



### **What is Relay Iowa?**

Relay Iowa is a specialized 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 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 Relay Iowa. A 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 hearing person on the other end. The CA then relays the hearing person's spoken words 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**

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 one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

### **How do I apply for specialized equipment?**

The Iowa Equipment Distribution Program, called Telecommunication Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 1-800-606-5099 Voice/TTY.

### **Access Numbers**

#### **Dial 711 OR**

**TTY:** 1-800-735-2942

**Voice:** 1-800-735-2943

**VCO:** 1-800-735-4313

**Spanish:** 1-800-264-7190

**Speech-to-Speech:** 1-877-735-1007

**HCO:** 1-800-735-2942

**CapTel:** 1-877-243-2823

#### **Customer Service Information:**

Voice/TTY: 1-888-516-4692

[iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com)

[www.relayiowa.com](http://www.relayiowa.com)

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

There is no charge to access Relay Iowa, although standard long distance charges apply.