

Important Information Regarding Relay Utah

Relay Utah is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Mobile Captioned Service, Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Relay Utah works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Relay Utah. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Relay Utah offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained CA's are on hand to assist in these types of calls. Relay Utah offers a variety of services please refer to the website listed or call Relay Utah Customer Service for more details.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Mobile Captions Service (MCS) utilizes Voice Carry Over on a mobile device. Individuals who have difficulty hearing on the phone now have the ability to read text of what the other person is saying on the screen of a Nokia E5 phone.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone. For more information regarding Captioned Telephone call the Relay Utah Customer Service at 1-888-269-7477 (V/TTY) or visit relayutah@hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Relay Utah, please call Relay Utah Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Utah, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Relay Utah.

**To place a call using
Relay Utah, dial 7-1-1**
or dial one of the toll free numbers below:

TTY: 1-800-346-4128

Voice: 1-888-735-5906

VCO: 1-800-346-7141

Spanish: 1-888-346-3162

Speech-to-Speech: 1-888-346-5822

Customer Service Information:

1-877-831-4782 V/TTY

1-402-694-5110 Fax

P.O. Box 285

Aurora, NE 68818

Email: relayutah@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

Special points of interest:

• **Equipment Distribution Program**

The Public Service Commission of Utah is a government agency that regulates utilities and offers specialized phone equipment to Utah customers who are deaf, deaf-blind, hard of hearing or have difficulty speaking. This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit www.relayutah.gov or call 801-530-6715 in the Salt Lake City area or toll free at 866-772-8824.

• **Emergency Calls**

Please note that 7-1-1 is only to be used to reach Utah Relay

In an EMERGENCY you should continue to use 9-1-1

For emergencies, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Utah will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume


RELAY UTAH
Helping Utah Connect • Dial **711**

Relay Utah

What is Relay Utah?

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How do I apply for specialized equipment?

The Public Service Commission of Utah is a government agency that regulates utilities and offers specialized phone equipment to qualifying Utah customers who require assistive hearing devices. This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit www.relayutah.gov or call 801-530-6715 in the Salt Lake City area or toll free at 866-772-8824.

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To place a call using
Hamilton Relay Internet, visit
www.hamiltonrelay.com



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