

Video: How does a TeleBraille Relay call work?

Vermont Telecommunications Relay Service logo on the screen with the title of the video, "TeleBraille Relay Service".

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

Soft instrumental music plays throughout the video.

Announcer: "Relay users who are Deaf-Blind or Deaf with Low Vision often use specialized telecommunications equipment including Braille TTYs or TTY's with large visual displays and may prefer slower typing speeds to read messages."

A woman stops next to a car in a parking lot to answer her ringing cell phone and says: "Hi, this is Julie."

A female relay operator in Relay Center is wearing a headset and reading her monitor.

Relay operator speaks to Julie: "Hello, a person is calling through the relay service. This is operator 2510. Have you received a relay call before?"

Julie answers: "Yes, I have. Go ahead."

Relay operator: “One moment for your call to begin.”

Scene shifts to show a guide dog laying on the floor next to a man sitting at a desk and tapping on a Braille TTY device.

Announcer: “People who are Deaf-Blind or Deaf with Low Vision may access relay services by using Braille TTYs or TTYs with large visual displays with a toll-free number.”

Relay operator reading aloud the man’s typed words to Julie: “Hi, this is Aaron calling. How are you, Julie? Go ahead.”

Julie smiles and responds: “I was hoping it was you calling, Aaron. I’m doing really well, how about you? Go ahead.”

Relay operator types Julie’s spoken words on her computer to Aaron.

The scene shifts to Aaron who smiles as he reads Julie’s words on his Braille TTY device.

Close-up of the Braille TTY device.

Announcer: “The text automatically comes across at a reduced speed on this relay call, which allows people who use Braille TTYs or TTYs with large visual displays to read at a comfortable pace, however, they may request an increase in the text pacing.”

Relay operator speaks what Aaron has written: “Great! Julie, how about meeting me for that birthday lunch I promised you? Maybe Friday at noon at The Retreat? Go ahead.”

Julie: “Perfect! We’ll catch up then, Aaron. Thanks for calling. I’ll see you Friday. Good bye!”

Aaron reads Julie’s words on his device and types.

Relay operator reads aloud Aaron’s words: “Good bye” and adds, “Your caller has hung up. Thank you for using the relay service.”

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, “Telebraille Service”, “VermontRelay.com”, and the 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 Braille TTYs or TTYs with large visual displays. This relay service allows easier access for relay users, businesses, friends and family of Deaf-Blind relay 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.