

“Please, Don’t Hang Up” on your Relay Customers

“Just like many people, I
use the telephone to make
appointments, shop, order
pizza – for many reasons...”

But when I call a business to do those things, I often
get hung up on because the business owner has never
received a Relay call before. **Please, Don’t Hang Up.**

Thousands of people who are deaf, hard-of-hearing, deafblind, or who have a speech difference call businesses and organizations like yours every day. They call through New York Relay Service. Often people hang up on Relay calls because they think a telemarketer is calling.

When a call comes through saying, “This is New York Relay,” it is a call from someone with a hearing loss or a speech disability.

These hang-ups are frustrating for deaf, deafblind, hard-of-hearing, and speech-disabled callers. But just as significant, they mean **a loss of business** and **bad customer relations** for the business or organization being called.

So, the next time you get a Relay call, remember: if you hang up, you may be hanging up on the most important call that you receive all day!



New York Relay Service is funded by
New York's Telecommunications Carriers.

For more information, contact: Mary Beth Mothersell, Senior Customer Relations Manager
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New York Relay...

Connecting people to people...

One call at a time.

Just dial **711**!



711 or 800-662-1220	TTY/Hearing Carry-Over (HCO)
711 or 800-421-1220	Standard Phone User
711 or 877-826-6977	Voice Carry-Over (VCO)
711 or 844-214-4968	Voice Carry-Over-Speech to Speech (VCO-STS)
711 or 877-662-4886	Español/Spanish
711 or 877-662-4234	Speech-to-Speech (STS)
800-584-2849	ASCII
800-676-3777	Customer Service (Voice/TTY)
800-676-4290	Servicio al Cliente (Voz/TTY)
800-664-6349	Relay Inquiry Line (Voice)
800-835-5515	Relay Inquiry Line (TTY)

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