



What is Relay Utah?

Relay Utah is a public service that provides individuals with access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, 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?

Dial 711 to connect with Relay Utah. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before they begin 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 words spoken in response by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone

A captioned telephone works like any other telephone 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 1-877-243-2823.

How do I apply for specialized equipment?

Relay Utah distributes telecommunications equipment designed for individuals who are deaf or hard of hearing. Equipment is distributed to qualified applicants living in Utah. For more information on the distribution program, go to www.relay.utah.gov or call 801-715-3470 (Voice).

Dial 711 to access Relay Utah

Relay Utah Customer Care:
utrelay@hamiltonrelay.com
relay.utah.gov



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