

Did you know?

October 2017

Much of what we do in everyday life depends on effective communication--talking with family, setting important doctor appointments, planning a trip, or ordering take-out for dinner. CaptionCall gives you the freedom to communicate and it's also free. You may be thinking—"How is that possible?"

Thank the U.S. federal government! In 1990, Congress passed the Americans with Disabilities Act (ADA). It was the nation's first comprehensive civil rights law addressing the needs of people with disabilities, prohibiting discrimination in employment, public services, public accommodations, and telecommunications. They established a fund to give individuals with hearing loss who need captions to use the phone effectively access to captioned telephone service at no cost.

This captioning service is administered by the FCC, using funds from surcharges on all telephone bills, so if you've paid a phone bill, you've already contributed to this important service. CaptionCall is an FCC-authorized captioned telephone service provider, and is compensated by the government for providing this service. No costs are passed on to qualified users.



CaptionCall Blog Highlights!

[Treating Hearing Loss Can Help Prevent Social Anxiety In Seniors](#)

Keeping a healthy social life as you age is important for both your physical and mental wellbeing, but you may find that with hearing loss going out and spending time with friends and family can be a stressful event. According to research hearing loss in seniors can create social anxiety.





People are talking.

We love hearing stories about our "Red Carpet Service" and the professional Trainers who install the phones. We do not hire an outside company to install the phones; installation is done by our own CaptionCall employees. CaptionCall uniquely provides "Red Carpet Service" that includes free installation, hands-on training, and ongoing customer support. Satisfaction guaranteed!

"I was in the waiting room and started a conversation with someone waiting to see the audiologist. I asked how his hearing is on the phone and he said he has a caption phone. It turns out it is from CaptionCall! Both he and his wife expressed how pleased they were with their installer /trainer Mindy's performance while in their home. They have meant to send a message in that regard and I told them I would take care of it. Thanks again Mindy! Keep up the good work."

- Gary W., Account Manager, CaptionCall

I just want to say that I love my new CaptionCall phone and the lady that set it up was a wonderful person and very helpful. The company should be proud of her, she did a great job. Thank you.

-Thomas, CaptionCall Customer

We are "hear" for you.

Captioning service is available 24 hours a day, 7 days a week.

To contact CaptionCall Customer Support...

By phone—Call **1-877-557-2227** or use the "CaptionCall Support" contact on your CaptionCall phone.

By email—Email **support@CaptionCall.com** or click on the "Customer Support" button below.

Support hours:

Monday–Friday, 7 a.m. to 8 p.m. MT

Saturday–Sunday, 8 a.m. to 5 p.m. MT

Let us know how much you love CaptionCall or why the phone is important to you at ccmarketing@captioncall.com. You could be featured in a future newsletter!

Tell your friends!

We hope you love CaptionCall enough to recommend us to your friends and family so they can also get more from their telephone conversations. Your friends who have difficulty hearing on the phone can start the process of receiving CaptionCall at www.CaptionCall.com or by calling 1-877-557-2227.

Tell them to use promo code: CCNEWS

Living with hearing loss.

There is a saying forewarned is forearmed. In other words, if you know about a problem or situation in advance, you will be able to deal with it when you need to. If you are beginning to experience hearing loss, knowing and planning in advance will help reduce the anxiety of the changes taking place in your life. What situations might impact your daily life as a result of hearing loss?

Hearing loss requires making some adjustments. Here are a couple of considerations:



1. Psychosocial Adjustment: Hearing loss is prevalent among people over 65 years of age and those who have been exposed to noise. It disrupts interpersonal communication and causes distress, embarrassment, self-criticism, anger, and frustration. Acceptance, attitude, and a willingness to address the problem will determine adjustment to the "new normal."

2. Environment: Communication is impacted by surrounding noise, lighting, visual information from the speaker's face, and body language. For some, controlling one's environment can make a difference. Being face-to-face in a quiet, well-lit room is far more conducive to important conversations than in a noisy crowd.

3. Access: Communication access depends on individual needs and available aids. Planning in advance is essential when going to a movie, watching television with friends, or making a phone call. The CaptionCall Mobile App for iPad provides anytime, anywhere access wherever you have a cellular or wifi internet connection.

Have a tip about living with hearing loss? Send it to us at ccmarketing@captioncall.com. It could be featured in a future newsletter!