

# Important Information Regarding Relay Utah



Helping Utah Connect • Dial **7 1 1**

**Relay Utah** 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.

## **How Relay Utah Works:**

Dial 711 or the appropriate toll-free number provided to connect with Relay Utah. 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 person on the other end. The CA then relays the spoken words by typing them back to the TDD/TTY user.

## **Specialized Services:**

Relay Utah offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained CAs are on hand to assist in these types of calls. Relay Utah offers a variety of services please refer to the website listed or call Relay Utah Customer care for more details.

## **Captioned Telephone:**

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 users to listen to their phone conversations while reading word-for-word captions of what's said to them. For more information regarding Captioned Telephone call Relay Utah Customer Service at 1-888-269-7477 (V/TTY) or visit [www.RelayUtah.gov](http://www.RelayUtah.gov).

## **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Relay Utah, please call Relay Utah Customer Care.

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

**To place a call using Relay Utah, dial 711**  
or dial one of the toll-free numbers below:

**TTY:** 1-800-346-4128

**Voice:** 1-888-735-5906

**HCO:** 1-800-346-4128

**VCO:** 1-800-346-7141

**ASCII:** 1-888-735-5907

**Spanish:** 1-888-346-3162

**Speech-to-Speech:** 1-888-346-5822

## **Customer Care Information:**

1-877-831-4782 V/TTY

1-402-694-5110 Fax

P.O. Box 285

Aurora, NE 68818

Email: [relayutah@hamiltonrelay.com](mailto:relayutah@hamiltonrelay.com)

Web: [www.RelayUtah.gov](http://www.RelayUtah.gov)

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## **Captioned Telephone**

**Customer Service:** 1-888-269-7477

**To call a Captioned Telephone user, dial:**

711 or 1-877-243-2823

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## **Special points of interest:**

### • **Equipment Distribution Program**

The Public Service Commission of Utah is a government agency that regulates utilities and offers specialized phone equipment to Utah customers who are deaf, deaf-blind, hard of hearing or have difficulty speaking. This program includes equipment lending or purchasing options for qualified applicants. For more information, visit [www.relayutah.gov/equipment](http://www.relayutah.gov/equipment) or call 801-715-3470.

### • **Emergency Calls**

**Please note that 711 is only to be used to reach Utah Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 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. Relay Utah 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.