



## Important Information Regarding Relay Iowa

### **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, DeafBlind, 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), Visually Assisted Speech-to-Speech (VA STS), Spanish and Captioned Telephone. This helps to ensure that they are able to connect with family, friends or businesses with ease.

### **Here's how Relay Iowa works:**

Dial 711 to connect with Relay Iowa. A specially trained operator, called a Communication Assistant (CA) will ask for the area code and the 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 person on the other end. The CA then relays the 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 CAs are on hand to assist in these types of calls and may be reached by dialing 711. For a full list of Relay Iowa services offered and detailed instruction on how a particular call is processed, please visit [RelayIowa.com](http://RelayIowa.com) or contact Customer Care.

Captioned Telephone is also available and ideal for individuals with hearing loss who can speak for themselves. A captioned telephone works like any other telephone except for one important addition: it displays every word the other person 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:**

711 provides toll-free relay calling. If you are experiencing trouble dialing 711 in an attempt to reach Relay Iowa, please contact Relay Iowa Customer Care. **Do not dial 711 for questions or concerns with your individual telephone service provider.**

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Iowa, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

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

## For questions or to place a call using Relay Iowa, dial 711

### **Relay Iowa Customer Care:**

1006 12th Street  
Aurora, NE 68818

[IARelay@HamiltonRelay.com](mailto:IARelay@HamiltonRelay.com)  
[RelayIowa.com](http://RelayIowa.com)

---

### **Captioned Telephone**

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

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

877-243-2823 English  
866-217-3362 Spanish

---

### **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, DeafBlind, 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.teleiowa.com](http://www.teleiowa.com) or call 800-606-5099 (Voice/TTY).

#### **Emergency Calls**

**Please note that 711 can only be used to reach Relay Iowa. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 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 during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.