



## CaptionCall Red Carpet Service

CaptionCall's no-cost phone call captioning service includes complimentary delivery, installation, and training of the CaptionCall home phone, plus ongoing support from our U.S.-based Customer Care team.

**Hard-of-hearing person** requests CaptionCall



**Hearing health care provider** refers patient for CaptionCall

CaptionCall team verifies **eligibility\*** and schedules installation

*\*To qualify for no-cost CaptionCall service, an individual must be hard-of-hearing and need captions to use the phone effectively*



## CaptionCall trainer

- hand delivers phone
- installs phone
- trains customer on features and functionality

**Customer** can call Customer Care for questions and support



**CaptionCall team** checks in with customer to meet any further needs

## Ready to get started?

[Request CaptionCall](#)

[Refer for CaptionCall](#)