

Customers with Disabilities

Residential

Woodhull Telephone Co. and Diverse Communications Inc. works with its customers who are hearing, vision, or speech impaired, or have mobility or cognitive impairments, or other disabilities, to ensure that their individual telecommunications needs are met. First, we will identify what special needs an individual customer has so that we can help design a telecommunications solution for that person.

Telecommunications Relay Service

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional voice call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party. The service is free by dialing either a toll free number TTY #800-526-0844 or Voice #800-526-0857 or by simply dialing 7-1-1. The service is available 24 hours a day, 365 days a year. Federal and state laws require all call information and conversations to remain confidential.

Types of Devices and Software Available

There are a number of Telecommunications Devices and/or Software available for individuals with disabilities. The following is a list and description of some of these devices that are available:

B – Blind	HH – Hard of hearing	VI – Visually impaired
CI – Cognitively impaired	LMI - Lower Mobility Impaired	UI - Upper Mobility impaired
D – Deaf	SI – Speech Impaired	WS – Weak Speech

Amplified Phone

HH or D

A telephone with volume controls to adjust for loudness for persons hard of hearing. Phone can be cordless. Some models amplify from 30 dB to 50 dB.

Amplified Cell Phone

HH or D

A wireless phone with volume controls to adjust for loudness for persons hard of hearing.

Big Button Telephone

VI or B or UMI or CI

A telephone with large dialing numbers, backlit numbers, braille numbers, or slots for picture inserts dialing.

Bluetooth Cell Phone

HH or D

A wireless phone with Bluetooth capability.

Bluetooth Compatible Phone Device

HH or D

A device that enables a user's hearing aid to work with a Bluetooth device.

Bluetooth Hub

HH or D

A device that enables a landline phone to work with a Bluetooth device.

Braille Telecommunications Device

HH or D or SI and VI or B

Same as TTY, but can convert the text typed and received into braille.

Captioned Telephone*

HH or D

A phone that allows the user to listen on a handset and then read the other person's response on a display.

Cordless Phone

VI or B or LMI

A phone without a cord so that the user is not restricted to a single location.

Hands-Free Activated Phone

VI or UI

A device that allows the user to dial pre-programmed numbers and answer calls using a remote or soft touch or air switch.

Hearing Carry Over*

SI

A phone that allows the user to type on a keyboard and then hear the other person's response on a handset.

Lapel Microphone

WS and UI or WS and VI

A device used with Hands-Free Activated Phone to increase the loudness of user's voice.

Outgoing Voice Amplification Telephone

WS

A phone with volume control capabilities to increase the loudness of the user's voice.

Ring Signaler

HH or D

A device that alerts the user of an incoming call with a light that flashes as the phone rings.

Speakerphone

HH or VI or B or UI or CI

A phone with a speaker built into the base.

Tactile Ring Signaler

HH or D

A device that vibrates when the phone rings.

Talks Back Number Dialed Telephone

VI or B or UI

A telephone that vocalizes the numbers dialed.

TTY*

HH or D or SI

A device with a keyboard and display screen which can be used for text communication over a telephone line when one or more parties have hearing or speech difficulties.

Two-Way Paging Device*

HH or D or SI

A text messaging device with a standard keyboard that can send and receive wireless messages.

Voice Carry Over*

HH or D

A telephone that allows someone with a hearing disability to speak directly to a telephone user and then read a response on a display.

Voice Dialer

VI or B or UI

A device that allows the user to dial a pre-programmed number by a voice command.

*** May require caller to place calls through a relay service.**