



What is Michigan Relay?

Michigan Relay is a public service that guarantees all citizens access to prompt, professional and accurate 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 and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Simply dial 711 to connect with Michigan Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning 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 response by typing it to back to the TTY user.

Captioned Telephone

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone but with one essential difference: it allows users to listen to their phone conversations while reading captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

Dial 711 to access Michigan Relay

Customer Care Information:

1006 12th Street
Aurora, NE 68818

MIRelay@HamiltonRelay.com
HamiltonRelay.com



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