

NEW SERVICE

Smart 711



Effective June 28, 2016, North Carolina has an exciting new service giving all North Carolina residents easier access to all relay services by simply dialing 711!

How does it work?

If you are a hearing caller dialing 711, a new recorded message will ask you to select the relay service you would like to use: TRS, CapTel or Speech-to-Speech (e.g., ***“You have reached the Relay North Carolina service. Press 1 to place a relay call. Press 2 to contact a person who uses a CapTel phone. Press 3 for a Speech-to-Speech relay call.”***) After making a selection, your call will be connected directly to a live relay operator who is ready to assist you.

What if I use a TTY?

Inform your friends, family or anyone who calls you that they can now dial 711, press 1, and provide the relay operator with your telephone number. If you dial 711 from your TTY line, you will experience a slight delay (15-20 seconds) as the recording plays. Simply stay on the line and your call will be connected to a relay operator available to process the call as soon as the recording is finished.

What if I use Voice Carry-Over (VCO) or Hearing Carry-Over (HCO)?

When dialing 711, simply stay on the line as the recording plays. Once connected to the relay operator, you may inform the relay operator by typing a message such as, “VCO GA” or “HCO GA”. We strongly encourage you to pre-register your preference in advance using the Customer Profile form or by calling Customer Service to save time.

What if I use a CapTel phone?

The new 711 service will make receiving calls much easier. Simply ask your friends, family, or anyone who calls you to dial 711, press option 2, and then enter your telephone number when prompted. Please note that if you use 2-Line CapTel, callers can still dial your number directly to reach you and the captioner will be connected automatically.

What if I don't make a selection?

If you do not press a button on the phone, the call is automatically sent to the relay operator who will connect with you in either TTY, ASCII, or Voice.

Can I still use the other access numbers for Relay NC and CapTel NC?

Yes, the dedicated toll-free access numbers will continue to be available. Dedicated toll-free lines may have less of a delay (without the recorded menu). However, we encourage you to try out this new service as it makes it easier to receive calls through Relay NC and CapTel NC.

