STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814

February 4, 1987

ALL-COUNTY INFORMATION NOTICE NO. I-08-87

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: TELEPHONE RELAY SERVICE FOR THE DEAF

The California Relay Service is a new service provided by AT&T, General Telephone, Pacific Bell and other local telephone companies in California. This service allows a person using a Telecommunications Device for the Deaf (TDD) to communicate with any other telephone user within the state. This service also works in reverse, allowing a hearing person without a TDD to call a TDD user 24 hours per day. Specially trained personnel are available seven days a week to take calls and relay them to the desired party. There is no extra charge for this service, other than the cost of the TDD equipment.

To use this service, or to obtain additional information, you may write to:

California Relay Service
20931 Burbank Boulevard
Woodland Hills, CA 91367

OR CALL TOLL FREE

With a TDD dial:
1-800-342-5966

If you are a hearing person and
do not have a TDD dial:
1-800-342-5833

Calls are placed through the relay service and are billed at the local rate. For example, if you are in Sacramento and want to call someone in Ventura using the relay service, your bill will reflect the same rate as a regular call from Sacramento to Ventura. You will not be billed for the portion of the call going from Sacramento to the relay service office or from the office to Ventura.

EMERGENCY CALLS

Emergency 911 calls can be made from the TDD. To ensure that the call is handled quickly, simply dial 911. If you dial the relay service in an emergency they will tell you to dial 911. All 911 reception points are TDD compatible.

CONFIDENTIALITY

Calls made through the relay service are confidential. Employees of the service may not disclose any information heard or seen as they assist with calls.

County staff working with recipients who are hearing impaired should be aware of this new service and apprise deaf clients of its availability. If you have any questions concerning this service, please contact AT&T through the numbers listed above.

Fred E. Lewis, Chief
Office of Deaf Access

Attachment

cc: CWDA

bcc:	Director's File	17-11
	Reading File	17-11
	C. Hood	17-11
	F. Lewis	13-10

IF YOU ARE A HEARING PERSON AND DO NOT HAVE A TDD and wish to call a TDD user:

- *Dial 1 + 800 342-5833*
- *When the relay service answers, tell them the name and telephone number of the person you want to call.*

IF YOU HAVE A TDD and wish to call a hearing person without a TDD:

- *Dial 1 + 800 342-5966*
- *The relay service will answer and type CALIFORNIA RELAY SERVICE MAY I HELP U Q GA*

LOCAL CALLS

- *Type: I want to make a call to (telephone number and name of person you are calling).*
- *From (telephone number you are calling from).*
- *My name is _____*
- *GA*

LONG DISTANCE

- *Type: I want to make a call to (area code, telephone number and name of person you are calling).*
- *From (area code and telephone number you are calling from).*
- *My number is _____*
- *GA*

COLLECT CALLS

A collect call means the person or business you are calling agrees to pay for the call.

- *Type: I want to make a collect call to (area code and telephone number).*
- *I am calling from (area code and telephone number).*
- *My name is _____*
- *GA*

CALLING CARD CALLS

If you have a calling card from your local telephone company or AT&T (issued to a number within California) you can make calls and charge them to a calling card number.

- *Type: This is a calling card call to (area code and telephone number of the person you are calling).*
- *I am calling from (area code and telephone number).*
- *My name is _____.*
- *Bill the call to (telephone calling card number).*
- *GA*

BILL TO THIRD NUMBER CALLS

You can make calls and bill them to a number that is different than the one you are using or calling. The third number must be in California.

- *Type: This is a third number call to (area code and telephone number of the person you are calling).*
- *From (area code and telephone number you are calling from).*
- *My name is _____*
- *Bill the call to (area code and telephone number you want the call billed to).*
- *GA*

PERSON-TO-PERSON CALLS

If you call Person-to-Person you do not have to pay if the person you want is not available.

- *Type: This is a person-to-person call to (area code and telephone number and name of person you are calling).*
- *I am calling from (area code and telephone number).*
- *My name is _____.*
- *GA*

CALLS FROM A HOTEL OR MOTEL-BILLED TO YOUR ROOM

If you want to make a call from your hotel/motel room, give the relay service the complete name of the hotel/motel and your room number.

- *Follow hotel dialing directions.*
- *Type: I am calling from my hotel room to (area code and telephone number of the person you are calling).*
- *I am at the _____ hotel and the telephone number is (area code and telephone number).*
- *My name is _____*
- *My hotel room number is*
- *GA*

CALLS FROM A PAY PHONE

Only calling card, collect or bill to a third number calls can be made through the relay service from pay phones. The relay service cannot collect or return money at pay phones.

- *Type: I am calling from a pay phone to (area code and telephone number you are calling).*
- *From (area code and telephone number of the coin phone you are using).*
- *My name is _____*
- *Bill the call to (choose one):*
  - *Third number (area co and telephone you wa.. the call billed to).*
  - *Calling card (your calling card number).*
  - *Collect — just type "collect" as you have already given the number.*
- *GA*