

“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 Wyoming Relay representatives to educate those who hang up on you?

This year, Wyoming Relay 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 will not 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. The business will be contacted and educated on how to become “relay friendly.”
2. Change the way your relay calls are announced. The standard greeting may be better replaced by your own custom greeting. Ask the relay operator to begin your call with, “I am a customer of <your business> calling through relay,” or “This is <your name> calling through relay.” Some people report that this type of greeting reduced hang ups.



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

Step 1 Your 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 _____

When did the hang up occur?

- During Relay Announcement
 After Relay Announcement



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

Although telephone relay service began over 20 years ago, many people still do not 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.

For information on how you can help Wyoming Relay with our **“Please, Don’t Hang Up!”** campaign, please see reverse side.

For more information, contact: Wyoming Relay
444 W Collins Dr., Suite 1200, Casper, WY 82601
1.800.452.1408

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



Place
Stamp
Here

Wyoming Relay
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Suite 1200
Casper, WY 82601