

## **SAMPLE BILL INSERT LANGUAGE FOR 711 ACCESS IMPLEMENTATION**

### **IMPORTANT NEWS ABOUT THE ALABAMA TELEPHONE RELAY SYSTEM**

Starting **July 1, 2001**, you can dial **7-1-1** from inside Alabama to reach the Alabama Telephone Relay System (ATRS) 24 hours a day, seven days a week.

There is no charge to dial 7-1-1 to reach the Telephone Relay Service, and this number can be used by both Text Telephone (TTY/TDD) users and hearing callers. The existing 800 numbers for ATRS and all their available options remain in effect as well. That means TTY/TDD users can continue to call **1-800-548-2546** (TTY/TDD only). Also, hearing persons can still use **1-800-548-2547** (voice only).

Whether you dial **7-1-1** or an 800 number, the Telephone Relay Service is available any time night or day, seven days a week. ATRS calls can be placed to anywhere in the United States as well as internationally to English-speaking persons.

Here is how ATRS works: Someone who is deaf, hard-of-hearing or has a speech disability types on a Text Telephone (TTY/TDD), a device resembling a typewriter linked to a phone. An ATRS Communications Assistant (CA) reads the message to the hearing person at the other end of the line. The CA then types the hearing person's spoken words back to the TTY/TDD user. Each call ATRS handles is held strictly confidential, and no record of a conversation is kept.

A service for persons with a speech disability, Speech-to-Speech (STS) Relay is also available through the Telephone Relay Service. A speech-disabled person with a voice synthesizer can use STS Relay to reach a dedicated Communications Assistant specifically trained to handle and complete STS calls. You can dial **1-800-229-5746** to use the STS Relay Service through ATRS. **7-1-1** access for STS Relay will be available at a later date.

If you have difficulty reaching ATRS by dialing 7-1-1, notify us at (**NUMBER OF LOCAL PHONE COMPANY**). Wireless customers should contact their service providers to find out when they can call ATRS by dialing 7-1-1.

**PLEASE NOTE: 7-1-1 is ONLY to be used to call ATRS.**

**Dial 9-1-1 for EMERGENCIES.**