

Hearing Carry-Over

If you have trouble speaking on the telephone, this service is for you!

A communication solution for people with speech loss or speech disability.

711 or 800-285-1131 (English)
866-656-1842 (Spanish)

What is Hearing Carry-Over?

Hearing Carry-Over (HCO) is designed for those who are unable to speak but can hear. The service allows people with a speech disability or speech loss to listen to the other party they are calling. The HCO user types their part of the conversation for the relay operator to read aloud to the other party. To use HCO, a TTY (text-telephone) is required.

HCO is available 24 hours a day, 365 days a year, is completely confidential, and there are no restrictions on the length or number of calls placed.

For more information, visit arkansasrelay.com/hco.

Follow us at facebook.com/arkansasrelay.

Arkansas Relay's 24-hour Customer Service

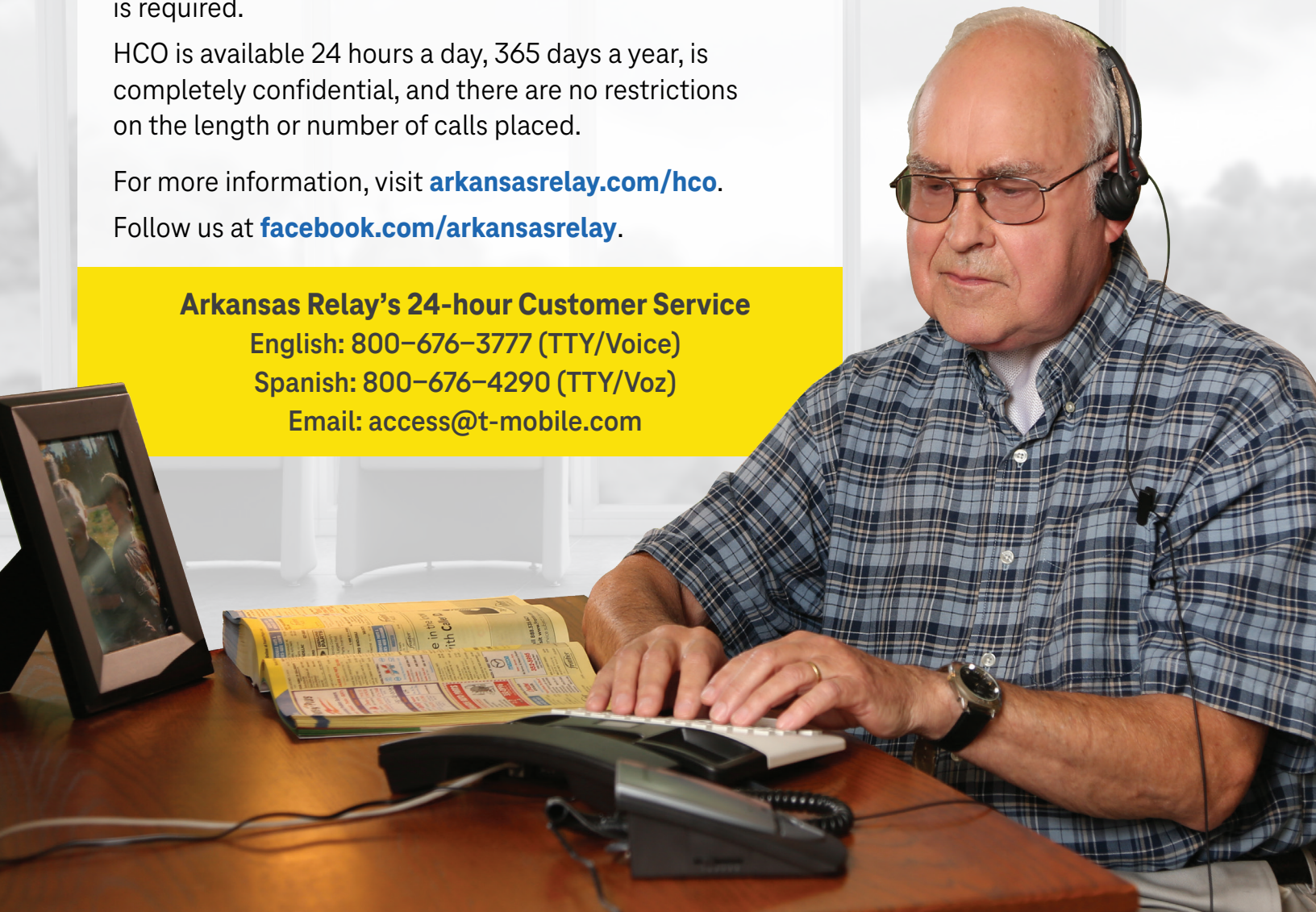
English: 800-676-3777 (TTY/Voice)

