

# Do you avoid using the phone because of your hearing loss?



Vermont  
Telecommunications  
Relay Service

**Captioned Telephone (CapTel®) Service by Vermont Relay enables individuals with a hearing loss to read what their caller says, while they speak and listen on the telephone.**

- 24-hour service is offered at no cost to users.\*
- Spanish Captioning is available for Spanish-to-Spanish calls.
  - Hours are from 8 am to 12 midnight EST
- CapTel phone has a large 7" screen with easy-to-read display.
- CapTel phone has a built-in answering machine with captions.
- It has a volume control (up to 40dB) and is easy to adjust during a call.

## How to get a CapTel 840

- To apply for a CapTel 840\*\* telephone through the Vermont Telecommunications Equipment Distribution Program, contact
  - **(800) 639-1522**
  - **[www.vcil.org/services/vermont-equipment-distribution-program](http://www.vcil.org/services/vermont-equipment-distribution-program)**
- CapTel Customer Service:
  - **(888) 269-7477**
- For more information: contact **Michelle Vicino**
  - **[michelle.vicino@t-mobile.com](mailto:michelle.vicino@t-mobile.com)**
  - **(860) 899-1097** (Videophone)
  - **[vermontrelay.com/captel](http://vermontrelay.com/captel)**

\* CapTel users are responsible for their own long distance charges.

\*\*Dependent on income level – please call to find out if you are qualified to get a free CapTel phone.

CapTel is a registered trademark of Ultratec, Inc.

