

Hearing Carry-Over



If you have trouble speaking on the telephone, this service is for you!

A communication solution for people with speech loss or speech disability.

711 or 877-447-5990 (English)
877-447-7261 (Spanish)

What is Hearing Carry-Over?

Hearing Carry-Over (HCO) allows people with a speech disability or speech loss to listen to the person they are calling. The HCO user types their part of the conversation for the relay operator to read aloud to the standard telephone user. Callers may request a male or female operator. To use HCO, a TTY (text-telephone) is required.

HCO is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

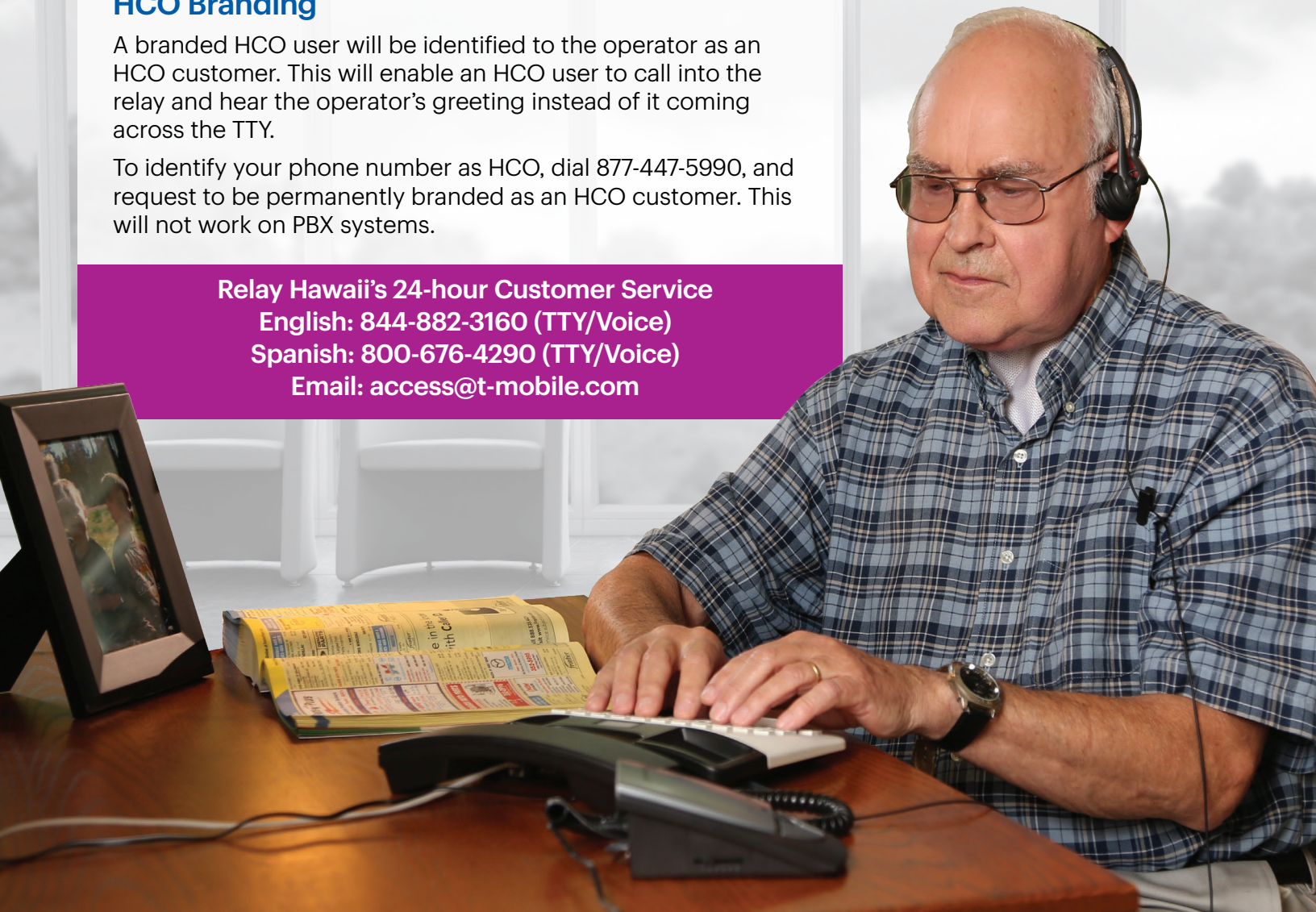
HCO Branding

A branded HCO user will be identified to the operator as an HCO customer. This will enable an HCO user to call into the relay and hear the operator's greeting instead of it coming across the TTY.

