



What is Montana Relay?

Montana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, 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 in order to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the appropriate toll-free number provided below to connect with Montana Relay. A qualified Communication Assistant (CA) will ask for the area code and 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. Specialized relay services are also available for individuals with difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?

The Montana Telecommunications Access Program (MTAP) is an agency of the State government that offers assistive equipment and services to qualifying individuals of Montana who have difficulty using the telephone. MTAP equipment specialists will deliver phones to your home, set up equipment and show you how to use it at no cost. For more information on MTAP, call 800-833-8503 or visit us online at www.montanarelay.mt.gov.

Access Numbers:

Dial 711 or
TTY: 800-253-4091
Voice: 866-253-4090
VCO: 877-826-7161
Spanish: 866-225-1866
Speech-to-Speech: 877-253-4613

Customer Care:

V/TTY: 800-833-8503
relay@mt.gov
www.montanarelay.mt.gov
There is no charge to access Montana Relay, although standard long distance charges may apply.



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