



What is the Analog to Digital Transition?

The telephone industry is in the process of replacing traditional telephone service (copper/analog) with internet-based service (fiber/digital). This is what's called the Analog to Digital Transition. The benefits of the transition include increased speed, longer technology lifespan and greater security.

How the Analog to Digital Transition May Affect Telecommunications Relay Services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. As telephone companies update their infrastructure, many are transitioning from copper telephone lines to fiber. When a telephone line becomes digital, it can affect how analog equipment, such as a TTY, VCO (Voice Carry Over) phone or CapTel® 840, behaves and connects to relay services.

How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

What solutions can keep me connected to Relay?

With the transition, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital line. If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fcc.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- Hamilton Mobile™ CapTel app
- CapTel 2400i
- Hamilton Web™ CapTel

Customer Care:

CTRelay@HamiltonRelay.com • RelayConnecticut.com

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