

## **Video: “Please, Don’t Hang Up”**

### **Transcript**

A caterer, named Michael, picks up the ringing phone at a restaurant. In the background, the servers are setting the tables.

Michael answers the phone, “Creative Caterers.”

Scene shifts to a Relay Operator wearing a headset. She speaks to Michael via the headset. “Hello. Have you received a Relay Call before?”

Scene changes back to the restaurant. Michael is joined by another caterer named Mary. Michael has a puzzled look on his face. He covers the phone’s mouthpiece and says to Mary, “They want to know if we’ve received a Relay Call before?”

Mary quickly takes the phone from Michael and says on the phone, “Yes, thank you! Go ahead.”

The screen splits. The Relay Operator is on the left side and Mary is on the right. The Relay Operator says, “We need to have a party catered for 200 guests.” Mary nods and takes notes as the Relay Operator continues, “It’s a 50<sup>th</sup> wedding anniversary ...”

Scene changes to a female announcer communicating in American Sign Language. She signs with a voiceover,

“When you receive a relay call, that means someone who is Deaf, Hard-of-Hearing, DeafBlind or has a Speech Disability is calling you. It’s not a telemarketing call, so don’t hang up. It could be the most important call of the day.”

Scene shifts to show Mary hanging up the phone and turning to say to Michael, “And you almost didn’t take the call!” She shows him the catering order she took during the Relay Call. Michael smiles and looks impressed as he sees the order.

The New York Relay logo appears large in the upper right corner of the screen with NYRelay.com under the logo.

End.