



# Having trouble using the telephone?

Phone family, friends or vital services even if you have a hearing, speech or physical disability.

Minnesota Relay is a free service, providing full telephone accessibility for anyone who is hard of hearing, deaf or speech disabled, through the use of specially trained communications assistants (CA).

- Available 24 hours a day, 365 days a year.
- Call next door or internationally.
- Calls are 100% confidential.

**Now it is easier than ever to make a Minnesota Relay call. Just dial 711.**

*Once connected to the service, tell the CA the type of relay call you want to make.*

*Or, dial the specific toll-free number for the type of relay call you want to make.*

## SERVICES AVAILABLE

### TEXT TELEPHONE (TTY)

**1-800-627-3529:** Allows anyone who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

### STANDARD TELEPHONE

**1-800-627-3529:** A hearing person uses a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

### CAPTIONED TELEPHONE

**(CAPTEL™):** CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. Captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party. CapTel phone required. If you wish to contact someone who uses a CapTel phone, dial 1-877-243-2823.

### HEARING CARRY OVER (HCO)

**1-800-627-3529:** Allows a hearing person with very limited or no speech capabilities to make a phone call. Requires a special phone.

### VOICE CARRY OVER (VCO)

**1-877-627-3024:** Allows anyone who has difficulty hearing on the phone to voice conversations directly to a hearing person. Requires a special phone.

### 2 LINE VOICE CARRY OVER

**(VCO) 1-866-855-4611:** Allows a VCO user to use one phone line for speaking directly to the other person, and a second line to receive the CA's typed response from the other person. Requires additional service and equipment.

### 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.

### 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/her own voice or voice synthesizer.

### COMPUTER (ASCII) 1-800-627-3537:

Set 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.

### 900 PAY-PER-CALL SERVICES

**1-900-230-3324:** Allows a relay user to connect to any pay-per-call service.

## TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free, specialized phone equipment to income eligible Minnesotans who have trouble using the telephone because of a hearing, speech or physical disability.

### More Information:

1-800-657-3663 (voice)

1-888-206-6555 (TTY)

[www.tedprogram.org](http://www.tedprogram.org)

## IMPORTANT INFORMATION

**EMERGENCY ASSISTANCE:** TTY callers should dial 911 directly. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may delay the response to your call.

### BILLING OPTIONS FOR LONG DISTANCE RELAY CALLS:

- Direct
- Pre-paid calling card
- Collect
- Carrier calling card
- Third party billing

**FILING A COMPLAINT:** 1-800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission at 1-888-225-5322 (voice), 1-888-835-5322 (TTY) or [www.fcc.gov/cbg/complaints.html](http://www.fcc.gov/cbg/complaints.html).

### More Information:

[www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)