

FOR MY FRIENDS AND FAMILY

A NEW WAY TO CALL ME – VCO (Voice Carry Over)

As everyone knows, I've been having a lot of difficulty understanding people on the phone. I recently got a new phone that will allow me to understand everything you say by reading your words rather than hearing them. To enable me to use my new phone, you have to use a special procedure to call me.

As everyone knows, I've been having a lot of difficulty talking. I recently got a new phone that will allow me to communicate better when I call you or you call me. To enable me to use my new phone, you have to use a special procedure to call me.

MARYLAND RESIDENTS

1. If you live in Maryland, just dial **7-1-1**.
2. Tell the operator my number and that I use Voice-Carry-Over.
3. When I answer the phone, I will say, 'Go Ahead.' It's your turn to talk now.
4. Say, 'Hello---' and whatever else you might want to say. When you are ready for me to respond, say 'Go Ahead.' Remember to speak slowly – the operator needs to type everything you say!
5. I will answer and when I say, 'Go Ahead,' it's your turn to talk.
6. At the end, just say, 'Goodbye,' and hang up.

OUT OF STATE

1. From anywhere in the United States, dial **1-800-201-7165**.
2. Tell the operator my number and that I use Voice-Carry-Over.
3. When I answer the phone, I will say, 'Go Ahead.' It's your turn to talk now.
4. Say, 'Hello---' and whatever else you might want to say. When you are ready for me to respond, say 'Go Ahead.' Remember to speak slowly – the operator needs to type everything you say!
5. I will answer and when I say, 'Go Ahead,' it's your turn to talk.
6. At the end, just say, 'Goodbye,' and hang up.

Even though there is an operator typing what you say, our conversation is still very private – the operator is sworn to secrecy.

This new service does not cost either of us anything extra. If the call was free before, it's still free. If it was long distance before, it will still be long distance and charged at the same rate as if it was a direct call. If it's long distance, the operator will ask which long distance carrier you use.