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 have a speech impairment.
How can I communicate on the telephone?

If you have a speech impairment, 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 the 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. The fact sheet gives you a quick overview of the options available to you.

What is Speech to Speech 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 speech impairment. 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 Hearing Carry Over Service (HCO)?

How do you use this service?

- This is one of several types of service available through Relay NC
- Using a text telephone, the caller with a speech impairment types a message and hears the other person speaking.

Who would use a Hearing Carry Over (HCO) service?

- Individuals who are able to hear on the telephone but unable to speak clearly
- Individuals who use a handset to make telephone calls

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
www.ncdhhs.gov/dsdhh • N.C. DHHS is an equal opportunity employer and provider. Rev. 6/15

How can I communicate on the telephone?

How can I get equipment?

In conjunction with the North Carolina Assistive Technology Program (NCATP), 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 and other resources. Once you select a system, the DSDHH staff can assist you with an application, provide catalogs from which you can order the desired equipment, or refer you to other available resources. After you receive your system, the NCATP staff can provide technical assistance, installation and training.

Specialized Equipment

Augmentative and Alternative Communication Devices

Individuals unable to use written or spoken language to communicate can use an Augmentative and Alternative Communication (AAC) Device. These devices
- Enhance an individual's communication and interaction with their surroundings
- Use keyboards, infrared and/or touch screen displays
- Can be used for telephone conversations

For more information or to receive assistance, contact the nearest DSDHH Regional Center or visit www.ncdhhs.gov/dsdhh.

Remote or Voice-Activated Telephones

Voice-activated telephones or those with remote control can be used by people unable to hold a standard telephone handset. Voice-activated telephones have a variety of features. These features may include:

- Voice activates the telephone
- Lapel microphone for hands-free conversation
- Wireless remote feature
- Automatic scanning for selecting the number in memory using beeps and lights to assist you
- Automatic dialing of up to 20 numbers in programmable memory

Outgoing Voice Amplification

Individuals who have dysphonia, paralysis or injury of the larynx, disease of the endocrine glands, vocal misuse and abuse syndromes, and other similar conditions can use telephones with outgoing voice amplification.

- Volume of your voice can be increased
- Amplifier activated by pushing a button
- Compatible with the "T-coil" setting in hearing aids
- Easy to see keypad
- Adjustable loud ringer and light to signal an incoming call
- Incoming voice amplification feature

Artificial Larynx

People who have lost the use of their vocal cords can use an artificial larynx.

- An electronic device held against the speaker's throat produces sounds replaces the sounds normally made by the vocal cords
- User forms the sounds produced into words
- Device measures about 4 1/2 inches long and weighs about 4 ounces
- Tone adjustment for more natural intonation

Fluency System

Telephone Fluency System can be used to eliminate or reduce stuttering and cluttering (tachyphemia)

- Uses three types of altered auditory feedback to correct the underactive auditory processing
  - Delayed auditory feedback (DAF)
  - Frequency-shifted auditory feedback (FAF)
  - Masking auditory feedback (MAF)
- Background noise reduction
- Can be used without training