

Please, Don't Hang Up...

It may be the most important call you receive all day.

Recipients of Relay calls do not always know what a Relay call is. They often think a telemarketer is calling. They often hang up.

Have you ever made a Relay call and had someone hang up on you? Would you like Relay Colorado to educate those who do hang up?

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relaycolorado.com

Many deaf, hard-of-hearing, deaf-blind, and speech-disabled people find that businesses and organizations they call through Relay are unfamiliar with the Relay Service. As a result, when the Relay Operator announces the call—"This is Relay Colorado"—the first-time call recipient often hangs up.

These hang-ups are frustrating for deaf, hard-of-hearing, deaf-blind, and speech-disabled callers. But just as significant, they mean a loss of business and bad customer relations for the business or organization being called.

People with a hearing loss or a speech disability use the phone like everyone else—to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation, or simply to be neighborly.

The "**Please, Don't Hang Up**" campaign consists of presentations and demonstrations throughout the state by Relay Colorado Ambassadors, public service announcements for television and radio, and printed materials.

The attached, tear-off post card is a tool for you to inform Relay Colorado when someone from a business or organization hangs up on you.

The Colorado Account Manager will follow-up with a brochure, a letter, and/or a telephone call to the business or organization to better inform them about Relay Colorado Service.

The important message to share with organizations and businesses is a simple one—"Please, Don't Hang Up." This may be the most important call you receive all day".

Fill out, tear off and mail card below to file a complaint.



707 17th Street Suite 3750
Denver, CO 80202

Place
Stamp
Here

707 17TH STREET SUITE 3750
DENVER, CO 80202