



**“Please,  
Don’t Hang Up”  
on a Relay call.**

Although telephone relay service began over 20 years ago, many people still don’t understand what it is or how it works. People who receive relay calls often hang up because they assume a telemarketer is calling. This can be frustrating for the relay user. It also reflects poor customer relations for the company being called and may result in lost business.

You can help Relay Texas with their “Please, Don’t Hang Up” campaign. Please see reverse side.

For more information, contact: **Sprint TRS Customer Service, PO Box 29230  
Shawnee Mission, KS 66201-9230**



*Fill out reverse side, tear off, and mail card below.*



Place  
Stamp  
Here

**Sprint TRS Customer Service  
PO Box 29230  
Shawnee Mission, KS 66201-9230**

# “Please, Don’t Hang Up” on a Relay call

- Have you ever placed a relay call and had someone hang up on you?
- Do you want Relay Texas representatives to educate those who hang up on you?

This year, Relay Texas began an in-state “Please, Don’t Hang Up” campaign to try to reduce the number of relay service hang ups. Relay representatives are contacting businesses to teach them about relay service and how to be more relay friendly.

Hopefully, once educated, people who receive relay calls won’t hang up and will feel more comfortable talking with relay service users.

You can help the “Please, Don’t Hang Up” Campaign in two ways:

1. When you experience a hang up on a relay call, fill out the form below (also found on-line). These businesses will be contacted and educated on how to become relay friendly.
2. When giving the relay operator dialing instructions, inform the operator to ask for a specific person by name, or to ask for the department you want to talk to, e.g., appointments, billing, tech support, customer service. When you reach the person or department, state your name and the purpose of your call, “This is [your name] I want to make an appointment.” This will help the person you are calling know to proceed with the call as they would a regular phone call.



Please visit [www.relaytexas.com](http://www.relaytexas.com) for more information about Relay Texas products and services.

Your feedback helps us educate businesses so they won’t hang up on relay calls.

## Step 1 Personal Contact Information (please print clearly)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone 1: \_\_\_\_\_ Phone 2.: \_\_\_\_\_  
E-mail: \_\_\_\_\_

## Step 2 “Hang Up” Business Information (please print clearly)

Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Comments on Hang Up: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Step 3

What type of relay service were you using when the “hang up” occurred:

- State (traditional) Relay  
 IP Relay  
 VRS  
 Other: \_\_\_\_\_

Hang Up Occurred:

- During Relay Announcement  
 After Relay Announcement