

“Please, Don’t Hang Up” on your Relay Customers

“Just like many people, I
use the telephone to make
appointments, shop, order
pizza – for many reasons...”

But when I call a business to do those things, I often
get hung up on because the business owner has never
received a Relay call before. **Please, Don’t Hang Up.**

Thousands of people who are deaf, hard-of-hearing, deafblind, or who have a speech difference call businesses and organizations like yours every day. They call through New York Relay Service. Often people hang up on Relay calls because they think a telemarketer is calling.

When a call comes through saying, “This is New York Relay,” it is a call from someone with a hearing loss or a speech disability.

These hang-ups are frustrating for deaf, deafblind, hard-of-hearing, and speech-disabled callers. But just as significant, they mean **a loss of business** and **bad customer relations** for the business or organization being called.

So, the next time you get a Relay call, remember: if you hang up, you may be hanging up on the most important call that you receive all day!



New York Relay Service is funded by
New York’s Telecommunications Carriers.

For more information, contact: Mary Beth Mothersell, Senior Customer Relations Manager
mbmothersell@t-mobile.com (email)
nyrelay.com (website)



New York Relay...

Connecting people to people...

One call at a time.

Just dial **711!**



711 or 800-662-1220	TTY/Hearing Carry-Over (HCO)
711 or 800-421-1220	Standard Phone User
711 or 877-826-6977	Voice Carry-Over (VCO)
711 or 844-214-4968	Voice Carry-Over-Speech to Speech (VCO-STS)
711 or 877-662-4886	Español/Spanish
711 or 877-662-4234	Speech-to-Speech (STS)
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800-584-2849	ASCII
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800-676-3777	Customer Service (Voice/TTY)
800-676-4290	Servicio al Cliente (Voz/TTY)
800-664-6349	Relay Inquiry Line (Voice)
800-835-5515	Relay Inquiry Line (TTY)

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New York Relay Makes Telecommunications Accessible



What is New York Relay?

New York Relay provides no-cost services that enable people who are Deaf, Hearing, Hard of Hearing, DeafBlind or those with a Speech Disability to place and receive phone calls by dialing **711** or the appropriate toll-free number. These relay calls are made with the assistance of specially trained relay operators.

Listed below are some services offered by New York Relay. Visit nyrelay.com for more information and educational videos.

Text Telephone/Teletypewriter Relay – English: 800-662-1220 / Spanish: 877-662-4886

You can use a Text Telephone/Teletypewriter (TTY) for your phone calls using the TTY Relay. The relay operator reads aloud the message you typed to the other party and types the other party's spoken message to you.

Standard Phone User – English: 800-421-1220 / Spanish: 877-662-4886

You can use a standard telephone to call a person through New York Relay. No special equipment is needed. Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to them.

Speech-to-Speech (STS) – English: 877-662-4234 / Spanish: 877-662-4886

This service is designed for people who have a speech disability or those who use an assistive voice device. With the STS service, you can call anyone on the phone. A relay operator ensures that you will be heard and understood. No special equipment is needed.

TeleBraille Relay – English: 800-662-1220 / Spanish: 877-662-4886

This service is for people who are DeafBlind or Deaf with Low Vision. You can use a TeleBraille device or TTY with a large visual display to make relay calls. This service allows you to read the phone conversation in braille or in a large font. The relay operator reads aloud the message you typed to the other party, and then types what the other party says to you.

Voice Carry-Over (VCO) – English: 877-826-6977 / Spanish: 877-662-4886

Voice Carry-Over (VCO) is the perfect solution for a person with hearing loss to speak directly to the other party. When the other party speaks to you, the relay operator serves as your "ears" and types all the words that are spoken and background sounds, if any, on your VCO phone or TTY. Then you speak directly back to the other party.

Hearing Carry-Over (HCO) – English: 800-662-1220 / Spanish: 877-662-4886

Hearing Carry-Over (HCO) is designed for those who are unable to speak but can hear. It is the ideal solution for you if you want to listen and type on your phone calls. You type on your text telephone/teletypewriter (TTY) and the relay operator reads your words aloud to the other party.

Emergency Calls

In the event of an emergency, dial 911 directly using any phone, including a TTY. All 911 centers are equipped to handle TTY calls. You may use New York Relay to call 911, but that will not be as fast as dialing 911 directly. Be prepared to provide your full name, description of emergency and location.

Funding

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New York Relay Customer Service

- English: **800-676-3777** (Voice/TTY)
- Español: **800-676-4290** (Voz/TTY)
- Speech-to-Speech: **877-787-1989**
- Voice Carry-Over: **866-931-9027**
- Email: access@t-mobile.com
- Auxiliary Relay Service:
800-664-6349 (Voice)
800-835-5515 (TTY)
auxrelay@aol.com (Email)

Scan to open
the website

