



TDD or TTY Etiquette

Glossary of TDD Abbreviations

What is Relay Service?

Relay communications service provides full telephone accessibility to people who are deaf, hard of hearing or with speech disabilities. Specially trained relay agents complete all calls and stay on-line to relay messages either electronically over a Telecommunications Device for the Deaf (TDD), or verbally to hearing parties.

The service is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. This valuable communications tool gives all individuals who are deaf, hard of hearing or with speech disabilities the opportunity to make personal and business calls just like any other telephone user.

Both TDD and voice users may initiate calls.



Helpful Information for Using Relay Confidentiality

Relay Service is strictly confidential. All calls will be kept private, and no records of any conversations will be maintained. Relay agents will not share information regarding the contents of any relay call, unless they are required to do so by state or federal law.

Customers' Communications Options

Relay Service provides optional ways for your call to be handled. When communicating with a relay agent, you may request one of the following:

- Ask the agent to type and speak exactly what is said. (Result: The agent will reproduce the exact conversation.)
- Ask the agent not to announce your call. (Result: The agent will not initially ask the called party if he or she has ever received a relay call, and will not explain the service.)
- Ask the agent to use Voice Carry-Over. (Result: This provides direct communication when callers who are deaf, hard of hearing or speech with disabilities use their own voice or hearing.)

A. UNIVERSAL TERMS

GA	"Go Ahead" (your turn to type)
SKSK	Hanging up
GA TO SK	Completing all messages and getting ready to hang up
TDD	Telecommunications Device for the Deaf
Q	Question mark
TTY	Teletypewriter
SK	"Stop Keying" (end of conversation)
XXXX	Erasing the error

NOTE: ?SK? AND ?GA? ARE ALWAYS USED...)

B. COMMON TERMS

ASAP	"As soon as possible"
HD or HLD	"Hold"
ASST	"Assistant"
ILY	"I love you"
BIZ	"Business"
IMPT	"Important"
BYE	"Goodbye"
INC	"Incomplete"
CD or CLD	"Could"
LTRS	"Letters"
CUL	"See you later"
MSG or MSGE	"Message"
CUZ	"Because"
MSGS	"Messages"
DR	"Doctor"
MISC	"Miscellaneous"
FIG	"Figures"
MTG	"Meeting"

