

If You Have A Hearing Or Speech Disability And Use A Smartphone, Then Relay Apps Can Help You Communicate More Effectively

ADA Title IV: Telecommunications Relay Services: Title IV addresses telephone and television access for people with hearing and speech disabilities. It requires common carriers (telephone companies) to establish interstate and intrastate telecommunications relay services (TRS) 24 hours a day, 7 days a week. In all forms of TRS, communications assistants (CAs) or other authorized intermediaries such as automated speech recognition (ASR) facilitate telephone calls between persons who are deaf, hard of hearing, or have speech disabilities and other individuals. There is no cost to the users. TRS providers are compensated from either a state or a federal fund, which is administered-by the TRS Fund Administrator. **There are 3 different types of Relay Apps depending on communication preferences:**

1. Hard of Hearing (HOH) Individuals- use their own voice but read captions of what caller is saying.

Captioning Relay Apps are a form of TRS for individuals with hearing loss that makes understanding your conversations difficult, these apps provide real-time captioning of phone conversations. Each time you use the Captioning App to make or answer a call, you will be automatically connected to a captioning service. You speak directly to the other party. The other party talks directly to you while the captioner listens and provides real time captioning on your smartphone. **CaptionMate, CaptionCall (aka Olelo) Mobile, InnoCaption, Hamilton & Nagish** are some of the apps that provide phone call captioning.



2. Deaf individuals – use American Sign Language (ASL) to communicate.

Video Relay Service (VRS) is a form of TRS that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a communications assistant, or CA – so that the VRS user and the CA can see and communicate with each other in signed conversation. **P3 Purple VRS, Convo VRS, Z5 Mobile and Sorenson** provides VRS.



3. IP Relay is a solution for those who want an all-text option or something that requires less bandwidth for use, not ASL.

Internet Protocol (IP) Relay is a form of TRS that are for people who are Deaf, Hard of Hearing, DeafBlind, or who have a Speech Disability who can make and receive relay calls and communicate using text. Above mentioned individuals with type to a CA and the CA voices the text to the person they want to call; the CA types back to the individual what the other party replies and continues back and forth. **T-Mobile IP Relay** provides IP Relay.



For more information on resources for the Deaf and Hard of Hearing, please contact the ATEL Program at (401) 486-3325.