hamilton Relay. To ensure best customer service, CRS users are encouraged to identify their customer preferences through 711 Choice and their Customer Profile.

**711 Choice:** Get your CRS calls answered in the language and modality of your choice! Once you establish your 711 Choice, your choices make all of your calls quick and easy.

**Set up a Customer Profile with your CRS Provider:** You can let your CRS provider know exactly how you want your calls handled.

Your options include:

- Gender Communications Assistant (CA)
- Speed Dial of frequently called numbers
- Long Distance Carrier
- Slow Typing
- Customized Greetings/Messages

**Please note:** Toll charges apply to all non-local relay calls. Please contact the relay provider's Customer Service to select your long distance carrier of choice.

Please contact the relay provider for questions on whether your customer preferences (711 Choice and Customer Profile) are being handled in accordance to your wishes, including long distance carrier for toll calls.

### **Toll-Free Phone Numbers for California Relay Service (as of June 2, 2015)**

*(All dialed numbers will connect with California Relay Service)*

		Direct Dial: DDTP	Direct Dial: California Relay Service (Hamilton Relay)
<b>E N G L I S H</b>	All	711	
	TTY	1-800-735-2929	1-800-855-7100
	Voice	1-800-735-2922	1-800-855-7100
	VCO (Voice Carry Over)	1-800-735-2929	1-800-855-7100
	HCO (Hearing Carry Over)	1-800-735-2929	1-800-855-7100
	STS (Speech-to-Speech)	1-800-854-7784	1-800-855-7300
	ASCII		1-800-855-7100
	Customer Service		1-877-632-9095
<b>S P A N I S H</b>	All	711	
	TTY	1-800-855-3000	1-800-855-7200
	Voice	1-800-855-3000	1-800-855-7200
	VCO (Voice Carry Over)	1-800-855-3000	1-800-855-7200
	HCO (Hearing Carry Over)	1-800-855-3000	1-800-855-7200
	STS (Speech-to-Speech)	1-800-854-7784	1-800-855-7200
	ASCII		1-800-855-7200
	Customer Service		1-877-419-8440

For more information on California Relay Service (CRS), please visit [www.ddtp.org](http://www.ddtp.org) and select "Relay Calls."

## **CRS Long Distance Charges**

By using CRS you can receive calls from anywhere in the United States or worldwide. Contact the CRS customer service number for more information.

Long distance charges are applicable for CRS calls outside of your local calling area. Access to CRS remains free via 711 or toll-free 800 numbers.

CRS users can choose the long distance company of their choice to bill their calls. You just tell the CRS operator which long distance company you want to use, and your call will be billed through that company (or carrier). 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 all toll and long distance charges that will apply to all non-local calls you place through CRS.

If you do not choose a long distance company, or tell the relay operator which long distance company you want to use, then your call will be billed 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:

- A. If you already are a customer of AT&T Long Distance, then your call will be billed according to whatever plan you have. For example, if you have an unlimited calling plan, then your long distance relay call will be part of your unlimited calling plan.

OR

- B. If you are an AT&T Long Distance customer who has a Direct Dialed Basic Rate Plan or the True Reach Plan, then your California Relay toll or in-state long distance call will be billed at \$.03 a cents/minute.

OR

- C. 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 \$.03 a cents/minute.

If you don't have an AT&T long distance plan and have not identified another Long Distance carrier in your profile, the default long distance rates apply (i.e., AT&T's Long Distance intrastate charges \$.03 a cents/minute and interstate charges of \$.07 a 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