

What is CapTel® Service?

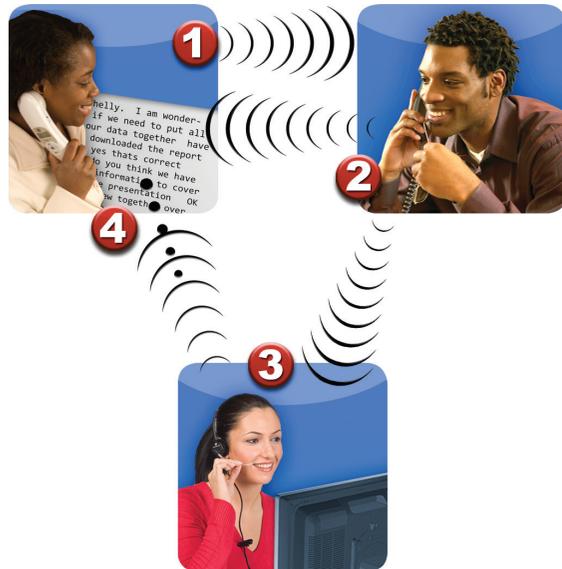
- ▶ The service is similar to captioned television.
- ▶ Dial the person you're calling directly.
- ▶ Captions are provided live for every phone call. They are displayed on your CapTel phone's built-in screen for you to read while listening to the caller with your residual hearing and responding back to them with your own voice.
- ▶ CapTel Service is provided free of charge* through Arkansas Relay.

* CapTel users are responsible for their own long distance charges.

The CapTel phone is available through TAP.

TAP information on the back.

How does CapTel work?



- 1** The CapTel user dials and speaks directly to the other party on the telephone.
- 2** The other party speaks directly to the CapTel user.
- 3** The CapTel operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.
- 4** The CapTel user listens to the other party on the telephone while reading captions of the conversation on a display screen.

Need Equipment?

The **Telecommunications Access Program** provides free telephone equipment to eligible Arkansans who are:

- ▶ deaf, hard-of-hearing, or deaf-blind
- ▶ have a speech disability
- ▶ have a visual, mobility, or cognitive impairment that prevents them from using a standard telephone.

Who can apply?

Anyone can apply who meets the following four criteria:

- ▶ Arkansas resident
- ▶ Personal telecommunication service
- ▶ Income eligibility
- ▶ Disability certified by a qualified professional

If you do not meet income eligibility, a **shared cost option** is available.

How do I apply?

To receive an application, contact TAP:

- ▶ **501-686-9693** (Voice/TTY)
- ▶ **501-246-8219** (Videophone)
- ▶ **800-981-4463** toll-free (Voice/TTY)
- ▶ **www.arktap.org** (Website)

TAP is a program of the
Arkansas Department of Career Education
Arkansas Rehabilitation Services Division
525 W. Capitol, Little Rock, AR 72201



