

Video: How does a Hearing Carry-Over (HCO) call work?

Vermont Telecommunications Relay Service logo on the screen with the title of the video, "Hearing Carry-Over Service (HCO)".

Images appear on the screen of scenes from the video to follow.

Soft instrumental music plays throughout the video.

Announcer: "Hearing Carry-Over or HCO, allows people with a Speech Disability who can hear to listen to the other person on the phone. The HCO user types his or her conversation for the relay operator to read aloud to the standard telephone user."

A telephone is ringing at an auto service shop, a man answers: "Hello, Ricky's. This is Dennis."

A male relay operator inside the Relay Center responds. He wears a headset and reads from his monitor: "Hello, a person is calling through the relay service. This is operator 6020. Have you received a Hearing Carry-Over call before?"

Looking puzzled, Dennis answers: "Uh, no. What's this all about?"

Scenes alternate between the relay operator and Dennis.

Relay operator to Dennis: "The person is using the relay service to communicate with you. The caller will type their conversation and I will read it to you. When you hear the words, 'Go Ahead', it is your turn to speak and the caller will be able to hear you. Please speak directly to the caller and say, 'Go Ahead', when you are ready for a response. Thank you. One moment for your call to begin."

A different man is typing onto his HCO/VCO phone and then the relay operator reads aloud the words as they appear on his monitor.

Relay operator reads the HCO caller's typed words: "This is Don McCarthy. My van needs an oil change and a state inspection. I would like to schedule an appointment for some time next week. Go ahead."

Dennis, looking at his computer screen, says: "Sure, could you get it here before 9 on Thursday morning? Go ahead."

Don has been listening to Dennis via the handset which is connected to his HCO/VCO phone and then types. The words are shown on his HCO/VCO phone's display.

Relay operator voices Don's words: "Will it take a long time or may I wait for it to be done? Go Ahead."

Dennis replies: "The oil change is quick and the inspection shouldn't take long, unless we find a problem. Go Ahead."

Don types and the relay operator reads aloud to Dennis:
“Perfect! See you Thursday. Bye.”

As the announcer speaks, there is a large 7-1-1 in a box. In other sections of the screen, there are video clips from what was shown in the video. A new box displays “Available in English and Spanish. The final graphic shows the Vermont Telecommunications Relay Service logo, the video title, “Hearing Carry-Over Service (HCO)”, “VermontRelay.com”, and phone number 1-800-676-3777.

Announcer: “711 is the statewide telephone relay number that connects people who use standard telephones with people who use HCO. This Relay service allows easier access for relay users, businesses, friends and family of HCO users. The service is available for both English and Spanish language callers. While Vermont Relay services are free, long distance charges may apply. To learn more about Vermont Relay, go to VermontRelay.com or call 1-800-676-3777.”

Screen fades to black. End.