



The point of contact*



Outreach and Marketing

One of Sprint's primary goals is to increase the awareness of Relay North Carolina users, as well as the general public. The Sprint Account Management and NC TRS Administration exhibited booth at the following conventions/events during the year of 2000:

2000 Relay North Carolina Outreach Activities Report

Date	City	Event	Attendance
February			
3-4	Charlotte	NC Association for Educational Communications and Technology	500
16-18	Washington DC	FCC	300
23-25	Raleigh	NC Augmentative Communication Association	350
March			
22-24	Raleigh	NC Speech, Hearing, & Language Association	100
April			
6	Raleigh	Small Business Expo	500
27	Winston-Salem	Track & Field Day for Mainstreaming Students	200
May			
16	Raleigh	Golden Jubilee	7000
23-25	Greensboro	NC Association of Community Based ICF/MR Providers	500
June			
2-4	Asheboro	Deaf Seniors of NC	100
15-17	Charlotte	NC Registry of Interpreters for the Deaf	135
30	Wilson	NC American Sign Language Teachers Association	50



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2000 Relay North Carolina Outreach Activities Report

Date	City	Event	Attendance
August			
4-6	Fayetteville	NC Association of the Deaf	75
10-12	Charlotte	Southeastern Athletic Association of the Deaf	200
30-31	Charlotte	NC Rehabilitation Association	250
September			
8	Camp Dogwood	NC DeafBlind Association	75
14-15	Winston-Salem	NC Association of School Librarians	300
23	Wilson	Eastern NC School for the Deaf	50
25-27	Wilmington	APCO/NENA (911)	100
30	Greensboro	Deaf Awareness Banquet	60
October			
5-7	Morganton	NC School for the Deaf	1000
13-22	Raleigh	NC State Fair	6,500
November			
8-10	Greensboro	NC School Counselors Association	250
9-11	Greensboro	NC Medical Society	200
15-17	Fayetteville	NC Social Services Institute	500
28-30	Greensboro	NC Education and Technology	300
30	Raleigh	NC Assistive Technology Project	250
December			
8	Wilson	Wilson Association of the Deaf	200
11-13	Pinehurst	NC Community Services	150



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Outreach and Marketing

One of Sprint and TANC's primary goals is to increase the awareness of Relay North Carolina users, as well as the general public. The Sprint Account Management and NC TANC Administration exhibited booth or participated at the following conventions/events during the year of 2001:

2001 Relay North Carolina Outreach Activities Report

Date	City	Event	Attendance
January			
19 (VCO RAP)	Chapel Hill	Continuing Medical Education	75
February			
22-23	High Point	NC Augmentative Communication Association	300
March			
9-10	Raleigh	NC Association for Education & Technology	500
15	Charlotte	Carolina Computer Access Center	100
28-30	Wilmington	NC Speech, Hearing, & Language Association	300
April			
4-7	New Bern	NC Annual DeafBlind Conference	50
5	Raleigh	Small Business Expo	750
8-10	Greensboro	Child Abuse and Neglect	175
9-10	Salemburg	NC Justice Academy	50
May			
15	Raleigh	Golden Jubilee	500
22 (VCO RAP)	Durham	Durham YMCA	40
22-24	Greensboro	NC Association of Community Based ICF/MR Providers	500
30 (VCO RAP)	Burlington	National Senior Health & Fitness Day	100



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2001 Relay North Carolina

2001 Relay North Carolina Outreach Activities Report

Date	City	Event	Attendance
June			
14-16	Asheville	NC Registry of Interpreters for Deaf	85
July			
19-21	Raleigh	NC Association of the Deaf	150
24 (STS RAP)	Greensboro	Occupational Therapy Institute Conference	60
23-24 (STS RAP)	Greensboro	DPI Annual Conference on Exceptional Children	100
August			
15-17	Winston-Salem	NC Rehabilitation Association	400
September			
5-6	Raleigh	NC County Directors Of Social Services	250
7-8 (STS RAP)	Myrtle Beach	ARC of NC Annual Conference	
8-9	Camp Dogwood	NC DeafBlind Association	100
20-21	Winston-Salem	NC Association of School Librarians	150
27 (STS RAP)	Eastern NC	Coastal Down Syndrome Conference	20
27 (VCO RAP)	Elizabeth City	Gusto Extravaganza for Seniors	125
October			
12-21	Raleigh	NC State Fair	3,600
18	New Bern	Senior Health and Wellness Fair	150
20	Morganton	NCSD Homecoming	1,200
November			
2-3	Raleigh	NC Assistive Technology Expo	500
6-8	Greensboro	NC School Counselors Association	300
14-16	Raleigh	TEDP Training	45
16	Asheboro	Carolina Children's Communicative Disorders Program	150
27-29	Greensboro	NC Education and Technology	200
28-30	New Bern	NC Association of	500



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2001 Relay North Carolina



2001 Relay North Carolina Outreach Activities Report

Date	City	Event	Attendance
December		County Directors of Social Services	
7	Raleigh	American Association of DeafBlind Board	35

