

StarLines[®]
Louisiana



*Solutions for
customers with
disabilities*





Louisiana Relay 7.1.1

DIAL 7.1.1 is a Telecommunications Relay Service for customers with hearing and speech loss. AT&T Louisiana offers products and services for customers with visual, hearing, speech or physical disabilities. You can go to att.com/accessibility for products that make universal access a reality.

What is Louisiana Relay?

Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard-of-hearing or have difficulty speaking, can communicate on the telephone via TDD/TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does Relay work?

Dial 7.1.1 or the appropriate toll-free number provided below to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will

voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone (CapTel®) is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the entire conversation on the display window. To call a CapTel user, dial: **877.243.2823**.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require the use of a text telephone (TTY), telebraille, or amplification equipment may be eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this program, call (711-Relay), **800.256.1523** (voice/TTY) or visit the website of the Louisiana Commission for the Deaf at: ***new.dhh.louisiana.gov/index.cfm/page/318***.

Access numbers: Dial **711** or TTY: **800.846.5277**; voice: **800.947.5277**; ASCII: **888.550.5277**; Spanish: **800.737.1813**; speech-to-speech: **888.272.5530**.

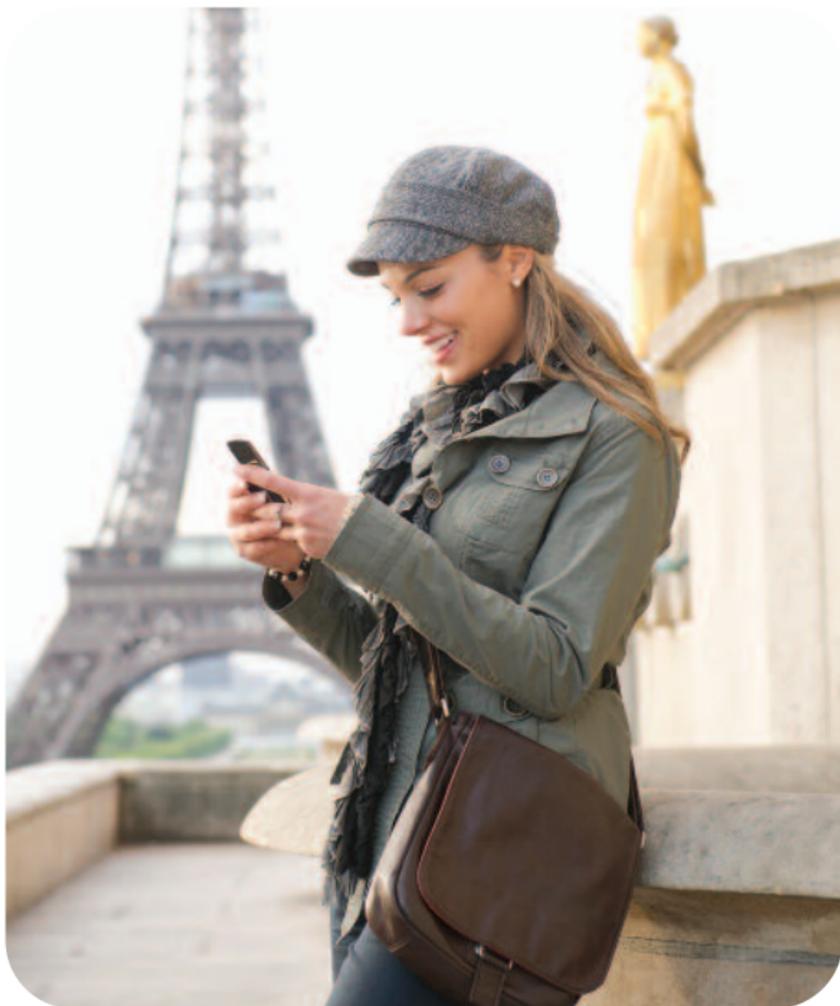
Customer service information: TTY/voice: **888.699.6869**;
www.hamiltonrelay.com.

To place a call, visit ***www.hamiltonrelay.com***.

There is no charge to access Louisiana Relay, although standard long distance charges apply.

Solutions for customers with disabilities

AT&T Louisiana delivers solutions that keep our customers with vision, hearing, mobility or speech limitations connected. Visit ***att.com/accessibility*** for accessibility plans and resources.



Traveling?

Learn how AT&T can help you stay connected during your travels at att.com/travel.



Moving soon?

Don't forget your AT&T services! Just go to att.com/move or call **800.MOVE ATT** (800.668.3288) and we'll help you transfer your AT&T services to your new home.

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