

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

**Now it is easier to make a Minnesota Relay call. Just dial 7-1-1!** Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay call you wish to make.

### Types of Relay Services Available

#### Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

#### Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special telephone.

#### 2-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

#### Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

#### Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

#### Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

#### Speech-to-Speech (STS): 1-877-627-3848

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

#### Computer (ASCII): 1-800-627-3529

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

#### Spanish Relay: 1-877-627-5448

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

#### 900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-Call service.

### Important Information

#### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

#### Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party billing
- Pre-paid or carrier calling card

#### Filing a Complaint

To file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice) / 1-888-835-5322 (TTY), or file on line at <http://esupport.fcc.gov/complaints.htm>.

**For More Information on Minnesota Relay Services:** [www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)

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### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program go to their Web site at: [www.tedprogram.org](http://www.tedprogram.org) or call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY).