

# **Attachment C**

## **Relay Iowa Telephone Directory Information & Sample Bill Inserts**



# Important Information Regarding Relay Iowa

**Relay Iowa** is a specialized 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 in order to connect with family, friends or businesses with ease.

## **Here's how Relay Iowa works:**

Dial 711 or the appropriate toll-free number provided to connect with Relay Iowa. A specially trained operator, called a Communication Assistant (CA) will ask for the area code and 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. All calls are held strictly confidential.

## **Specialized Services:**

Relay Iowa offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls and may be reached by dialing the associated number provided on this page. Since Relay Iowa offers a variety of services, please refer to the website listed or call Relay Iowa Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other person says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

## **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Relay Iowa, please call Relay Iowa Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Iowa, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Relay Iowa, although standard long distance charges may apply.

Relay Iowa and the Iowa Equipment Distribution Program are both programs of the Iowa Utilities Board.

**To place a call using Relay Iowa, dial 711**  
or dial one of the toll-free numbers below:

**TTY/ASCII:** 800-735-2942

**Voice:** 800-735-2943

**Spanish:** 800-264-7190

**Voice Carry Over:** 800-735-4313

**Speech-to-Speech:** 877-735-1007

**Visually Assisted Speech-to-Speech:** 800-855-8440

## **Customer Care Information:**

888-516-4692 Voice/TTY

P.O. Box 285

Aurora, NE 68818

Email: [IARelay@HamiltonRelay.com](mailto:IARelay@HamiltonRelay.com)

Web: [www.HamiltonRelay.com](http://www.HamiltonRelay.com)

[www.RelayIowa.com](http://www.RelayIowa.com)

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## **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**

877-243-2823 English

866-217-3362 Spanish

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## **Special points of interest:**

- **Iowa Equipment Distribution Program**

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 800-606-5099 Voice/TTY.

- **Emergency Calls**

**Please note that 711 is only to be used to reach Relay Iowa. In an EMERGENCY you should**

**continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Iowa will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



## Relay Iowa - A Program of the Iowa Utilities Board

**Relay Iowa makes it possible for individuals who are deaf, deaf-blind, hard of hearing, or have difficulty speaking to communicate with others using the telephone.**

### **HOW DO I CONNECT WITH RELAY IOWA?**

To place a call using Relay Iowa, dial 711 or dial the appropriate toll-free number below.

**Voice/TTY/ASCII: Dial 711**

**OR**

**TTY: 800-735-2942**

**Voice: 800-735-2943**

**Spanish: 800-264-7190**

**Speech-to-Speech: 877-735-1007**

**Visually Assisted Speech-to-Speech: 800-855-8440**

**Hearing Carry Over: 800-735-2942**

**Voice Carry Over: 800-735-4313**

#### **Relay Iowa Customer Care:**

888-516-4692 (Voice/TTY/ASCII/Spanish)

888-269-7477 (Captioned Telephone)

### **What is Relay Service?**

The telecommunications relay service is a valuable communications tool which allows hearing individuals and businesses to use their telephones to call and communicate with individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking through their telephones. Relay service also provides full telephone accessibility to individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking so that they also have the opportunity to make personal and business calls like any other telephone user. Specially trained Communication Assistants (CAs) confidentially complete relay calls and stay on the line to relay conversations electronically over a text telephone (TTY) or verbally between the callers.

The Iowa Utilities Board has a contract with Hamilton Relay to provide telephone relay service in Iowa. This service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restriction on the number of calls placed or on their length. Both TTY and voice users may initiate calls through Relay Iowa. If you place a call and hear a series of high pitched sounds, it may be a TTY. You can call Relay Iowa and give the operator the phone number to complete your call. There is no additional charge to users for using relay service, although long distance charges may apply for long distance calls.

### **Confidentiality**

By law, each call that is made using Relay Iowa is handled with strict confidentiality. Calls will be kept private and no records of any conversation will be kept. CAs will not share information regarding the contents of any relay call.

### **Iowa Equipment Distribution Program**

The equipment distribution program is a program which assists qualified individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking in purchasing specialized telecommunications equipment.

Telecommunications Access Iowa (TAI) administers this program on behalf of the Iowa Utilities Board. Call TAI toll-free at 800-606-5099 (Voice/TTY), or 515-200-2899 (Videophone), or at 515-282-5099 (Voice) for more information.

To fill out an application online, you may visit: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/).