Appendix 1



North Carolina
Department of Health and Human Services
Division of
Services for the Deaf and the Hard of Hearing

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[Staff Directory](#)

Send Questions about programs or services to:
[DSDHH Consumer Information](#)

Send comments about web site to:
[DSDHH Webmaster](#)



Telecommunications Access of North Carolina (TANC)

The Telecommunications Access of North Carolina (TANC) has been serving Deaf, Deaf-Blind, Hard of Hearing, and Speech Impaired people since 1991. TANC administers Telecommunications Relay Service (TRS), Video Relay Service (VRS), and Telecommunications Equipment Distribution Program (TEDP). TANC is funded by a month access line surcharge on every telephone line North Carolina mandated by the Utilities Commission of North Carolina. TANC enables standard telephone users to communicate with Deaf, Deaf-Blind, Hard of Hearing, and Speech Impaired individuals who use a text telephone or an assistive telecommunications device.



[View Relay Brochure \(PDF\)](#)



Local



Paging

**BellSouth
Unregulated Local
and Local Toll
Charges (including
Paging)**

Customer Service: 919.780.2355

Online: www.bellsouth.com/blsc

Monthly Service August 16 through September 15

	Quantity	Amount
Basic Services		
8. Telecommunications Relay Service	1	\$ 11
<i>A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers</i>		
Total Basic Services		\$ 11

	Quantity	Amount
Optional Services		
9. Nationwide Unlimited Wireless E-Mail Plan	1	\$24.95
Total Optional Services		\$24.95

Monthly Service August 16 through September 15 **\$25.06**

Other Charges and Credits

	Amount
10. Installment Plan COTOFJA. Payment number 6 of 12 for charges of \$149.99 for work completed on Mar 8, 2002	\$12.27
Total Other Charges and Credits	\$12.27

Total Unregulated Local and Local Toll Charges (including Paging) **\$37.33**

Total Local and Local Toll Charges (including Paging) **\$60.46**

NONPAYMENT OF UNREGULATED ITEMS WILL NOT RESULT IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE; HOWEVER, COLLECTION OF UNPAID CHARGES MAY BE PURSUED BY THE SERVICE PROVIDER.

RELAY NORTH CAROLINA – IT'S AS EASY AS 7-1-1

Effective November 1, 2000, you can dial 7-1-1 to reach the North Carolina Telecommunications Relay Service (Relay North Carolina) 24 hours a day, every day.

What is Relay North Carolina and how does it work? It is a service that relays a conversation between a person with a speech or hearing disability using a TDD/TTY (Text Telephone) and a hearing person using a regular telephone. The person using the TDD/TTY types his or her conversation and the message is relayed to the other party by a Relay Operator (RO). The RO then relays the hearing person's exact words by typing them back to the TDD/TTY user. All ROs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

From now on, when you call Relay North Carolina from inside North Carolina, simply dial 7-1-1. You may still use Relay North Carolina by dialing the 800 numbers you currently use. These numbers are 1-800-735-2962 (TDD/TTY) and 1-800-735-8262 (Voice). TTY users should call Sprint Customer service at 800-676-3777 (TTY and Voice) and request that Sprint brand their dedicated lines so that 711 TTY calls will be answered automatically.

For more information on Relay North Carolina, you may call the Relay Customer Service Center at 1-800-735-0533 (TDD/TTY) or 1-800-735-0341 (Voice) or Relay North Carolina Administration Office at 1-800-205-9914 (TDD/TTY) or 1-800-999-5737 (Voice).

9RLYN

 **BELLSOUTH**



Services For Customers With Special Needs Telecommunications Relay Service

OPERATOR/OPERATORY ASSISTANCE

Call **1-800-855-4000**

(TTY* only. Nationwide service is provided by Sprint.)

TELECOMMUNICATIONS RELAY SERVICE

You can now dial 7-1-1 to reach the North Carolina Telecommunications Relay Service (Relay North Carolina) 24 hours a day, every day. You may still contact Relay North Carolina by dialing the 800 numbers you currently use. These numbers are **1-800-735-2962** (TDD/TTY) and **1-800-735-8262** (Voice). TTY users should call Sprint Customer Service at **1-800-676-3777** (TTY and Voice) and request that Sprint brand their dedicated lines so that 711 TTY calls will be answered automatically. What is Relay North Carolina and how does it work? It is a service that relays a conversation between a person with a speech or hearing disability using a TDD/TTY (Text Telephone) and a hearing person using a regular telephone. The person using the TDD/TTY types his or her conversation and the message is relayed to the other party by a Relay Operator (RO). The RO then relays the hearing person's exact words by typing them back to the TDD/TTY user. All ROs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

When calling the relay center, give the RO the number you would like to reach. They will connect the hearing person on a voice phone and the hearing/speech disabled person on a telecommunications device (TDD/TTY). The RO types the conversation on the TDD/TTY to one person, while speaking to the other person on a voice phone.

