

**General Questions; TTY and Voice/Hearing Users**  
**(For all users; please answer all that apply to you)**

**Please circle your answers.**

1. Please indicate which relay services you currently use.

- TTY**
- <sup>1</sup> Hearing Carry Over (HCO)**
- Voice Carry Over (VCO)**
- Speech-to-Speech (STS)**
- Spanish Relay**
- Voice/Hearing User**

2. Please indicate how often you use the relay service.

- Everyday**
- A Few Times Per Week**
- A Few Times Per Month**
- A Few Times Per Year**
- Once a Year**

3. What kind of calls do you make through CRS?

- Personal**
- Business**
- Both**

4. The California Relay Service requires the relay operators to answer all calls quickly. On a scale of 1 to 5, please rate how quickly your relay calls are answered.

- 1-Too Long**
- 2-Fairly Long**
- 3-Average**
- 4-Fairly Quick**
- 5-Very Quick**

Additional Comments

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<sup>1</sup> Hearing Carry Over is for individuals who can hear on the phone but use a TTY to type instead of speaking.  
Voice Carry Over is for individuals who can speak for themselves on the phone, but need the responses typed in text on a TTY.  
Speech-to-Speech is for individuals with speech disabilities. A specially trained operator listens to the STS user and re-voices for them.  
Spanish Relay is for individuals who need Spanish TTY/HCO/VCO to voice or Spanish voice to TTY/HCO/VCO relay services.

5. Sometimes relay operators don't type accurately, for example, words may be misspelled, added to the conversation, or left out of the conversation. On a scale of 1 to 5, please rate the operator's typing skills.

- 1-Unsatisfactory**
- 2-Needs Improvement**
- 3-Satisfactory**
- 4-Good**
- 5-Excellent**

Additional Comments

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6. Do you know that you can set up a profile with CRS?

- Yes**
- No**
- <sup>2</sup>I don't know what a Profile is**

If yes, have you established a Customer Database Profile? Please list which preferences you have included in your profile. If no, please explain why not.

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7. The California Relay Service uses three different companies to handle relay calls. This allows users the option to access CRS several different ways. Please indicate how you access CRS.

- Dial 711 (with an established <sup>3</sup>profile)**
- Dial 711 (without an established profile)**
- Dial the CRS 800 number (e.g., 800 number for DDTP or CRS)**
- Dial a dedicated vendor number (e.g. 800 number for <sup>4</sup>MCI/Go America, Nordia or Sprint)**
- Dial a number for your specific modality (TTY, STS, HCO,VCO, etc.**

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<sup>2</sup> A profile lets CRS know exactly how you want your calls handled. CRS will link your preferences to your phone number so when you call CRS from your registered phone number, your preferences will automatically be known to the relay operator.

<sup>3</sup> A profile lets CRS know exactly how you want your calls handled. CRS will link your preferences to your phone number so when you call CRS from your registered phone number, your preferences will automatically be known to the relay operator.

<sup>4</sup> Go America is the company formally known as MCI/Verizon

8. Please indicate which company you prefer to use when making CRS calls.

- Nordia**
- MCI/Go America**
- Sprint**
- Use all three**
- Use 711**

If there is one specific company that you prefer to use, please give a brief explanation why. If not, why.

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9. How important is it to you that you can choose which company handles your relay calls?

- Not Important**
- Somewhat Important**
- Very Important**

Why?

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10. On a scale of 1-5 how satisfied are you with the relay operator's ability to handle your call when you reach a recorded message that includes menu options? (e.g., Phone trees, Automated Voice Response System, etc.)

- 1-Unsatisfied**
- 2-Somewhat Unsatisfied**
- 3-Satisfied**
- 4-Mostly Satisfied**
- 5-Very Satisfied**

Additional Comments

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11. What changes or improvements would make the California Relay Service more useful to you?

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12. What things about the California Relay Service do you like and would like to see stay the same?

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13. Other than Video Relay Service (VRS) or Internet Relay (or IP Relay), what other things do you see becoming important for relay users in the future?

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**The following questions are optional; however, your answers will be very helpful in our marketing of relay services in California.**

1. What is your Zip Code- \_\_\_\_\_

2. What is your age range?

**18-25**

**26-35**

**36-45**

**46-55**

**56-65**

**65 or older**