



What is Rhode Island Relay?

Rhode Island Relay 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 work?

Dial 711 to connect with Rhode Island Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay 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. Specialized relay services are also available for individuals with difficulty speaking and for Spanish-speaking residents.

How do I apply for specialized equipment?

The Rhode Island Adaptive Telephone Equipment Loan (ATEL) Program is an agency of the State government that offers assistive equipment and services to qualifying individuals of Rhode Island who may have difficulty using the telephone. For more information on ATEL, call 401-486-3325 or visit us online at <https://ors.ri.gov/programs/adaptive-telephone-equipment-loan-program-atel>

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Customer Care:
rirelay@hamiltonrelay.com
rhodeislandrelay.com



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