



How to contact us:

We have seven Regional Centers throughout the state to assist you with your needs. Please contact the center nearest you for assistance.

DSDHH's phone listing uses the following abbreviations:

V – voice (for people who do not use telephone assistive equipment)

TTY – phone equipment

(for Deaf, Hard of Hearing and Deaf-Blind people)

VP – video phone

(for people who use sign language to communicate)

Asheville:

12 Barbetta Drive • Asheville, NC 28806
828-665-8733 V • 828-333-5830 VP
828-665-8737 TTY • 800-681-8035 TTY
800-681-7998 V • 828-670-5054 Fax

Charlotte:

5501 Executive Center Dr., Suite 200 • Charlotte, NC 28212
704-568-8558 V • 704-918-1554 VP
704-568-8505 TTY • 800-835-5302 V
800-835-5306 TTY • 704-568-9615 Fax

Greensboro:

122 North Elm Street, Suite 900 • Greensboro, NC 27401
336-273-9692 V/TTY • 336-429-5644 VP
888-467-3413 V/TTY • 336-256-0689 Fax

Morganton:

107 Foothills Drive • Morganton, NC 28655
828-430-7185 V • 828-475-6606 VP
828-430-7192 TTY • 800-999-8915 V
800-205-9920 TTY • 828-430-7193 Fax

Raleigh:

4900 Waters Edge Drive • Raleigh, NC 27606
919-859-8526 V (Main) • 800-999-5737 V (Main)
919-233-7082 TTY • 919-890-0858 VP
919-233-7083 Fax

Wilmington:

3340 Jaeckle Drive, The Randall Bldg., Suite 104
Wilmington, NC 28403
910-251-5702 V • 910-777-5770 VP
910-251-5767 TTY • 800-205-9915 V
800-205-9916 TTY • 910-251-2677 Fax

Wilson:

2705 Wooten Blvd. • Wilson, NC 27893
252-243-3104 V • 252-674-1141 VP
252-243-1951 TTY • 800-999-6828 V
800-205-9925 TTY • 252-243-7634 Fax

Home Office:

919-874-2212 V/TTY • 919-890-0859 VP
800-851-6099 V/TTY • 919-855-6872 Fax

www.ncdhhs.gov/dsdhh

I am hard of hearing. How can I communicate on the telephone?

If you have a hearing loss, there are many different methods available that enable you to communicate on the telephone. You could use the telecommunications relay service as well as various types of specialized equipment. The North Carolina Division of Services for the Deaf and the Hard of Hearing (DSDHH) can work with you to understand your options that best fit your needs and to select the appropriate equipment. This fact sheet gives you a quick overview of the options available to you.

What is Relay NC?

Relay NC is a service that makes possible telephone conversations between a person talking on the telephone and a person who has a hearing loss. Trained relay operators facilitate these calls, and all conversations are confidential. This service is available at no charge 24 hours a day, seven days a week and 365 days a year. Calls may be made anywhere in the country using this service. Just dial 711 and an operator will assist you.

What is Voice Carry Over Service (VCO)?

How do you use this service?

- This is one of several types of services available through Relay NC
- Using a text telephone, the caller with a hearing loss speaks into a receiver and reads the text from the other person speaking

Who would use a Voice Carry Over (VCO)?

- Individuals who are able to speak clearly but not hear well

continued on back



State of North Carolina • Pat McCrory, Governor
Department of Health and Human Services • Aldona Z. Wos, M.D., Secretary
Division of Services for the Deaf and the Hard of Hearing
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How can I communicate on the telephone?

How can I get equipment?

The DSDHH staff at your regional center can discuss your needs, demonstrate equipment and help you determine what will work best for you. Some equipment is available through DSDHH's Equipment Distribution Service. Once you select a system, the DSDHH staff can assist you with a DSDHH application, provide catalogs from which you can order the desired equipment, or refer you to other available resources. After you receive your system, the DSDHH staff can provide technical assistance, installation and training. For more information or to receive assistance, contact the nearest DSDHH Regional Center or visit www.ncdhhs.gov/dsdhh.

What are amplified telephones?

Amplified telephones increase the volume of a telephone call. They are designed to

- Aid in distinguishing what is heard
- Adjust the caller's voice tone
- Decrease static (background noise)
- Be hearing aid compatible
- Provide more clarity by reducing line noise and static

Cordless Telephones

- Provide increase in volume
- Adjustable volume control
- Adjustable tone control
- Loud ringer

Amplified Telephones

- Provide increase in volume
- Volume control and tone control
- Large buttons
- Adjustable ringer
- Audio jack for neck loops
- Compatible with hearing aids equipped with telecoils

Amplified Speaker Telephones

- Provide increased volume through handset and through speaker phone feature
- Adjustable volume and tone controls
- Adjustable ringer

Telephones with Captions And Voice Carry Over Telephones

- Display screen prints what the other person says
- Adjustable volume and tone controls
- Adjustable ringer volume
- Hearing aid compatible

Remote Access Telephones

- Built-in speaker telephone
- One-touch operation
- Features hands-free operation
- Wireless remote
- Voice-activated answering

Universal Cellular Telephone Amplifier

- Compatible with all headset and cellular telephone models
- Cellular telephone not included
- Adjustable volume for incoming sound
- Compensates for poor connection

In-Line Amplifier

- Boosts volume of incoming calls
- Tone enhancement
- Works with all line telephones
- Portable