



FOR MY FRIENDS AND FAMILY

AN EASY WAY TO CALL ME – VCO (Voice Carry-Over)

As you may know, I have difficulty hearing and understanding what people say on the phone. I recently received a new phone that will allow me to understand everything you say by reading your words rather than hearing them. To allow me to use my phone, please use the following procedure to call me.

MARYLAND RESIDENTS

1. If you live in Maryland, just dial 7-1-1.
2. Tell the Operator my number and that I use Voice-Carry-Over.
3. When I answer the phone, I will say, "Go Ahead." It is your turn to talk now.
4. Say, "Hello---" and whatever else you might want to say. When you are ready for me to respond, say "Go Ahead." Remember to speak slowly—the Operator needs to type everything you say!
5. I will answer and when I say, "Go Ahead," it is your turn to talk.
6. At the end, just say, "Goodbye," and hang up.

OUT OF STATE

1. From anywhere in the United States, dial 1-800-201-7165.
2. Tell the Operator my number and that I use Voice-Carry-Over.
3. When I answer the phone, I will say, "Go Ahead." It is your turn to talk now.
4. Say, "Hello---" and whatever else you might want to say. When you are ready for me to respond, say "Go Ahead." Remember to speak slowly—the Operator needs to type everything you say!
5. I will answer and when I say, "Go Ahead," it is your turn to talk.
6. At the end, just say, "Goodbye," and hang up.

Even though there is an Operator typing what you say, our conversation is private—as Operators are required to maintain strict confidentiality as governed by the FCC.

This service does not cost either of us anything extra. There is a charge for long distance calls made through Maryland Relay. At the beginning of the call, please provide the Operator with the name of your long distance service provider. Otherwise, the long distance provider will be AT&T and you will be billed for the call accordingly.



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Baltimore, MD 21201
800-552-7724 or 410-767-6960 (Voice/TTY)
443-453-5970 (Video Phone)
mdrelay.org