To identify your phone number as HCO, dial 877-447-5990, and request to be permanently branded as an HCO customer. This will not work on PBX systems.

Relay Hawaii's 24-hour Customer Service
English: 844-882-3160 (TTY/Voice)
Spanish: 800-676-4290 (TTY/Voice)
Email: access@t-mobile.com

“ I am now able to make phone calls on my own, thanks to Relay Hawaii! ”



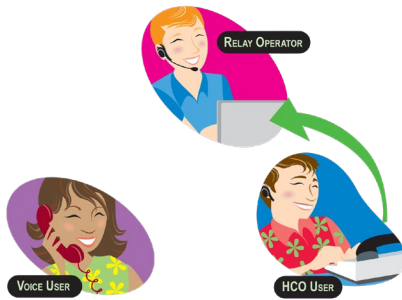
Hearing Carry-Over



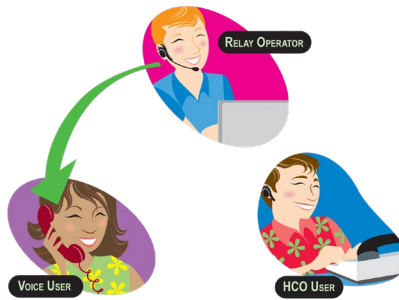
relayhawaii.com

What works for you...

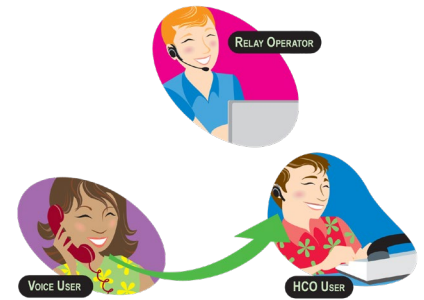
1 HCO User types the conversation to the relay operator.



2 The relay operator voices HCO User's typed message to a voice user.



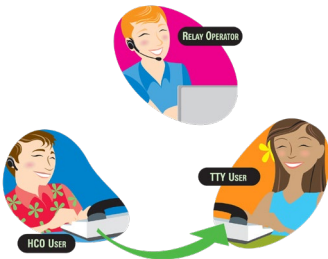
3 The voice user talks directly to HCO User. Carry on the conversation.



Relay Hawaii also offers **two additional HCO options:**

HCO to TTY

HCO users can contact TTY users through Relay Hawaii. The HCO user types his/her conversation directly to the TTY user. The relay operator voices the TTY user's typed message to the HCO user.



1 HCO user types the message directly to TTY user.



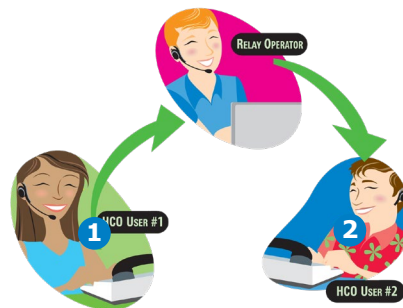
2 TTY user types the message to the relay operator.



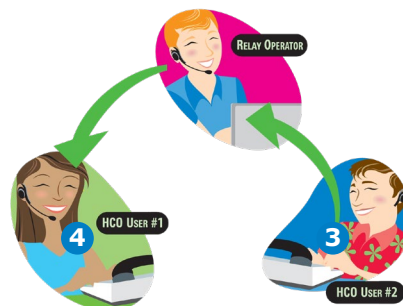
3 Relay operator voices TTY user's typed message to HCO user.

HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.



1 HCO User #1 types the conversation to HCO User #2.



2 Relay operator voices the typed message.

3 HCO User #2 types the conversation to HCO User #1.

4 Relay operator voices the typed message.