

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

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. 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.

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

**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
- Carrier Calling Card
- Pre-paid Calling Card

**To file a Complaint Regarding Minnesota Relay Services**  
1-800-657-3775

You will need to provide the date and time of the relay call, the CA's identification number, a brief description of your complaint, and the resolution you are seeking.

You may also file a complaint with the Federal Communications Commission:  
[www.fcc.gov/complaints](http://www.fcc.gov/complaints)  
888-225-5322 (voice)  
888-835-5322 (TTY)  
844-432-2275 (ASL via VP)

### 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.

[www.tedprogram.org](http://www.tedprogram.org)  
1-800-657-3663 (voice)  
1-888-206-6555 (TTY)

To make a relay call 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 service.

### Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also *listening* to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. [www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service)

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

Computer users can access Minnesota Relay. Set your communications software to the following protocols: 8 Bits; No Parity; 1 Stop Bit; Full Duplex.

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

HCO 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 or her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

### Internet Protocol (IP) Relay: [www.sprintrelay.com](http://www.sprintrelay.com)

IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

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

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

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

STS 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.

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

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

### Text-to-Voice (TTY): 1-800-627-3529

This service 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.

### Video Relay Service (VRS)

VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller. [www.fcc.gov/guides/video-relay-services](http://www.fcc.gov/guides/video-relay-services)

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

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's specialized text telephone.

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

This service allows a relay user to connect to any pay-per-call service.