



www.westvirginiarelay.com

Hearing Carry-Over

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

7-1-1 or 800-982-8771

What is Hearing Carry-Over?

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

HCO is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

HCO Branding

A branded HCO user will be identified to the operator as an HCO customer. This will enable an HCO user to call into the relay and hear the operator's greeting instead of it coming across the TTY.

To identify your phone number as HCO, dial 800-982-8771, and request to be permanently branded as an HCO customer. The operator will brand your home telephone number.

NOTE: This will not work on PBX systems.

For further assistance with HCO, call West Virginia Relay 24-hour Customer Service at **800-676-3777** (TTY/Voice).

For more information, visit our website at www.westvirginiarelay.com/hco

*Connecting people to people...
One call at a time.*

“ *I have been able to make phone calls on my own, thanks to West Virginia Relay!* **”**



Hearing Carry-Over

What works for you...



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1 You type the conversation to the relay operator.



2 The relay operator voices your typed message to a voice user.



3 The voice user talks directly to you. Carry on the conversation.



West Virginia Relay offers **four HCO options** for making or receiving phone calls:

OPTION #1:

HCO user placing a call through relay:

1. Call 7-1-1 or 800-982-8771 using TTY.
2. Greeting from the Relay Operator will appear.
3. Type the number you want to call and "HCO GA." Pick up the receiver.
4. Wait for the operator 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.

OPTION #2:

HCO user receiving a call through relay when your caller requests HCO:

1. Place receiver on TTY and type your greeting and "GA."
2. Operator will type his/her 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.

OPTION #3:

HCO user receiving a call through relay when your caller does NOT request HCO:

1. Place the receiver on the TTY and type your greeting and "GA."
2. Operator will type his/her greeting and, "WITH A CALL..." The operator 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 operator 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.

OPTION #4:

HCO user placing a branded HCO call:

1. Call 7-1-1 or 800-982-8771 and listen for the Relay Operator to answer.
2. Operator 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 operator 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.

