

Minnesota Relay Service

Having Trouble Using The Telephone?

Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential.



TO MAKE A CALL

Just Dial: 711

To make a Minnesota Relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay service.

For information on Minnesota Relay Services:

www.mnrelay.org or
800-657-3775

IMPORTANT INFORMATION

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

To File a Complaint Regarding Minnesota Relay

Email your complaint to mn.relay@state.mn.us or call 1-800-657-3775. When filing your complaint please provide:

- Date and time of the relay call
- Calling from and to phone numbers
- CA's identification number
- Nature of your complaint

You may also file a complaint with the Federal Communications Commission:

- Website: consumercomplaints.fcc.gov
- Voice: 1-888-225-5322
- TTY: 1-888-835-5322
- ASL via VP: 1-844-432-2275

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability.

For more information on the TED Program:

- Website: mn.gov/deaf-hard-of-hearing
- Voice: 1-800-657-3663
- ASL via VP: 651-964-1514

TYPES OF RELAY SERVICES

TEXT TELEPHONE (TTY): 1-800-627-3529 Allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

HEARING USER: 1-800-627-3529 A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

COMPUTER (ASCII): 1-800-627-3529 Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

HEARING CARRY OVER (HCO): 1-800-627-3529: HCO allows a person who can hear clearly but has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

VOICE CARRY OVER (VCO): 1-877-627-3024: VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

INTERNET PROTOCOL (IP) RELAY: IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or smartphone. Go to: www.sprintrelay.com/sprintiprelay.

VIDEO RELAY SERVICE (VRS) VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties - in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/consumers/guides/video-relay-services

SPANISH RELAY: 1-877-627-5448 Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

SPEECH-TO-SPEECH (STS): 1-877-627-3848 STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The relay communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

CAPTIONED TELEPHONE SERVICE (CTS) CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE (IP CTS) Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet or smartphone. Go to www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.