

Hearing Carry-Over (HCO)

Communication solutions for people with speech loss who prefer to hear their relay calls.

1-800-662-1220



Connecting
people to people...
One call
at a time.

What is HCO?

Hearing Carry-Over (HCO) users can hear their call placed through relay, while the Relay Operator serves as the customer's voice. Callers may request a male or female operator. To use HCO, a TTY (text-telephone) is required.

HCO user placing a call through relay:

- 1 Call **7-1-1** or **1-800-662-1220** using TTY.
- 2 Greeting from the Relay Operator will appear.
- 3 Type the number you want to call and "HCO GA." Pick up the receiver.
- 4 Wait for the operator to say, "One moment for your call to begin," to the person you are calling.
- 5 Place the receiver on the TTY. Type your response, then "GA."
- 6 Pick up the receiver. Your caller will speak directly to you.
- 7 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

HCO user receiving a call through relay:

When your caller requests HCO:

- 1 Place receiver on TTY and type your greeting and "GA."
- 2 Operator will type his/her greeting and, "WITH A CALL... YOUR CALLER HAS REQUESTED HCO GA."
- 3 Pick up the receiver. Your caller will speak directly to you.
- 4 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

When your caller does not request HCO:

- 1 Place the receiver on the TTY and type your greeting and "GA."
- 2 Operator will type his/her greeting and, "WITH A CALL..." The operator will type your caller's response and "GA."
- 3 Type your response. Then type "(HCO) GA."
- 4 Pick up the receiver. Your caller will speak directly to you. (There may be a few moments of silence at the beginning of the call while the operator asks your caller if they are familiar with HCO calls.)
- 5 When your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

HCO branding

A branded HCO user will be identified to the operator as an HCO customer. This will enable an HCO user to call into the relay and hear the operator's greeting instead of it coming across the TTY. To identify your phone number as HCO, dial **1-800-676-3777**, and request to be permanently branded as an HCO customer. The operator will brand your home telephone number. This will not work on PBX systems.

HCO user placing a branded HCO call:

- 1 Call **7-1-1** or **1-800-662-1220** and listen for the Relay Operator to answer.
- 2 Operator will voice the greeting and say, "You may hear voice or use TTY. Go Ahead."
- 3 Place the receiver on the TTY and type the number you are calling to and "HCO GA." Then pick up the receiver.
- 4 Wait for the operator to say, "One moment for your call to begin," to the person you are calling.
- 5 Place the receiver on the TTY. Type your response, then "GA."
- 6 Pick up the receiver. Your caller will speak directly to you.
- 7 After your caller says, "Go Ahead," place the receiver on the TTY, type your response and then "GA." Continue this process throughout your conversation.

For further assistance with HCO, call NYRS 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)** or the New York Relay Service Inquiry line at **1-800-664-6349 (Voice)** or **1-800-835-5515 (TTY)**.



Just dial **7-1-1** to make
a New York Relay call!

www.nyrelay.com
• Service Information • Newsletter
• Helpful Documents

For information on Relay through TTY public payphones contact NYRS Customer Service

Hearing Carry-Over 1-800-662-1220

Hearing Carry-Over is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.