

Hearing Carry-Over (HCO) ▪ 1-800-750-0750



Communication solutions for people with a speech loss who prefer to hear their relay calls.

What is HCO?

Hearing Carry-Over (HCO) users can hear their call placed through relay, while the communication assistant (CA) serves as the customer's voice. Callers may request a male or female agent. To use HCO, a TTY (text-telephone) is required.

HCO user placing a call through relay:

- 1 Call 1-800-750-0750 using TTY.
- 2 Greeting from the CA will appear.
- 3 Type the number you want to call and "HCO GA". Pick up the receiver.
- 4 Wait for the CA to say, "One moment for your call to begin" to the person you are calling.
- 5 Place the receiver on the TTY. Type your response, then "GA".
- 6 Pick up the receiver. Your caller will speak directly to you.
- 7 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA". Continue this process throughout your conversation.

HCO user receiving a call through relay:

When your caller requests HCO:

- 1 Place receiver on TTY and type your greeting and "GA".
- 2 CA will type their greeting and, "WITH A CALL... YOUR CALLER HAS REQUESTED HCO GA."
- 3 Pick up the receiver. Your caller will speak directly to you.
- 4 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA". Continue this process throughout your conversation.

When your caller does not request HCO:

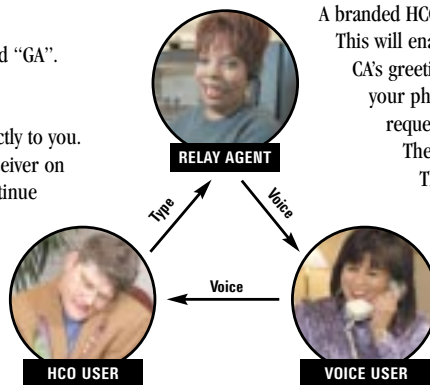
- 1 Place the receiver on the TTY and type your greeting and "GA".
- 2 CA will type their greeting and, "WITH A CALL..." The CA will type your caller's response and "GA".
- 3 Type your response. Then type "(HCO) GA".
- 4 Pick up the receiver. Your caller will speak directly to you. (There may be a few moments of silence at the beginning of the call while the CA asks your caller if they are familiar with HCO calls.)
- 5 When your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA". Continue this process throughout your conversation.

HCO branding

A branded HCO user will be identified to the CA as an HCO customer. This will enable an HCO user to call into the relay and hear the CA's greeting instead of it coming across the TTY. To identify your phone number as HCO, dial 1-800-325-2223, and request to be permanently branded as an HCO customer. The CA will brand your home telephone number. This will not work on PBX systems.

HCO user placing a branded HCO call:

- 1 Call the relay 800 number and listen for the CA to answer.
- 2 CA will voice the greeting and say, "You may hear voice or use TTY. Go Ahead."
- 3 Place the receiver on the TTY and type the number you are calling to and "HCO GA". Then pick up the receiver.
- 4 Wait for the CA to say, "One moment for your call to begin," to the person you are calling.
- 5 Place the receiver on the TTY. Type your response, then "GA".
- 6 Pick up the receiver. Your caller will speak directly to you.
- 7 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA". Continue this process throughout your conversation.



The point of contactSM

For further assistance with HCO, call Sprint Relay Customer Service at 1-800-325-2223 (TTY/Voice).



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