# Explanation of Services Available Through Relay Iowa

## Voice Users:

If you would like to place a call using Relay Iowa, dial **711** or **800-735-2943**. A specially trained operator, called a Communication Assistant (CA), will answer the call and announce their ID number. The CA will then ask you for the area code and number of the person you would like to call. If you dial 711 and hear TTY tones, stay on the line and a CA will answer momentarily. Once you have given the CA the number to call and any further instructions, your call will begin. The CA will voice exactly what the TTY user is typing and will type exactly what you say back to the TTY user. Be sure to talk directly to the person you are calling and avoid saying "tell him" or "tell her." Each party will need to say "Go Ahead" at the end of each response to indicate that their message is complete and that it is time for the other party to respond. When you receive a call from Relay Iowa, you will be asked by the CA if you are familiar with the service. If not, a brief explanation of the relay service will be given. The call will then proceed as a direct conversation between you and the other party. Speak directly to the party you are calling as if the CA were not there.

## TTY users:

Dial **711** or **800-735-2942** to connect with Relay Iowa. A CA will answer and give their personal ID number, indicate "F" or "M" (for CA gender) and will type "NBR PLS GA." Type in the area code and telephone number you wish to call and then type "GA" ("Go Ahead"). The CA will dial the number and begin relaying the conversation. Remember to type "GA" at the end of each message to indicate that it is time for the other party to respond. When you have completed your side of the conversation, type "GA to SK" ("SK" means "stop keying; the conversation is over") and the CA will end your call.

## Voice Carry Over (VCO) Users:

VCO is an effective service for individuals who have a hearing loss and who use their own voice to speak to the person they are calling and, through specialized equipment, can read what is being spoken by the other party. To connect with a CA, dial **800-735-4313**. If you call 711 or the regular Relay Iowa 800 numbers, inform the CA you want to use VCO by typing "VCO PLS GA."

## Hearing Carry Over (HCO) Users:

HCO is a service for people who have difficulty speaking and who are able to hear on the phone. HCO users listen directly to the other party and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party. To connect with a CA, dial **800-735-2942**.

## Speech-to-Speech (STS) Users:

STS is a service for people who have a difficult time speaking or being understood on the phone. Specially trained CAs who are familiar with a wide variety of speech patterns revoice the STS user's side of the conversation as needed. To reach a STS CA directly, dial **877-735-1007**.

## Visually Assisted Speech-to-Speech (VA STS) Users:

VA STS involves the use of a live video connection between the CA and the user. The CA is able to see the user's mouth movements, facial expressions and gestures as they are speaking. The CA uses these visual cues to assist in better understanding the VA STS user's side of the conversation. To reach a VA STS CA directly, dial **800-855-8440**.

## Captioned Telephone:

Captioned Telephone is ideal for people with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone. To call a Captioned Telephone user, dial: **877-243-2823**.

## Emergency/Directory Assistance:

In case of emergency, TTY users should call 911 directly. All 911 centers in Iowa are required to have a TTY and are prepared to handle emergency calls placed in this manner. Relay Iowa will place calls between a TTY user and a directory assistance operator. Once the CA has connected with directory assistance and the phone number has been obtained, the TTY user may choose to place the call through Relay Iowa or dial it directly (TTY to TTY).

## Other Services Available Through Relay Iowa:

Relay Iowa Customer Care is available to you 24 hours a day, 365 days a year. Representatives will answer your questions regarding relay, other available services through Relay Iowa, such as "Relay Friendly Business," and will accept customer suggestions, comments or complaints. Customer Care will also provide brochures and other literature regarding Relay Iowa upon request. For more information about Relay Iowa, contact:

**Relay Iowa Customer Care**

**888-516-4692 TTY/Voice**

**Email: [iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com)**

**Website: [www.relayiowa.com](http://www.relayiowa.com)**



If your business or organization is interested in learning how to place and receive calls through Relay Iowa and becoming a Relay Friendly Business, please contact Relay Iowa Customer Care.



### **What is Relay Iowa?**

Relay Iowa is a specialized 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), Visually Assisted Speech-to-Speech (VA STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

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

Dial 711 or the appropriate toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and 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. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

### **Captioned Telephone**

Captioned Telephone is ideal for individuals with hearing loss who are able to 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 word-for-word captions of what's said to them. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

### **How do I apply for specialized equipment?**

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 800-606-5099 V/TTY.

#### **Access Numbers:**

**Dial 711 or**

**TTY:** 800-735-2942

**Voice:** 800-735-2943

**VCO:** 800-735-4313

**Spanish:** 800-264-7190

**Speech-to-Speech:** 877-735-1007

**VA STS:** 800-855-8440

#### **Customer Care:**

V/TTY: 888-516-4692

IARelay@HamiltonRelay.com

[www.RelayIowa.com](http://www.RelayIowa.com)

There is no charge to access Relay Iowa, although standard long distance charges may apply.

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.



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