900 South Shackleford Road, Suite 700
Little Rock, AR 72211

Voice: 501-221-1285

TTY: 501-221-3279

Videophone: 501-246-8227

Email: contact@arkansasrelay.com

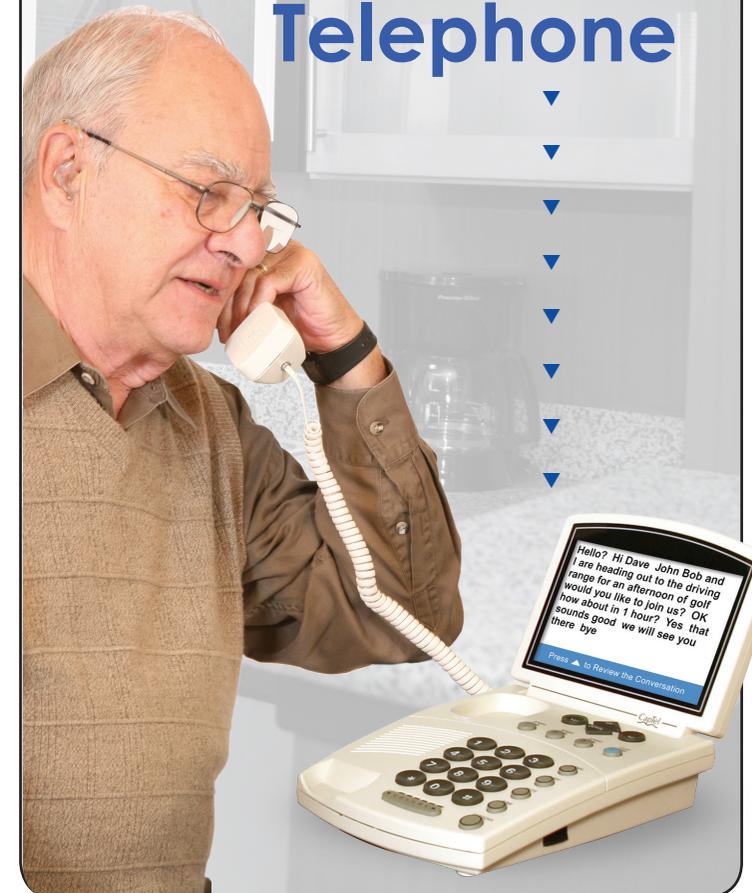
Website: www.arkansasrelay.com

Arkansas Relay is provided by Sprint.
CapTel is a registered trademark of Ultratec, Inc.

Do you **struggle** with understanding others on the phone?

We've got a **solution** for you!

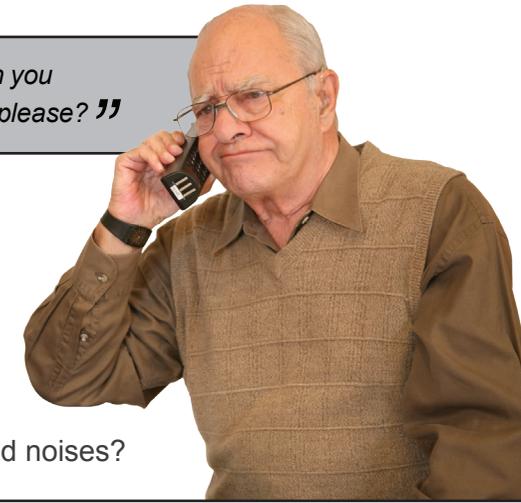
Captioned Telephone



“What? Can you repeat that, please?”

Do you...

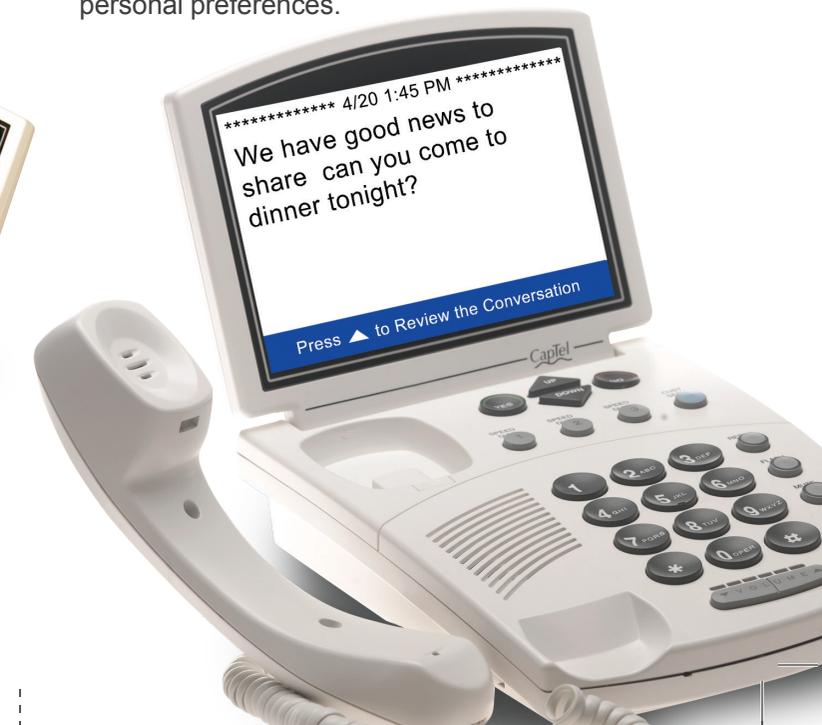
- ▶ have difficulty hearing on the phone?
- ▶ misunderstand conversations due to background noises?



If you answered **YES**, we've got the solution for you. Arkansas Relay Captioned Telephone Service allows you to **LISTEN**, and **READ** captions of what the other person says.

