



# Important Information Regarding Relay Connecticut

## **What is Relay Connecticut?**

Relay Connecticut is a public service that guarantees all citizens access to prompt, professional and precise communication through a 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), Spanish-to-Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

## **How does Relay Connecticut work?**

Simply dial 711 to connect with Relay Connecticut. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced message response by typing it to the TTY user.

## **Specialized Services:**

Relay Connecticut 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 by dialing the number provided. Since Relay Connecticut offers a variety of services please refer to the website listed, or contact Connecticut Relay Customer Care for more detailed instruction on how a particular call is processed.

## **Captioned Telephone:**

Captioned Telephone is ideal and available for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being said to them.

## **Access to Services:**

711 provides toll-free relay calling. If you are experiencing trouble dialing 711 while trying to reach Relay Connecticut, please contact Relay Connecticut Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Connecticut, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

## **Dial 711 to access Relay Connecticut**

### **Customer Care Information:**

1006 12th Street  
Aurora, NE 68818

CTRelay@HamiltonRelay.com  
RelayConnecticut.com

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## **Captioned Telephone**

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

**To call a Captioned Telephone user, dial:**  
711 or 877-243-2823

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## **Special points of interest:**

### **Equipment Distribution Program**

The Relay Connecticut Equipment Distribution Program caters to residents of Connecticut who are deaf, hard of hearing, have difficulty speaking or have both hearing and vision loss. They provide accessible telecommunications equipment for qualified applicants. For more information, visit [relayconnecticut.com](http://relayconnecticut.com).

### **Emergency Calls**

**Please note that 711 can only be used to reach Relay Connecticut. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly and not 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 Connecticut 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.