

Checklist

CTS Transition



California Connect is in the process of supporting customers in learning more about how they can transition away from traditional landlines to broadband or wireless devices and services. If you use a landline, TTY, or captioned phone, there may be alternative devices and services which could provide you with improved communication experiences. This guide will help you understand the steps needed to stay connected while transitioning from landline to broadband and wireless services.

Step 1 - Identify Your Phone or Device

First, determine whether you have a phone that will be impacted by the change. These include landline phones, HCO/VCO, CapTel, and TTY phones.

You Have a Landline Phone if:

- The back of your phone says “Complies with part 68, FCC Rules Equivalence Number (REN)”.
- Your monthly bill for a line item labeled something like Basic Service or Monthly Service Charge.
- Your phone wire connects directly to a wall jack with no device in between.

You Use CapTel if:

- You speak into the phone and read the responses through real-time captions on your device.

You Use HCO (Hearing Carry Over) if:

- You type your message on a TTY and read the person’s responses on your TTY.
- You have an HCO button or menu option on your device.
- You call through a relay operator who reads aloud what you type.

You Use VCO (Voice Carry Over) if:

- You speak directly into the phone but read the other person’s words on a screen.
- You have a VCO button or menu option on your TTY or caption phone.
- You call through a relay operator who types the other person’s words for you to read.

Step 2 - Contact California Connect

Contact California Connect or California Relay to learn whether your specific TTY, CapTel, HCO, or VCO device will work with a digital/IP-based phone service. If your device is not compatible our representatives can assist you in identifying an appropriate alternative solution.

Step 3 - Contact Your Phone Provider

Next, call your phone company to confirm whether your current service and device will work and to ask when they are planning to make the transition.

How to find your provider:

- Look at your monthly bill — the company name and number should be listed.
- Look for the company name on your bank statements.
- Look for the company name of your device.
- Or call the customer service number on your phone bill and ask if they run on "copper lines" or "POTS" (Plain Old Telephone Service)

What to ask your provider:

- When is your company planning to transition from analog to digital phone service?
- Will my current phone or device continue working after the landline transition?
 - If not, what devices or upgrades do I need to stay connected?
- Are there costs, discounts, or device assistance programs available if I need to purchase internet or new devices?

Step 4 - Review Your Options

Once you've determined if your phone service will be impacted you have several options to move forward and maintain the ability to make and receive phone calls.

Keep Your Current Device

- Ask if your service can be moved to digital/IP and whether your current phone will still work.
- Ask if your provider offers digital adapters or replacement devices.

Find a New Device

- Transition to IP-based relay services. Internet Protocol (IP) Relay and IP Captioned Telephone Services (IP CTS) provide the same features as TTY, HCO, and VCO, but are designed for digital networks. You can visit the FCC's official list of approved providers to compare options and find one that meets your needs: www.fcc.gov/general/internet-based-trs-providers

Step 5 - Update Your Devices

Take simple steps now—like finding an internet provider, ordering equipment, testing your setup, and saving instructions—to avoid disruptions later.

- **Order new devices if needed:** If your provider recommends a digital/IP phone, adapter, or caption phone, request it early so you have time to learn how it works.
- **Test your setup:** After installing your new device, place a few test calls (including relay calls if you use TTY, HCO, VCO, or CTS) to confirm everything works correctly.