



Sprocket Wireless and Hearing Aid Compatibility (HAC)

The following information is provided to help our hearing-impaired customers select a cell phone. Please stop by your local store for more information

A hearing-aid user has a number of features to choose from when purchasing a cellular phone and wireless plan. Some key features that might be helpful:

1. Vibrating alert for incoming calls and messages. Most cellular phones have this feature, but ask our representatives to demonstrate if you're not sure.
2. Different ring tones may be useful, and are easily selectable on most phones.
3. Short Message Service, or text, is available on many of our cellular phones, with an appropriate service plan. Ask for a demonstration to see if this service would be right for you.
4. M rating and T rating. Hearing-aid compatible phones are rated according to their capabilities. This rating indicates the level of possible interference between the cellular phone and the hearing-aid device. Most of the HAC phones that Sprocket offers, for instance, are M3/T3. A "T" rating means the wireless phone is equipped with a telecoil interface, which can work with a telecoil-equipped hearing aid. This reduces interference, and makes the conversation easier to hear. An "M" rating indicates that the cellular phone can operate in "microphone" mode, and should help reduce interference between the hearing-aid device and the cellular phone. In either case, the higher the number, the lower the interference level; an M4/T4 device is less likely to cause interference than an M3/T3 device. Consult with your audiologist about whether your hearing-aid device is t-coil-equipped or not. A Sprocket representative will be glad to demonstrate how you can switch between M and T modes, and can show you how to make test calls to see how the phone works with your device.
5. Sprocket Wireless offers a 30-day trial period, during which a customer may return a cellular phone if it does not work properly with the customer's hearing aid device.

Call or visit one of our stores with any questions or concerns you might have, and allow us to demonstrate how each phone works.