

## **Video: How does a Voice Carry-Over (VCO) call work?**

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

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

Soft instrumental music plays throughout the video.

Announcer: "Voice Carry-Over allows people who are Deaf or Hard of Hearing to speak directly to standard telephone users, and then read what the caller says to them. When the person using a standard telephone speaks, a specially trained operator types everything that is said back to the VCO user."

A woman walks into the kitchen, picks up the handset of the VCO phone and dials the Relay Center to place a call. Alternating scenes of the VCO user and the relay operator are shown.

VCO user says: "Please dial 659-5032. Go ahead."

Relay operator enters the quoted phone number on her computer.

A cell phone is ringing on top of a gym bag, which is located on a bench at a basketball court. In the background, a basketball team is practicing.

Young man comes to the ringing cell phone and answers: "Hello?"

Alternating scenes of the relay operator and the young man are shown.

Relay operator speaks: "Hello. A person is calling through the relay service. This is operator 4520. Have you received a Voice Carry-Over call before?"

Young man answers: "Yup. Go ahead."

Relay operator speaks: "One moment, please" and begins typing.

VCO caller speaks on her VCO phone: "Hello Jim. It's Mom. Just calling to check and see what time practice is over today, 5 or 5:30? Go ahead."

Jim wipes his face with a towel as he replies: "Hi Mom. Coach said we have more gym time, so you can get me at 6, please? Go ahead."

Relay operator types Jim's words to the VCO caller. His words appear on the VCO phone's display. Mom reads Jim's words on the VCO phone's display.

Mom speaks: “Sounds good. And from there, we’ll go have dinner with Dad. See you at 6! Go ahead.”

Jim smiles and says: “Thanks Mom! See you later. Go ahead to SK.”

Mom reads Jim’s words on the display of her VCO phone and then says: “Good bye” and hangs up with a smile on her face.

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, “Voice Carry-Over Service (VCO)”, “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 VCO. This Relay service allows easier access for relay users, businesses, friends and family of VCO 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 service, go to VermontRelay.com or call 1-800-676-3777.”

Screen fades to black. End.