Spanish: 800-676-4290 (TTY/Voz)

Email: access@t-mobile.com



“ I am now able to make phone calls on my own, thanks to Arkansas Relay! ”

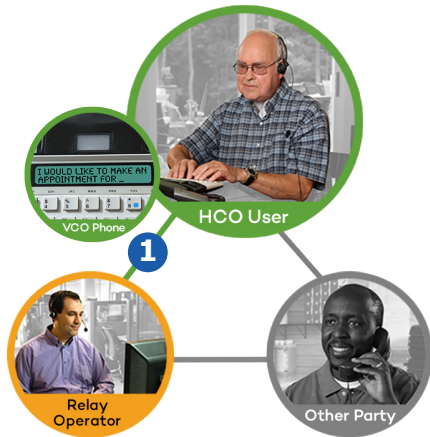


Hearing Carry-Over

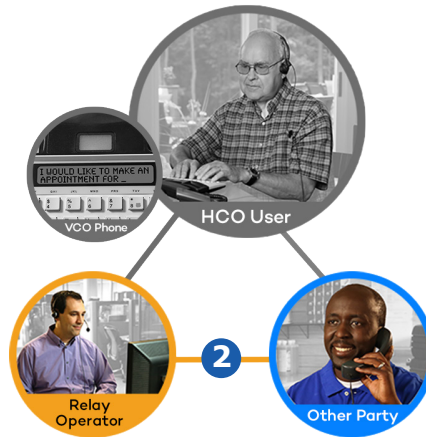
What works for you...



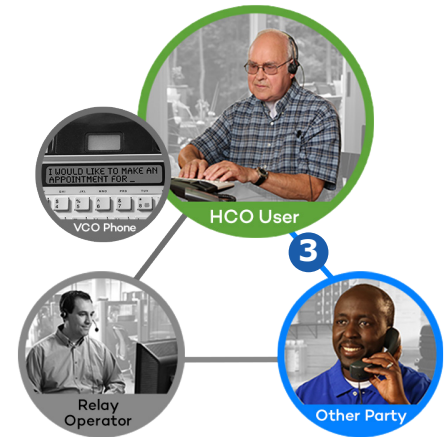
1 HCO user types the conversation to the relay operator.



2 The relay operator reads aloud HCO user's typed message to the other party.



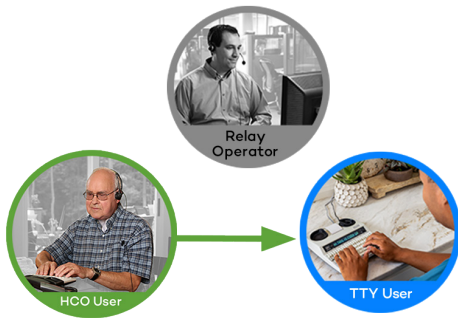
3 The other party talks directly to HCO user. Carry on the conversation.



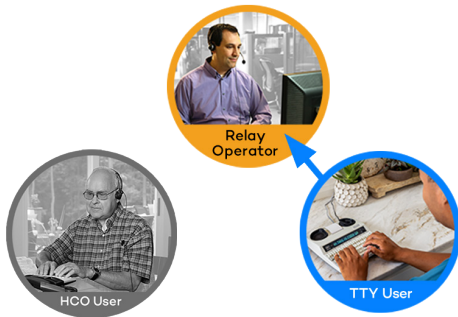
Arkansas Relay also offers two additional HCO options:

HCO to TTY

HCO users can contact TTY users through Arkansas Relay.



1 HCO user types the message directly to TTY user.



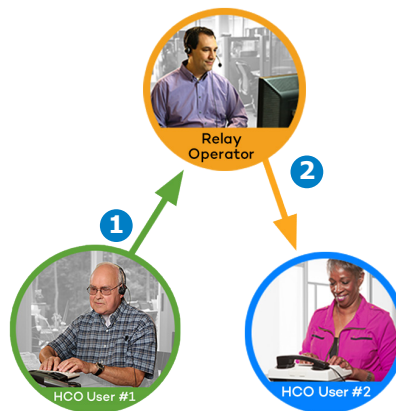
2 TTY user types the message to the relay operator.



3 Relay operator reads aloud TTY user's typed message to HCO user.

HCO to HCO

HCO users can contact other HCO users through Arkansas Relay.



1 HCO User #1 types the conversation to Relay Operator.



2 Relay operator reads aloud the typed message to HCO User #2.



3 HCO User #2 types the conversation to Relay Operator.



4 Relay operator reads aloud the typed message to HCO User #1.