Important Information Regarding Maine Relay

Maine Relay is a public service which 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/TDD, 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 Maine Relay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Maine Relay. A qualified 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 (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Maine Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained CA's are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since Maine Relay offers a variety of services please refer to the website listed or call Maine Relay Customer Service 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 an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. For more information regarding Captioned Telephone call the Maine Center on Deafness (MCD) at 1-207-797-7656 (V/TTY) in the Portland area or 1-800-639-3884 (V/TTY) outside the Portland area.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Maine Relay, please call Maine Relay Customer Service.

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

There is a 70% discount available in Maine for all in-state toll calls made through the Relay Service.

To place a call using Maine Relay, dial 7-1-1
or dial one of the toll free numbers below:

TTY: 1-800-437-1220
Voice: 1-800-457-1220
ASCII: 1-888-890-9254
Spanish: 1-888-890-9255
Speech-to-Speech: 1-888-890-9256

Customer Service Information:
1-800-270-9709 V/TTY
1-402-694-5110 Fax
P.O. Box 285
Aurora, NE 68818

Email: merelay@hamiltonrelay.com
Web: www.mcdmaine.org

Captioned Telephone Customer Service:
1-888-269-7477
To call a Captioned Telephone user, dial:
7-1-1 or 1-877-243-2823

Special points of interest:

- **Equipment Distribution Program**
  The Maine Center on Deafness (MCD) offers specialized phone equipment to Maine customers who are deaf, deaf-blind, hard of hearing or have difficulty speaking through the Maine Communication Access Program (MeCAP). This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit www.mcdmaine.org or call 1-207-797-7656 (V/TTY) in the Portland area or 1-800-639-3884 (V/TTY) outside the Portland area.
- **Emergency Calls**
  Please note that 7-1-1 is only to be used to reach Maine Relay

  In an EMERGENCY you should continue to use 9-1-1
  For emergencies, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Maine Relay 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.

Maine Relay™