

Important Information Regarding Arizona Relay Service

Arizona Relay Service (AZRS) is a public service provided by the State of Arizona and administered by the Arizona Commission for the Deaf and the Hard of Hearing (ACDHH). AZRS allows persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. AZRS makes communication by telephone easy, accessible, reliable and convenient for people who are deaf, hard of hearing, deaf-blind or have speech disabilities and for those individuals who wish to communicate with them through the telephone system.

Here's How AZRS Works

Dial 7-1-1 or one of the toll free numbers provided to connect with AZRS. A specially trained Communications Assistant (CA) will ask for the area code and number you wish to call. Once connected, the CA will begin relaying your conversation. Generally, the CA will voice the typed message from the 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 TTY user.

Specialized Services

AZRS offers specialized services for individuals who have difficulty speaking and being understood on the telephone and for Spanish speaking residents. AZRS offers a variety of services, please refer to the website listed or call AZRS Customer Service for more detailed instruction on how a relay call is processed.

Captioned Telephone Service (CTS) is also available and ideal for individuals who have difficulty hearing but are able to speak for themselves. A CTS phone works like any other telephone with an essential difference: it has a display on which the user reads nearly simultaneous captions of what the other person is saying while listening with their residual hearing

Access to Services

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

All services are available 24 hours a day, 7 days a week and 365 days a year. Callers may place relay calls to English and Spanish speaking persons within Arizona or across the United States. By law, each conversation is handled with strict confidentiality. There is no charge to access or use AZRS, although standard long distance charges may apply.

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

TTY: 1-800-367-8939
Voice: 1-800-842-4681
VCO: 1-800-842-9818
Spanish: 1-800-842-2088
Speech-to-Speech: 1-800-842-6520

Customer Service

Information:
1-800-347-1695 TTY
1-866-259-1768 Voice
1-866-519-8277 Fax
100 N.15th Avenue, Suite 104
Phoenix, AZ 85007
Email: info@azrelay.org
Web: www.AZRelay.org

**Captioned Telephone
Customer Service**
1-888-269-7477

To call a Captioned Telephone user, dial
1-877-243-2823

Special points of interest:

Emergency Calls

Please note that 7-1-1 is only to be used to reach AZRS. 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 from your phone or TTY. The American With Disabilities Act (ADA) requires that all 911 centers to have a TTY and are prepared to handle emergency calls placed in this manner. AZRS 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.

Arizona Equipment Distribution Program

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) Telecommunications Equipment Distribution Program (AzTEDP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment free of charge to eligible citizens of Arizona who are deaf, deaf-blind, hard of hearing and /or have difficulty speaking. For more information on the distribution program go to: <http://www.acdhh.org/home/aztedp> or call 1-602-542-1124 (V/TTY) in the Phoenix area or 1-866-223-3412 (V/TTY)

