

## Michigan Relay

The **Michigan Relay Center** is a communications system that allows hearing persons and Deaf, hard of hearing, or speech-impaired persons to communicate by telephone. As mandated by the Michigan Public Service Commission, all providers of basic local exchange telephone service must share in the cost of providing Telecommunications Relay Service (TRS). AT&T Relay provides TRS service on behalf of all basic local exchange service providers in Michigan.

In 1991, the Michigan Relay Center was established. This broke the communication barrier for people who are Deaf, Hard of Hearing or Speech-Impaired.

The Michigan Relay Center is fast and easy to use. There is no additional charge to use this service. Only normal telephone charges will be applied. There are no limits to the length or number of calls you place.

The Michigan Relay Center Communication Assistants (CA's) have had training in Deaf Culture, Deafblind Culture and Technology as well as exposure to American Sign Language. AT&T Relay has a strict confidentiality policy. Communication Assistants at the Michigan Relay Center are forbidden by law from disclosing any information. No records of conversations are kept.

Users may reach the Michigan Relay Center at **1-800-649-3777** or by dialing **7-1-1**.

Questions or concerns about Michigan Relay can be directed to our AT&T Relay Customer Care.

### **AT&T Relay Customer Care:**

800-682-8706 (Voice)

800-682-8786 (TTY)

Email: [rm-attcustomercare@att.com](mailto:rm-attcustomercare@att.com)

Step by step instructions (for TTY, VCO, HCO, STS), relay etiquette, and FAQ's about AT&T TRS can be found at the following link:

[http://relayservices.att.com/content/2/TTY\\_Relay\\_2.html](http://relayservices.att.com/content/2/TTY_Relay_2.html)

To schedule a Michigan Relay outreach presentation please contact Kenya Lowe at [Kenya.lowe@att.com](mailto:Kenya.lowe@att.com)