

Updates to the California Relay Service (CRS) as of 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 as of June 2, 2010. 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, modality, and/or by the provider of your choice! Once you establish your 711 Choice, your choices are shared with all relay providers to make all of your calls quick and easy.

Set up a Customer Profile with your CRS Provider: You can let your CRS providers know exactly how you want your calls handled. If you alternate between CRS providers, you will need to establish a Customer Profile with each provider.

Your options include:

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

Please note: As of 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.

Please contact your chosen relay provider(s) if you have any questions as to whether your customer preferences (711 Choice and Customer Profile) are being handled according to your preferences including long distance carrier for toll calls.

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
www.ddtp.org and select "Relay Calls."



www.ddtp.org

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.

As of 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 do not 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.
- 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.
- 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.
- 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