

### **What is Idaho Relay?**

Idaho Relay is a public service that 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, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone to connect with family, friends or businesses with ease.

### **How does relay work?**

Dial 711 or the toll-free number below to connect with Idaho Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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 (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking or who are Spanish speaking.

### **Captioned Telephone**

Captioned Telephone is ideal for individuals with hearing loss who can speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

### **Are there any charges to access relay?**

There are no charges to access relay and consumers may place relay calls to English and Spanish-speaking people within Idaho, across the United States and even internationally. Contact Idaho Relay Customer Care for more information.

### **Emergency Calls**

In case of an emergency, call 911 or your local emergency service TTY number directly. It is important to understand that relay centers are not 911 centers. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY prepared to handle emergency calls placed in this manner.

### **Access Numbers:**

**Dial 711 or**  
**TTY:** 800-377-3529  
**Voice:** 800-377-1363  
**Spanish:** 866-252-0684  
**Speech-to-Speech:** 888-791-3004  
**Visually Assisted STS:** 800-855-9400

**Customer Care:**  
V/TTY: 800-368-6185  
Spanish V/TTY: 866-744-7471  
Relay@HamiltonRelay.com  
IDRelay.org

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