CapTel benefits:

- ▶ Bright and easy-to-read display.
- ▶ Captions appear on all calls, incoming and outgoing.*
* see *CapTel Comparative Chart* for more information
- ▶ Just unplug your old phone and plug in the CapTel phone. There are no additional line charges associated with use of the CapTel phone.
- ▶ Font size and colors can be changed to meet your personal preferences.



CapTel Comparative Chart

Lines on display screen

CapTel 840	Up to 15 lines of text depending on font size
CapTel 840i	Up to 15 lines of text depending on font size
WebCapTel	Depends on your browser window & font style

Phone services supported

CapTel 840	Analog phone line only
CapTel 840i	Analog, DSL, VoIP, FiOS, Digital cable phone
WebCapTel	Own telephone & phone service to make calls

2-line CapTel

CapTel 840	Yes
CapTel 840i	2-line capabilities
WebCapTel	No

Requires high-speed Internet connection

CapTel 840	No
CapTel 840i	Yes
WebCapTel	Yes

Ability to save text of conversation

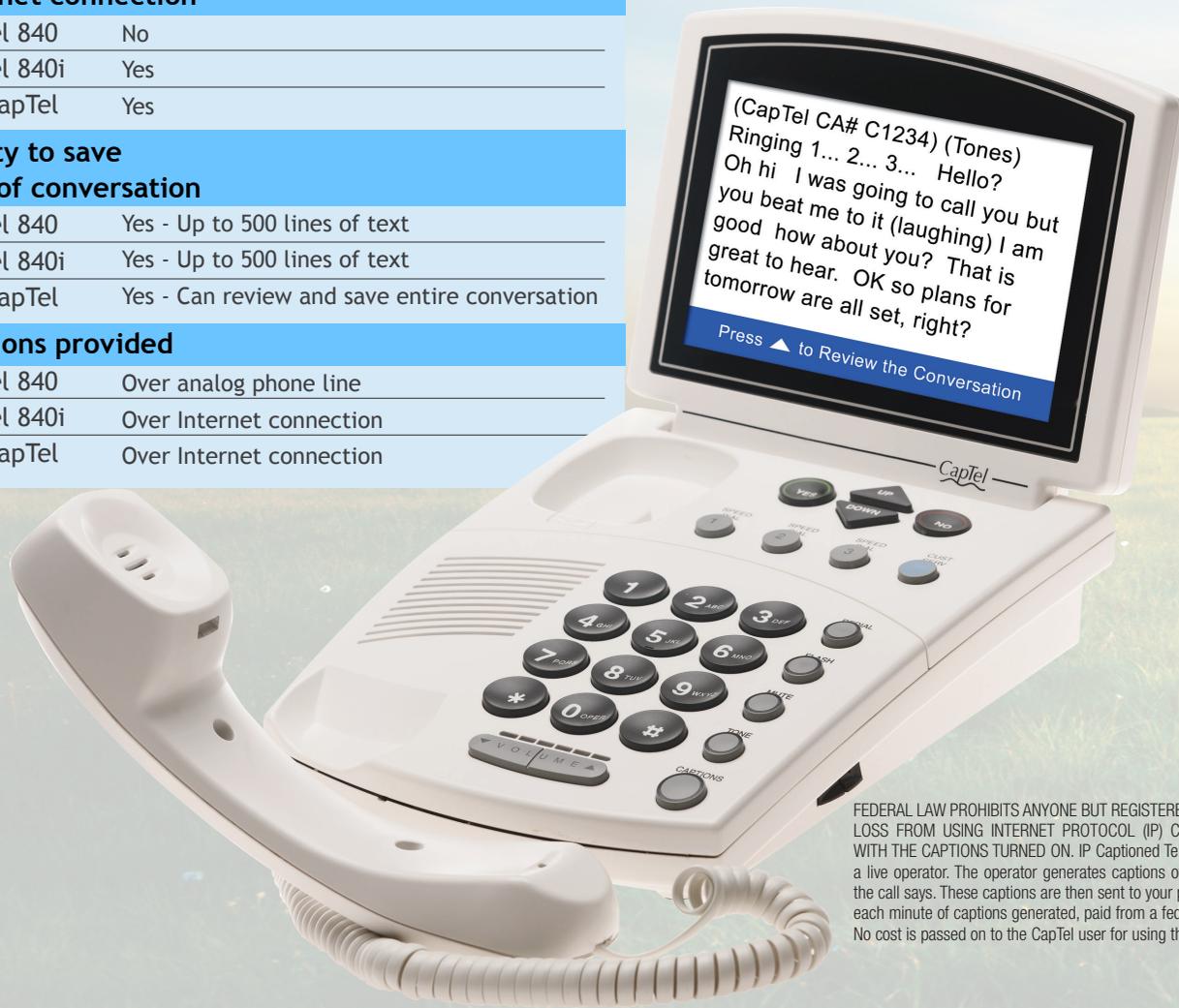
CapTel 840	Yes - Up to 500 lines of text
CapTel 840i	Yes - Up to 500 lines of text
WebCapTel	Yes - Can review and save entire conversation

