

The power to
connect us **ALL.**



**California
Relay
Service**

California Relay Service Captioned Telephone

Captioned Telephone (CapTel®) is a free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party while they listen and read what's said on the bright, built-in display screen of the CapTel phone.

Who benefits from CapTel?

- People who experience significant hearing loss and have intelligible speech
- People who communicate with individuals who experience difficulty hearing over the phone

How it works

Captioned telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially-trained operator at the captioning center uses voice recognition technology to convert everything the standard phone user says into captions that appear on the bright, easy-to-read display screen of the CapTel phone. Captions are available in English or Spanish.

Experience increases clarity and confidence with every call! For more information about California Relay Service and CapTel:

Call Customer Service: Monday – Friday, 6:00 a.m. – 5:15 p.m.

English: 1-888-402-4018 • **Spanish:** 1-877-330-0156

Email: info@HamiltonCapTel.com

Visit: www.CA-Relay.com

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience



Require Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. For more information or to apply for a CapTel phone, call the California Telephone Access Program at:

English: 1-800-806-1191

Spanish: 1-800-949-5650

TTY: 1-800-806-4474

Mandarin: 1-866-324-8747

Cantonese: 1-866-324-8754

Hmong: 1-866-880-3394

Visit: www.DDTP.org



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