

# Important Information Regarding Relay Iowa

**Relay Iowa** is a specialized service that 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, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish, and Captioned Telephone in order to connect with family, friends, or businesses with ease.

## Here's how Relay Iowa works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Relay Iowa. A specially trained operator, called a 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 (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. All calls are held strictly confidential.

## Specialized Services:

Relay Iowa offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls and may be reached by dialing the associated number provided at the top of this page. Since Relay Iowa offers a variety of services, please refer to the website listed or call Relay Iowa Customer Service for more detailed instruction on how a particular call is processed.

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 one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

## Access to Services:

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

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

Relay Iowa and the Iowa Equipment Distribution Program are both programs of the Iowa Utilities Board.

## To place a call using Relay Iowa, dial 7-1-1

or dial one of the toll free numbers below:

**TTY:** 1-800-735-2942

**Voice:** 1-800-735-2943

**Spanish:** 1-800-264-7190

**Voice Carry Over (VCO):** 1-800-735-4313

**Speech-to-Speech:** 1-877-735-1007

## Customer Service Information:

1-888-516-4692 Voice/TTY

P.O. Box 285

Aurora, NE 68818

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

Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

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

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## Captioned Telephone

### Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

1-877-243-2823

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## Special points of interest:

### • Iowa Equipment Distribution Program

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 1-800-606-5099 Voice/TTY.

### • Emergency Calls

**Please note that 7-1-1 is only to be used to reach Relay Iowa.**

**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. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Iowa 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.