When receiving a call from the relay center, the RO will provide a brief explanation of the service if the person has not previously used TRS. Requests for a male/female RO are honored if the caller states such a preference.

There are no restrictions on the length or number of calls placed by relay users. Also, there are no additional fees or charges for calls. Expanded local and long-distance calls are billed at reduced rates.

Voice/Hearing Carryover (VCO/HCO) is also available upon request. VCO gives the hearing disabled person, who is able to speak, the ability to talk directly to the caller. HCO gives a speech disabled person, who can hear, the ability to listen to the caller.

For PC users using the relay service, dial **1-888-762-2724** (RNC-ASCII) with the software settings as shown below:

- 300-1200 baud
- No parity
- Half Duplex
- 8 bit
- 1 stop bit

VIDEO RELAY INTERPRETING (VRI)

VRI IS A VIDEOCONFERENCING APPLICATION FOR COMPUTERS WITH A VIDEO SYSTEM. The American Sign Language (ASL) user dials the relay center and a certified interpreter appears on the user's computer. The ASL user communicates to the interpreter through the video while the interpreter dials out to the hearing party and relays the call in ASL.

For more information on Relay North Carolina, you may call the Relay Customer Service Center at **1-800-735-0533** (TDD/TTY) or **1-800-735-0341** (Voice) or Relay North Carolina Administration Office at **1-800-205-9914** (TDD/TTY) or **1-800-999-5737** (Voice).

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long-distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long-distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

*Text Telephone

NC Council for the Deaf and Hard of Hearing Members

<p>Senator A. B. Swindell 521 Legislative Office Building Raleigh, NC 27601-2808 Swindella@ncleg.net abs@ncleg.net</p>	<p>Chapel Hill-Carrboro City Schools Margaret Blackwell Lincoln Center 750 S Merritt Mill Rd. Chapel Hill, NC 27516 919-967-8211 mbackwell@chccs.kiz.nc.us</p>	<p>Hope Turpin-Everson 14517 State Court Pineville, NC 28134 704-542-9725 hopeever@aol.com</p>
<p>Dr. Alison Turner 6800 Candlewood Drive Raleigh, NC 27612 Amturner1@mindspring.com</p>	<p>Dr. Danielle Rose 123 Sumter Drive Mooresville, NC 28117 Drose2d2@aol.com</p>	<p>Jo Ann Lamm 2406 Mail Service Center 325 N. Salisbury Street Raleigh, NC 27603-5905 jlamm@dhr.state.nc.us</p>
<p>Ashley Benton P.O. Box 131 Falkland, NC 27827 252-758-5710 ashelybenton@aol.com</p>	<p>Dr. David M. Dolman 305 Forest Hills Road Wilson, NC 27896 ddolman@barton.edu</p>	<p>John Wilson 1217 Rock Point Road Charlotte, NC 28270-1045 Tolarjw@aol.com</p>
<p>Belverly Elwell 4801 Pine Needle Trail Charlotte, NC 28227 bawell@worldnet.att.net belwell@ncbegin.org</p>	<p>George McCoy 2801 Mail Service Center Raleigh, NC 27699-2801 George.Mccoy@ncmail.net</p>	<p>Kevin Earp 3344 Tobacco Road, Apt. 2 Greenville, NC 27834 Kevin.earp@ncmail.net</p>
<p>Brad Trotter, MHDDSA 3014 Mail Service Center Raleigh, NC 27699-3014 Brad.trotter@ncmail.net 888-914-3256 pager</p>	<p>Holly Riddle 1101 Navaho Drive Suite GL-103 Raleigh, NC 27609 Holly.riddle@ncmail.net</p>	<p>Representative Martha Alexander 2208 Legislative Building Raleigh, NC 27601-1096 Marthaa@ncleg.net Alexanderla@ncleg.net</p>
<p>Martha Downing Dept. of Public Instruction 4532 Still Pines Drive Raleigh, NC 27613 mdowning@dpi.state.nc.us</p>	<p>Mary Bethel 2101 Mail Service Center Taylor Hall 693 Palmer Drive Raleigh, NC 27531 mary.bethel@ncmail.net</p>	<p>Dr Miriam Clifford 3007 Pickett Rd, Apt 107 Durham, NC 27705 dmimi@duke.edu</p>
<p>Martha Soltani 3103 Honor Court Jamestown, NC 27282</p>	<p>Mindy Hopper 506-12 Treybrooke Circle Greenville, NC 27834 Tacohop@aol.com</p>	<p>Patricia A. Hauser 5303 Ventura Drive Greensboro, NC 27406 PAH1014@triad.rr.com</p>
<p>Rhea Gage 2301 Rexwoods Drive Suite 100 A Raleigh, NC 27607 drrehagage@hearingandsound.com</p>	<p>Steve Barber 104 Sylvan Grove Cary, NC 27511 jsbarbe@attglobal.net</p>	