



# Don't Hang Up... it may be the most important call you'll receive all day...

Although not intentional, recipients of relay calls often think they are being telemarketed. Have you ever made a call and had someone hang up on you? Do you want the Vermont Telecommunications Relay Service (VTRS) to educate those who do hang up?

**For more information: 860-899-1097 (videophone)    [vermontrelay.com](http://vermontrelay.com) (website)**

Many deaf and hard of hearing people find that businesses, organizations and individuals they call through relay are unfamiliar with the relay service. As a result, when the Communications Assistant announces the call – “This is the Vermont Relay” – the first-time call recipient often hangs up.

These hang-ups are frustrating for deaf and hard of hearing callers. But just as significant, they mean a loss of business and bad customer relations for the business or organization being called.

People with hearing disabilities use the

phone like everyone else, to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation or simply to be neighborly.

The Don't Hang Up Campaign consists of presentations throughout the state by the relay service outreach staff, and a public service announcement for TV and radio, as well as printed material.

This tear-off post card is a tool for consumers to inform VTRS when someone hangs up on them. You can also provide this information via the VTRS website at [www.vermontrelay.com/dont-hang-up](http://www.vermontrelay.com/dont-hang-up)

VTRS will follow up with either a brochure, a letter, or a telephone call to the resident or business to better inform the person about Relay and get across the message, “Don't Hang Up, it may be the most important call you will get all day.”

Help VTRS get the message out there on the “Don't Hang Up Campaign” and what can be done to increase awareness. There are two options to let the VTRS know who has hung up on you: this post card and web-page with step by step instructions.

> [www.vermontrelay.com/dont-hang-up](http://www.vermontrelay.com/dont-hang-up)

▼ ▼ ▼ ▼ ▼ Fill out, tear off and mail card below to file a complaint. ▼ ▼ ▼ ▼ ▼

PLACE  
STAMP  
HERE

Michelle Vicino  
Vermont Relay Service  
200 Corporate Place  
Suite 200  
Rocky Hill, CT 06067

This tear-off card is a tool for consumers to inform VTRS when someone hangs up on them. VTRS will follow up with either a brochure, a letter, or a telephone call to the resident or business to better inform the person about relay and get across the message, **"Don't Hang up, it may be the most important call you will get all day."** Tear-off along dotted line and mail or go online to fill out form @ [www.vermontrelay.com/donthangup](http://www.vermontrelay.com/donthangup)

**Personal Contact Information** (Please print clearly) ☐ YES! Add me to your Vermont Relay newsletter mailing ☐ Via email ☐ Via US Mail ☐

NAME:

PHONE:  EX.  EMAIL:

ADDRESS:

**"Hang Up" Business Information** (Please print clearly)

BUSINESS/RESIDENT NAME:

BUSINESS/RESIDENT PHONE:  EX  EMAIL:

ADDRESS:

COMMENTS ON HANG UP:



# Don't Hang Up...

it may be the most important call you'll receive all day...

**Help make a difference in the State of Vermont.** A campaign called, "Don't Hang Up," is working to reduce the number of people who hang up on calls made through the Vermont Telecommunications Relay Service because they think they are being telemarketed. These are calls from deaf and hard of hearing friends, neighbors and customers. This mailing contains information about how you can help get across the message, "Don't Hang Up."

**"Don't Hang Up"**  
on your relay callers... they may be the most important calls you receive all day.

*Thousands of people who are deaf, hard-of-hearing and speech-disabled call homes and businesses like yours every day.*

*They call through the Vermont Telecommunications Relay Service. Often people hang up on relay calls because they think they are being telemarketed.*

*When a call comes through saying "this is the Vermont Telecommunication Relay Service," it is a call from someone with hearing loss or speech disabilities.*

***So next time, you get a relay call remember:** if you hang up, you may be hanging up on business or on your neighbors.*

For more information, contact:

**Vermont Relay Account Manager at:**  
- 860-899-1097 (videophone)  
- email through our website at: [www.vermontrelay.com/contact-us](http://www.vermontrelay.com/contact-us)