

MARYLAND RELAY CUSTOMER PROFILE

1. Customer Information

Phone Number _____

E-mail Address _____

First & Last Name _____

Address _____

City _____ State _____ Zip _____

Please indicate the best way to contact you:

- E-Mail Phone [TTY/VCO/HCO] Phone [Voice]
 U.S. Mail Fax (Please provide number _____)

2. Relay Calls Connection Mode. When I *MAKE* and *ANSWER* a relay call, I use...

This section allows you to select the way you want to **CONNECT TO** Relay.

Language Type: English Spanish

CHECK ONLY ONE BELOW:

<input type="checkbox"/> TTY	<input type="checkbox"/> ASCII	<input type="checkbox"/> VOICE
<input type="checkbox"/> VCO	<input type="checkbox"/> With one phone line	<input type="checkbox"/> With two phone lines
<input type="checkbox"/> HCO	<input type="checkbox"/> With one phone line	<input type="checkbox"/> With two phone lines
<input type="checkbox"/> Speech-to-Speech	<input type="checkbox"/> Operator revoice everything I say <input type="checkbox"/> Let the other person hear me <input type="checkbox"/> Don't let the other person hear me	<input type="checkbox"/> Operator assist as needed by Other Party <input type="checkbox"/> Automatically <input type="checkbox"/> When Requested by either party

3. When I *MAKE* and *RECEIVE* a relay call, I want to use...

Check the service you want with **EVERY** relay call you make or receive.

- Translator/Interpreter**—Translate ASL to English **Spell Check Turned Off**
 Slow Typing—Operator will type slowly **TTY Abbreviations**



4. Long Distance Company

Please list the long distance company you use, to prevent unnecessary long distance charges.

My long distance company is: _____

5. Speed Dialing

Give the Operator the "Name" or number (1-10) to place a call from your speed dial list.

Name	Area Code and Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

6. Greetings

You can choose how the Operator will announce Relay:

I want OPRs to say my first name to the people I call. Name: _____

Example: "This is Maryland Relay OPR 444 with a call from Bob."

I want OPRs to tell the people I call that I am:

Deaf Hard of Hearing Speech Disabled Deaf/Blind

Example: 'This is Maryland Relay OPR 4444 with a call from some one who is deaf.'

Never explain how to use the relay to any person I call.

Never identify the relay to any person I call. (requires 'My Hello')

"My Hello" (50 Characters including spaces) OPRs will always greet the people you call this way:

Example: 'Hi, Bob here How are you?'



7. Restrictions

Some people do not allow calls that cost extra to be made from their telephone. If you check any items on this list, you will not be able to make these types of calls through Relay.

- Long Distance 900 & 976 Numbers International Directory Assistance Operator Assistance

8. Multi-User/Remote Profiles-Personal Identification Number (PIN)

The multi-user/remote feature is of great benefit if you have more than one relay user living in the household or are away from your primary phone number. When accessing your profile, please provide the Operator with the 7-digit PIN you selected (see page 4 for instructions).

Pin: (Pick 7 digits starting with the first 3 letters of your last name and then 4 digits that you choose)

The Pin can be used for two Purposes (Please check below how you will use your PIN):

- To make sure you are the only person who can make changes to your profile
 Multi User/Remote

9. Notes Section

If you have any additional instructions or information to give to the Operator, please list them here.

10. Mailing List

Please check the appropriate box:

- I want to be on the Maryland Relay mailing list.

11. You're Finished!

Thanks! Your Customer Profile should be activated within 24—72 hours from receipt.

You can **MAIL** this form to: Maryland Relay Center
 One Science Park
 Frostburg Business Park
 Frostburg, MD 21532

You can **FAX** this form to: 301-689-5197

You can **CALL** with questions to: Customer Service, 1-866-269-9006 V/TTY

You can submit via the **WEB** at: www.mdrelay.org





Maryland Relay Guide to Understanding the CUSTOMER PROFILE AND THE MULTI-USER PROFILE

Maryland Relay wants to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our [Customer Profile](#), and when you complete it, send it to us, and you are on your way to time-saving, easier calling through Maryland Relay— done the way you like it.

[Multi-User Profile](#) [See Section 8, Customer Profile]

What if we have more than one relay user at home?

You'll want to fill out the [Multi-User Profile](#). It's designed to let each of you have your very own profile with your very own relay preferences. Each of you can access your profile using a Personal Identification Number (PIN).

Do we all share the same PIN?

No, you choose your own PIN—it's *your* code, seven characters long, starting with the first three letters of your last name and then four digits that you choose. Your PIN protects your profile settings so that only you can change your preferences through Maryland Relay.

How does it work?

When you use Maryland Relay, just give the OPR your PIN as soon as you connect. The OPR will see your preferences and use the 'Connect Mode' you requested.

What's a Connect Mode?

It's the way you answer relay calls (TTY, VCO, HCO, Speech to Speech, Voice, etc). Each person's preference for the 'Connect Mode' could be different when you use a [Multi-User Profile](#), so you won't automatically be connected in your preferred mode. (Connect mode is what you choose in Section 2 of Customer Profile)

What about long distance calls?

When you have a [Multi-User Profile](#), you choose only one long distance company for your home telephone number. (See Section 4 Customer Profile)

Do I have access to the Multi-User Profile when I use other telephones?

Yes, your saved relay preferences are available all the time. When you connect to Maryland Relay from any phone, just give the OPR your PIN.

NOTE: If you are a Hamilton Internet Relay user, please complete a separate profile.

Alternate formats are available upon request.

To learn more, Contact Maryland Relay Customer Service at 1.866.269.9006
Or visit www.mdrelay.org