

### Voice Carry-Over (VCO) Service

**711** or

**877-298-3330** for English

**866-519-0569** for Spanish-to-Spanish

**877-298-3348** for Spanish-to-English



Voice Carry-Over (VCO) is the perfect solution for you if you like to speak directly to the person you are calling and read text from the relay operator during your phone calls. When the other party speaks to you, the relay operator serves as your “ears” and types all the words that are spoken and background sounds, if any, on your VCO phone or text telephone/teletypewriter (TTY). Then you speak directly back to the other party.

This service is designed for the people who are Deaf or Hard of Hearing.

This relay service is available in English-to-English, Spanish-to-Spanish and Spanish-to-English.

The TRS Customer Profile allows you to store your relay call preferences and helps speed up call processing.

### How Does VCO Relay Work?

Just dial 711 (or 877-298-3330 for English, 866-519-0569 for Spanish-to-Spanish or 877-298-3348 for Spanish-to-English) on your VCO phone or text telephone/teletypewriter (TTY). The relay operator will answer with “West Virginia Relay”.

Provide the area code and telephone number you wish to call and say “Go Ahead”. The relay operator will dial the number and connect you to the other party.

- 1 You speak to the other party. Say “Go Ahead” (“GA”) at end of each message. The “GA” indicates that it is the other party’s turn to respond.
- 2 The other party listens and speaks. The other party says “Go Ahead” (“GA”) to indicate that it is your turn to respond.
- 3 The relay operator types the other party’s voiced message to you.
- 4 You read the other party’s voiced words on your VCO phone or text telephone/teletypewriter (TTY).

To conclude the call, just say “goodbye”.



For more information, visit [westvirginiarelay.com/vco](http://westvirginiarelay.com/vco)