

PLEASE DON'T HANG UP!

It could be a call from a Deaf or disabled customer.



Thousands of people who are deaf, hard of hearing and speech-disabled call businesses and organizations just like yours every day. Sadly, many of these callers are hung up on by the person receiving the call because they think it's a telemarketer.

These hang-ups are frustrating for deaf and hard of hearing callers. After all, people with hearing disabilities need to communicate by phone just like everyone else – to make a doctor's appointment, contact their child's school, to make reservations at a restaurant, etc.

Relay Hawaii's innovative service allows the deaf and hearing-disabled to speak to businesses, organizations and individuals that use standard voice telephones.

How can I tell if I'm receiving a call through Relay Hawaii?

Calls initiated through Relay Hawaii's service typically begin with an agent announcing "This is Relay Hawaii" or "This is a customer of your business calling through Relay Hawaii." Paying close attention to what the person is saying and recognizing the name "Relay Hawaii," should help reduce hang-ups.



A person with a hearing disability (who uses Relay Hawaii's communication service) tried to call you but was unable to get through. Below is their personal information, address, phone number and comments.

Personal Contact Information (please print clearly)

Comments: _____

Name: _____

Address: _____

Phone: _____ **Ext:** _____

Email: _____

For more information, contact Relay Hawaii's Program Manager, LisaAnn Tom. TTY: 866-835-8169 or e-mail: relayhawaii@sprint.com

FIRST
CLASS
POSTAGE

**An important message
to Hawaii's business community
from Relay Hawaii . . .**