

Text phone makes it quick and convenient to take care of business

Individuals with various degrees of speech and hearing impediments can use text phone and text relay services to handle their everyday business in a comfortable manner. **The services are available for free over the internet. Text phone services are now accessible on Android mobile phones. Users can also reserve a personal phone number for the service, which means that they can use the text phone service for receiving calls in addition to making them.**

Thanks to support from RAY, Kiinteistö Oy Valkea Talo is able to provide text phone services through Vakka-Suomen Puhelin Oy, an ICT service firm. The devices required for using the service are typically provided by the city or municipality where the user resides. Those who do not have speech and hearing impediments may also use the text phone services by calling the service numbers. The call can then be relayed to the recipient in text form.

Visit www.tekstipuhelu.fi to learn more

No special devices are required to use the Internet service, just an ordinary computer with a network connection. You must register to use the service, which can be done at the same address. After registration, you will receive a personal ID, which allows you to use the service for free.

The service is available around the clock in Finnish, Swedish and English, and enables you to manage your business independently, whenever it is convenient for you. Our trained professionals provide the relay services and they are bound by confidentiality agreements.

Text phone services are also available by mobile phone

Text phone services are now also available on any Android mobile phone that is equipped with a data connection. Please see the Text Phone website for complete instructions on how to install and use the application. The addition of mobile text phone services provides even more possibilities for making calls at a time and place convenient for the user.

A personal phone number for receiving calls through the service

Users can choose to reserve a personal phone number for the text phone service, which means that they will be able to receive personal phone calls through the service. A personal number makes life so much easier: you can leave your number and a callback request at the doctor's office or print your number on your business cards. At this time, personal numbers can only be used by computer, but the service is being developed continuously.

Text phone calls with traditional phones

Text phone calls can also be made over a traditional wired telephone network using a separate text phone device. These calls use the traditional text phone relay service, where the caller communicates the message to the operator as text and the operator conveys it to the recipient in spoken form. The service also includes the necessary technology for speech relay, meaning that the hearing impaired person can use speech instead of text to convey their own message and the other party's response is relayed in written form. Text Phone can also be used on a computer by installing a text phone program. The access numbers of the Text Phone service are listed at www.tekstipuhelu.fi

The Internet service is a favorite among users

Traditionally, the majority of users have accessed the service with traditional phones, but over the last three years, use of the Internet service has increased by more than 140 percent. Text Phone's internet service received more than 16,000 calls last year, while the number was less than 7,000 in 2009. The popularity of the internet service is easy to understand – the service can be used completely free of charge and without the need for a separate text phone device or modem.