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Qwest® Disability Solutions.

Freedom and functionality
that work for you.



Now you can communicate with everyone.

Telecommunications Relay Service through Qwest® makes it easy.

Telecommunications Relay Service (TRS) is a free service that allows people who are deaf, hard of hearing or have speech disabilities to connect with others. It's operated by standard equipment specifically designed for individuals with disabilities. To use the service, dial the toll-free numbers listed in your directory, or simply dial 7-1-1. A specially-trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling.

All call information and conversations are confidential.

Either party can call the TRS provider to set up the call. Service is available 24 hours a day, 365 days a year. There are no restrictions on the number or length of calls you can make. Long-distance calls placed for you can be billed collect, charged to a pre-paid calling card or charged through third-party billing.

Some services not available in all areas. Additional fees apply, however, qualifying customers may be exempted from certain charges. Additional equipment required depending on service selected and may incur additional charge. Please contact Qwest for complete details. All trademarks are owned by Qwest.
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AZ, CO, IA, ID, MT, ND, NE, NM, OR, SD, UT, WA, WY
RT.005.REVDIS13.Q409



Contact a disabilities consultant
at the Qwest® Center for Customers
with Disabilities today.

Let's talk.

1 800.223.3131
Monday-Friday, 8:00 am-5:30 pm Mountain Time
qwest.com/residential/disabled
Visit any Qwest store.

Here's all you do:

- Dial 7-1-1 or the TRS toll-free number listed in your telephone directory
- You'll be connected with a communications assistant
- Give the communications assistant the number you would like to call
- The agent will stay on the line
- All calls are confidential

TRS providers offer Captioned Telephone and Hearing-Carry-Over (HCO), for people with hearing loss to receive word-for-word captions of the conversation while listening to the voice of the other party. Spanish Relay, for Spanish speaking hearing or speech-disabled individuals, is also available. Other options are available for people who have difficulty hearing on the phone or to voice their conversations directly to the hearing person and receive the other party's conversation as text including:

- Speech-to-Speech (STS)
- Text Telephone (TTY) relay
- Computer (ASCII) relay
- Voice-Carry-Over (VCO) and Video Relay Service provides American Sign Language users with the ability to communicate via wide conferencing using their native language

For more information, visit the Sprint VRS Web site: www.sprintvrs.com.



This brochure is available in alternate formats:
Braille, large font, e-mail and audiotape. Please
contact Qwest to request your preferred format.

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Qwest® meets your unique needs.

Enjoy more freedom and function.

Wireless service, voicemail and more:

- Qwest voicemail with Teletypewriter (TTY)*
- Reduced long-distance charges with TTY
- TTY Directory listing at no extra charge
- Wireless handsets and accessories
- New number referral
- Bill formats that fit your needs
- No charge for Directory Assistance
- Telecommunications Relay Service (TRS)

*A Teletypewriter (TTY) or telecommunications device for the deaf (TDD) allows a person to plug a regular telephone into a small keyboard that has a visual terminal. When one TTY user calls another, they can communicate by typing what they want to say to one another. Users can choose to print out the message or read it on a screen.

Qwest® Disabilities Solutions makes it easier to stay in touch with friends, family, business associates and the rest of your world.

No charge for Directory Assistance

Qwest customers who are blind, vision- or mobility-impaired and who cannot use a directory may qualify for exemption from Directory Assistance charges on their residential and business lines.

A bill you can use

We provide your bill in a variety of formats to meet your specific needs:

- Braille
- Large font
- Audio tape
- E-mail (compatible with screen readers)

Contact the Qwest Center for Customers with Disabilities to arrange to receive your bill in your preferred format.

Everything you need to stay connected.

Telephone Assistance Program

Qwest® supports the following Telephone Assistance Programs designed to reduce the cost of telephone service for qualifying low-income customers who currently receive government assistance from programs such as Food Stamps (SNAP) and Medicaid.

Lifeline Service

Reduces the monthly cost of your residential phone line. The amount of the credit will vary depending on your state. Free Long Distance Restriction is also available upon request.

Tribal Lifeline Service

Reduces the cost of a residential phone line to as little as \$1 per month (plus applicable taxes and surcharges) for qualifying customers who live on Tribal Lands. For both of these programs, the telephone service must be provided at your primary residence and only one Lifeline benefit is available per household.

Link Up Assistance

Reduces the cost of installing your main phone line by 50 percent and provides a deferred payment schedule for additional installation charges. Link Up benefits are only available on one phone line per household, and Link Up credits cannot be applied towards the cost of jacks and wiring.

To learn more about Telephone Assistance Programs and eligibility in your state, contact the Center for Customers with Disabilities or visit www.lifelinesupport.org.

The Convenience of One Voice Mailbox

Now, everyone including deaf and hard-of-hearing members in your home can retrieve all of their messages from one voice mailbox. Hearing members still get the same great Qwest® Voice Mail Service they've enjoyed in the past, and Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit www.qwest.com/residential/disabled/voicemail_tty.html or call the Qwest Center for Customers with Disabilities.

Teletypewriter Users get Reduced Long-Distance Charges

As a Qwest customer who relies on a Teletypewriter (TTY), you may qualify for a reduced charge on your long-distance communications. To get more information or to learn if you qualify, contact a disabilities consultant at the Qwest Center for Customers with Disabilities.

TTY Directory Listing

If you use a Text Telephone (TTY), Telecommunications Device for the Deaf (TDD) or Telecommunications Relay Service, you may note this in your directory listing at no additional charge. Choose from several listing options including:

- TTY only
- TTY and Voice
- Captioned Telephone Service only
- Captioned Telephone Service & Voice

Please call the Center for Customers with Disabilities at 1 800.223.3131 to choose your phrase and add it to your directory listing.

Hearing Aid-Compatible Cell Phones

Qwest is an authorized sales agent for Verizon Wireless. Verizon Wireless offers a choice of wireless handsets that meet the FCC Hearing Aid Compatibility requirements for Radio Frequency interference. These phones have an M3 or T3 or better Hearing Aid Compatible rating.

Let Callers Know Your New Number

New number referral intercept is an optional Teletypewriter (TTY)-compatible service that ensures other TTY users calling your old, disconnected number will receive your new number message in Baudot tones.



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