



*We serve. We connect. We care.*

## **Minnesota Relay**

May 2016

### **Are you having trouble using the telephone due to a hearing or speech disability?**

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

#### **Captioned Telephone Service (CTS)**

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

#### **Internet Protocol Captioned Telephone Service (IP CTS)**

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. Visit

**[www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service)** to use your mobile device for this service.

#### **Computer (ASCII): 1-800-627-3529**

Computer users can also access Minnesota Relay. Set your 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.

#### **Hearing Carry Over (HCO): 1-800-627-3529**

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

#### **Internet Protocol (IP) Relay:**

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device. Visit **[www.sprintrelay.com](http://www.sprintrelay.com)** to use this service.

#### **Spanish Relay: 1-877-627-5448**

This service allows Spanish speaking persons to use Minnesota Relay. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

#### **Speech-to-Speech (STS): 1-877-627-3848**

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

**Standard Telephone: 1-800-627-3529**

A hearing person may use a standard telephone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

**Text-to-Voice (TTY): 1-800-627-3529**

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

**Video Relay Service (VRS):**

VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller.

Visit [www.fcc.gov/guides/video-relay-services](http://www.fcc.gov/guides/video-relay-services) to use this service

**Voice Carry Over (VCO): 1-877-627-3024**

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone. Requires a special telephone.

**900 Pay-Per-Call Services: 1-900-230-3324**

This service allows a relay user to connect to any pay-per-call service.

**More Information On Minnesota Relay Services:**

Visit [www.mnrelay.org](http://www.mnrelay.org) or call (800) 657-3775.

**Emergency Assistance:**

TTY callers should dial 911 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

**Billing Options For Long Distance Relay Calls:**

- Direct
- Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

**Filing A Complaint:**

To file a complaint regarding Minnesota Relay, please call (800) 657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. You may also file a relay complaint with the Federal Communications Commission by visiting [www.fcc.gov/complaints](http://www.fcc.gov/complaints) or by calling either (888) 225-5322 (voice) or (888) 835-5322 (TTY).

**Telephone Equipment Distribution (TED) Program:**

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program visit [www.tedprogram.org](http://www.tedprogram.org) or by calling either (800) 657-3663 (voice) or (888) 206-6555 (TTY).

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

Customer Service (888) 474-9995

Wizards Technical Support (877) 457-9669