Captions provided

CapTel 840	Over analog phone line
CapTel 840i	Over Internet connection
WebCapTel	Over Internet connection

CapTel lets you communicate with confidence

- ▶ Arkansas Relay Captioned Telephone Service allows anyone who uses hearing aids or who finds it difficult to hear independently to use the phone.
- ▶ 24-hour-a-day free service.
CapTel users are responsible for their own long distance charges. However, there is no charge for using Arkansas Relay Captioned Telephone Service.
- ▶ Spanish Captioning is available for Spanish-to-Spanish calls.
- Hours are 7 am to 11 pm CST



FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service.

Sprint WebCapTel®

sprintcaptel.com

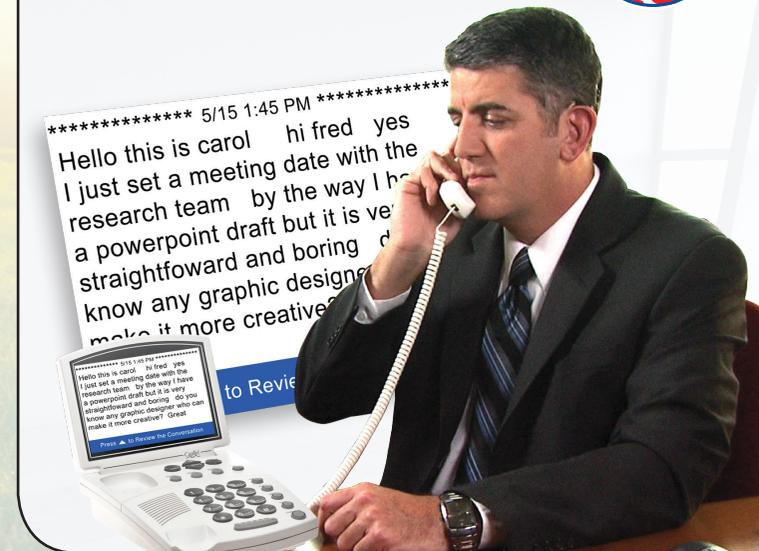


WebCapTel benefits:

- ▶ No special equipment is required.
- ▶ Any kind of telephone and computer with Internet access.
- ▶ Font size and colors can be changed to meet your personal preferences.
- ▶ The WebCapTel user listens to the voice user on his telephone while reading captions of the conversation on his computer monitor.
- ▶ To access this **FREE*** service, simply go to the Sprint WebCapTel registration page at www.sprintcaptel.com to enter the required information.

Federal Relay CapTel®

federalcaptel.com



Are you a federal employee?

You may be qualified for the Sprint Federal CapTel Service.

- ▶ If you are a Federal employee, Federal CapTel is accessible domestically from work, home, or while travelling in the continental USA.
- ▶ No domestic toll (long distance) charge for calls made anywhere in the United States.
- ▶ Depending on your federal status, several options are available to order a CapTel phone:
 - ▶ www.federalrelay.us/captel
 - ▶ www.captel.com/federal

*** Registration and certification required to use this service. Visit sprintcaptel.com/resources/fcc to learn more.**

©2019 Arkansas Relay. Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel whether caused by the negligence of Sprint or otherwise. Sprint CapTel Phone Offer: While supplies last. Items shipped to certain states are subject to tax. Other restrictions apply. Sprint reserves the right to modify, extend or cancel offers at any time. See sprintcaptel.com for details. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners. A-FMAR-0001 rev 04/2019