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 facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. 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
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
- Pre-paid or carrier calling card

Filing a Complaint
To file a complaint regarding Minnesota Relay, please call 1-800-657-3775.

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a relay complaint with the Federal Communications Commission:
www.fcc.gov/complaints
1-888-225-5322 (voice)
1-888-835-5322 (TTY)

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

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 service.

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 the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

Two-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 other person, and listens directly to the other 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.

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