



What is Tennessee Relay?

Tennessee 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 Tennessee 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?

If you want to learn about the Telecommunications Devices Access Programs (TDAP), please call 800-342-8359. You may also visit <https://www.tn.gov/tpuc/telecommunications-devices-access-programs-tdap.html>

Dial 711 to access Tennessee Relay

Customer Care:
tnrelay@hamiltonrelay.com
tennrelay.com



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