



CapTel™

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

CapTel News – Spring 2006

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Making *CapTel* Calls with a Calling Card



You can use a pre-paid calling card when making *CapTel* calls – it's easy!

You can enjoy connecting with family, friends, and business associates using your *CapTel* phone with a calling card. You can purchase calling cards at a variety of retail and convenience stores with various minute allowances.

To make a *CapTel* call using a calling card:

- 1) Dial the calling card's 800 number using your *CapTel* phone.
- 2) *CapTel* service connects you to the calling card's 800 phone number.
- 3) Input the calling card information on the *CapTel* number keypad directly as instructed.
- 4) You will then be asked to enter the phone number of the person you wish to call.
- 5) Your conversation will be paid for via the calling card.

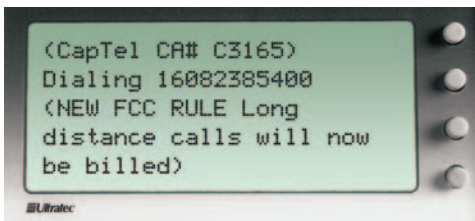
Exception:

Calling an 800 calling card number, then dialing the Toll-Free *CapTel* Service number (as with Voice in or *CapTel*-to-*CapTel* calls). You may receive a message saying your call cannot be completed as dialed because the system recognizes that billing charges do not apply for an 800 to 800 number. Try dialing the Captioning Service FIRST, the calling card SECOND, and then the number you are calling. People who call you can also follow this method to use a calling card when placing their call to you.

CapTel Customer Service

Ultratec, Inc.
450 Science Drive
Madison, WI 53711
1-888-269-7477 (*CapTel*/Voice)
1-866-670-9134 (*Español*)
1-800-482-2424 (TTY)
CapTel@CapTelMail.com
www.captionedtelephone.com

Important News About Long Distance Billing



As you may have noticed, a new requirement for long distance billing on captioned calls has recently taken effect. Long distance calls placed from your *CapTel* phone will now be billed to your local phone number. The Federal Communications Commission (FCC) requires this change for all billable long distance Telecommunications Relay Services (TRS) calls, including *CapTel* calls.

This new requirement applies to long distance calls only. It does not affect local calls. As always, there is no charge for using the *CapTel* captioning service.

If you would like the charges to be billed through your current long distance company, please contact *CapTel* Customer Service to indicate a long distance carrier of choice. That way, any long distance *CapTel* calls will appear on your phone bill under the long distance plan you already use. You can mail in the form, below, or contact us directly. If you do not specify a carrier of choice, any long distance charges will be billed through whichever carrier your state uses for Relay.

If you have any questions about the carrier of choice procedure, feel free to contact *CapTel* Customer Service. If you have questions directly related to your telephone billing, please contact your local telephone service provider.

For people who call you...

The new FCC requirement also affects long distance calls placed to your *CapTel* phone by outside callers using the Captioning Service “Call Me” number. People who call you via long distance will now get the long distance charges on *their* phone bill.

If the people who call you often via *CapTel*'s “Call Me” number have a preferred long distance carrier they use when placing ordinary telephone calls, please have them contact *CapTel* Customer Service. We can help make sure that any long distance calls they make to you are billed to them appropriately under their existing long distance plan.

Select Your Long Distance Carrier of Choice

If you would like your long distance *CapTel* charges to be billed through your own existing long distance company, or calling plan, please mail back this card to let us know your carrier of choice. Or, contact *CapTel* customer service toll free at 888-269-7477 (voice) or via email at CapTel@CapTelMail.com.

Indicate your Long Distance Carrier of Choice with this mail-back form

Name: _____

Address: _____

Phone Number: () _____

Email: _____

Preferred Carrier of Choice: _____

Cut and mail this card back in an envelope to: *CapTel* Customer Service, Ultratec, Inc., 450 Science Drive Madison, WI 53711 or fax to: (608) 238-3008

Traveling with Your *CapTel* Phone

“As a late deafened adult, I cannot begin to tell you how important my *CapTel* phone is to me. With *CapTel*, I speak for myself which is very important to me — I’ve lost my hearing, not my ability to speak.”

— T. LaBarbera,
Virginia

You’ve been planning your vacation or business trip for months, and you have everything packed and ready to go. Should you bring your *CapTel* phone?

Many states that offer *CapTel* service allow users to roam freely for trips and vacations, letting you make and receive *CapTel* calls from anywhere in the country, but some states do not. Because every state has its own relay rules for how the *CapTel* can be used, please contact *CapTel* Customer Service before your trip. We will be glad to let you know how the rules apply for your state.



Moving with Your *CapTel* Phone



Because *CapTel* service varies from state to state, people who are moving should check to see how their *CapTel* use might be affected. In general:

- **Moving to another town within your state:**

Simply take your *CapTel* with you, and continue using it with no problem. Be sure to let us know if your long distance carrier changes.

- **Moving to a different state:**

If you received your *CapTel* through your current state’s distribution program, you must contact that program to find out the proper procedure.

If the state to which you are moving also offers *CapTel*, contact *CapTel* Customer Service to find out how to obtain a *CapTel* phone there.

If you directly purchased your *CapTel*, and are moving to a state that offers *CapTel* service, your phone must typically be “re-assigned” to your new state in a timely fashion. Please contact *CapTel* Customer Service for assistance.

- **If you received your *CapTel* phone through the Federal *CapTel* distribution program:**

You may move freely to any state without interrupting service. You do not need to contact *CapTel* Customer Service, as the Federal program applies in all 50 states, regardless of individual state programs.

If you have any questions about moving with your *CapTel*, please let us know. We will be happy to assist you.

People are Talking About *CapTel*

Share your comments!
We'd love to hear how
CapTel has affected
your use of the tele-
phone. Let us know!



I cannot begin to tell you how much difference this device has made in my life. In the past, I have had to rely on my husband to make all telephone calls for me. But now with the *CapTel*, I no longer have to do that. For the first time in over 25 years, I can honestly say that I can live independently.

— S. Dunn, South Carolina

I think the most devastating thing about losing my hearing was when I lost the ability to use the phone. I cannot tell you how much captioned service has meant to me in my ability to communicate in a more normal way every day. I really don't know what I would do without it.

— D. Hopkins, Indiana

Without *CapTel*, I would not be able to do my job!

— M. Andrews, Louisiana

Ultratec

Send us your email address to get the latest *CapTel* news electronically! Visit our website (www.captionedtelephone.com) and click on "Contact Customer Service" to sign up! Or, use the form below.

Sign Up to Receive *CapTel* Newsletter

For more helpful tips and hints about using your *CapTel* phone, and for the latest *CapTel* news and events, sign up to receive the *CapTel* newsletter — **FREE!**

Signing Up Is Easy!

- Online: www.captionedtelephone.com, or...
- Via Email: CapTel@CapTelMail.com, or...
- Via Fax or Mail: fill out and send in the form

Thank you for your interest in *CapTel*!

YES! I want to receive the *CapTel* newsletter directly.

Name: _____

Address: _____

Phone: _____

Email: _____

Which way would you prefer to receive the *CapTel* newsletter?

Via email or **Via U.S. Mail** (circle one)

Fax completed form to (608) 238-3008 or mail to:
Ultratec, Inc., 450 Science Drive, Madison, WI 53711

CapTel users only need to sign up once to receive free *CapTel* newsletters.