

**CapTel Users-Long Distance Notification
For Standard Phone Users**

Effective June 1, all voice-in calls(people calling a Captioned phone user)to the CapTel Captioning Service will receive a new voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with CapTel Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call.

"Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press pound (#). (short pause) Please enter the area code and phone number of the person you are calling followed by the pound sign."

When the pound sign is pressed
"FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477"

We expect this new greeting to eliminate any "surprises" for the calling party with respect to their Long Distance charges, and to further encourage people to register their carrier of choice with CapTel Customer Service.

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

We expect this new greeting to eliminate any "surprises" for the calling party with respect to their Long Distance charges, and to further encourage people to register their carrier of choice with CapTel Customer Service.