



## Important Information Regarding Idaho Relay

### **Idaho Relay:**

Idaho Relay is a public service that 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 to connect with family, friends or businesses with ease.

### **How Idaho Relay Works:**

Dial 711 or the toll-free number provided to connect with Idaho Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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 Services:**

Idaho Relay offers specialized services for individuals who have difficulty speaking and Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Idaho Relay offers a variety of services, please refer to the website listed or call Idaho Relay Customer Care for more details.

### **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss who can 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 captions of what's said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble in dialing 711 to reach Idaho Relay, please call Idaho Relay 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 6:00 a.m. to 10:00 p.m. MST or 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English and Spanish-speaking persons within Idaho, across the United States and even internationally. Handling each conversation with confidentiality is a requirement by law.

**To place a call using Idaho Relay, dial 711**  
or dial one of the toll free numbers below:

**TTY:** 800-377-3529

**Voice:** 800-377-1363

**Spanish:** 866-252-0684

**Speech-to-Speech:** 888-791-3004

**Visually Assisted STS:** 800-855-9400

### **Customer Care Information:**

800-368-6185 V/TTY

866-744-7471 Spanish V/TTY

1006 12th Street

Aurora, NE 68818

[Relay@HamiltonRelay.com](mailto:Relay@HamiltonRelay.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:**

#### **Emergency Calls**

**Please note that 711 can only reach Idaho Relay. In an EMERGENCY you should continue to use 911.**

For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Idaho Relay will try to assist you in any way possible during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.