

# Are you having trouble using the telephone due to a hearing or speech disability?

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 relay call dial 711. 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.

## **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. For more information on IP CTS go to [fcc.gov/ipts](http://fcc.gov/ipts).

## **Hearing Carry Over (HCO): 1-800-627-3529**

HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person and you listen directly to the other person's response.

## **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.

## **Internet Protocol (IP) Relay**

IP Relay is a text-based form of relay service that uses the internet, rather than a traditional telephone line and TTY, for calls. You can make your relay call using a computer, laptop, tablet, or smartphone. For more information on IP Relay go to [fcc.gov/ip-relay](http://fcc.gov/ip-relay).

## **Spanish Relay: 1-877-627-5448**

A Spanish speaking person with a hearing or speech disability can make relay calls. This is not a translation service – both people must speak Spanish, and at least one person 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 communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

## **Text Telephone (TTY): 1-800-627-3529**

This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

## **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 people on the call – in ASL with the VRS user and by voice with the other person. For more information on VRS go to [fcc.gov/vrs](http://fcc.gov/vrs).

## **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 person on the call. The communications assistant then types the other person's response, which is displayed on the VCO user's text telephone.

## **Emergency Assistance**

TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

## **For More Information on Minnesota Relay Services**

[mnrelay.org](http://mnrelay.org)  
1-800-657-3775

## **To File a Complaint Regarding Minnesota Relay**

1-800-657-3775  
Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You will need to provide: the date and time of the relay call, the calling from and to phone numbers, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission

[consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

## **Minnesota Access to Communication Technology (MN ACT)**

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

[mn.gov/deaf-hard-of-hearing/communication-access/mnact/](http://mn.gov/deaf-hard-of-hearing/communication-access/mnact/)

Voice: 1-800-657-3663

ASL via VP: 651-964-1514