



Text Relay Internal/External Newsletter and E-Mail Announcement

Instructions for editor:

*The following copy will help you quickly and easily place information about Text Relay in your internal/external newsletter and e-mail announcements. Simply “cut and paste” the information and change the portions in **[bold]** to suit your organization.*

[Company/Organization Name] is committed to providing equal access to communication technology for all our **[Employees/Customers/Patients]** who may be deaf, have hearing loss or a speech disability. To help us fulfill our commitment, we are taking this opportunity to inform you about a technology called Text Relay.

What is Text Relay?

Text Relay is a free, federally funded and regulated service designed to make it easy for people with hearing loss or speech disabilities to place phone calls using a relay operator who speaks on behalf of the individual.

- **Relay calls are free to the caller and the called party – local and long-distance.**
- **Relay calls are 100% confidential**

How does it work?

Using a web-enabled PC or wireless device, the relay user types their side of the conversation, while the operator reads it aloud to the called party. When the called party responds, the operator types their spoken words for the relay user, enabling them to read the spoken side of the conversation.

Note: This part is optional. It should be included if you have added a “Text Relay Button” to your website

You may also have noticed that we have recently added a “Text Relay Button” to our website. This will allow **[Employees/Customers/Patients]** who are deaf, have hearing loss, or a speech disability to simply click on the button to make a text relay call to reach us. You can see this new button on our “contact us” web page [\[insert link to page\]](#).

Note: this information is for internal newsletter or e-mails only

For those of you taking the incoming calls, you’ll handle them just like a regular phone call. There is no special training necessary. The relay operator will inform you that you are receiving a relay call and give you instructions on what to do.

I invite you to learn more about this technology by visiting the following link:

http://purple.us/purpletextrelay/how_relay_works.php

If you have **[Friends/Family Members]** who may be deaf, have hearing loss, or a speech disability, they will benefit from this FREE service; please forward this web link to them.

Thank you, everyone, for sharing our commitment to expand communication access and make this technology available to all our **[Employees/Customers/Patients]**!



Text Relay Billing Announcement

Instructions for editor:

Add the following information to your billing statements to inform your customers that are deaf, have hearing loss or a speech disability about Text Relay services

If you are deaf, have hearing loss or a speech disability; contact us using free Text Relay by visiting <http://purple.us/purpletextrelay/index.php>