

New York Relay.

Connecting people to people...

One call at a time!



What is New York Relay?

New York Relay is a no-cost 24-hours-a-day service that allows people who are Deaf, Hard of Hearing, and/or DeafBlind to place and receive telephone calls. New York Relay users can communicate freely with businesses, friends, or family who use a standard telephone.

All calls are strictly confidential and no records of any conversations are maintained.

For Standard Telephone Users

711 or 800-421-1220 (Español: 877-662-4886)

Standard telephone users as the other party can easily initiate calls to TTY users. No special equipment is needed. You can use any type of phone from anywhere. The Relay Operator types the other party's spoken words to the TTY user and reads back the typed replies.

How to contact a person who is Deaf/Hard of Hearing

- 1** Dial 711 (or 800-421-1220). You will hear "New York Relay Operator # (each Relay Operator has a unique identification number) may I have the number you are calling please?"
- 2** Give the Relay Operator the area code and telephone number you wish to call and any further instructions.
- 3** The Relay Operator will process your call. When the TTY caller answers the call, the Relay Operator will type what you say to the TTY caller. Make sure to say "Go Ahead" when it's the TTY caller's turn to respond.
- 4** The TTY caller will read what was said on the device. The Relay Operator will then read aloud everything the TTY caller types to you.

To learn more, visit
nyrelay.com/voice.



TTY Relay

711 or 800-662-1220 (Español: 877-662-4886)

A person who is Deaf or Hard of Hearing can use a TTY to type their message, which is read aloud to the other caller by a Relay Operator. The Relay Operator types the spoken message of the other party to the TTY user.

- 1** The TTY user types a conversation to the Relay Operator. Remember to type "GA" (Go Ahead) at the end of each message.
- 2** The Relay Operator then voices the typed message to the other party.
- 3** After the TTY user types "GA," it is the other party's turn to respond.
- 4** The Relay Operator relays the other party's spoken words by typing them back to you.



To learn more, visit nyrelay.com/tty.

TeleBraille Relay

711 or 800-662-1220 (Español: 877-662-4886)

People who are DeafBlind or have low vision can use a TTY and/or TeleBraille device to type words to a Relay Operator, who then speaks the typed words to the other party, and types back to the DeafBlind caller. The average typing speed is slower than traditional TTY relay, and can be modified to as slow as five words per minute.

- 1** The other party's conversation to a DeafBlind caller goes through a Relay Operator.
- 2** The Relay Operator types the other party's conversation to the deafblind caller.
- 3** The DeafBlind caller reads the conversation through a TeleBraille device.



To learn more, visit nyrelay.com/telebraille.

Voice Carry-Over

711 or 877-826-6977 (Español: 877-662-4886)

Voice Carry-Over (VCO) allows a caller with hearing loss to speak directly to the other party. When the other party speaks, the relay operator serves as the VCO caller's "ears" and types everything said to the VCO caller's TTY or VCO device.

- 1** The VCO user who has a hearing loss speaks to the other party directly.
- 2** The other party listens and speaks.
- 3** The Relay Operator types everything the other party says, word for word, to the VCO user.
- 4** The VCO user reads on the screen what the other party says.



To learn more, visit nyrelay.com/vco.

Outreach Program

New York Relay Outreach helps promote and increase Relay Service awareness on a local and statewide level by providing outreach services across New York State – educating all New Yorkers about the services available through New York Relay.

New York Relay Outreach meets with clubs and affiliates, businesses and agencies, professional groups, medical organizations, senior organizations, and advocacy groups.

New York Relay Outreach conducts workshops, public presentations, and seminars. They also give demonstrations of the services New York Relay provides by making live relay calls. There is no charge for these presentations and demonstrations.

Interested? Please visit nyrelay.com/outreach and fill out a request.

Webinars

Webinars are available for people who are interested in learning more about New York Relay services and programs.

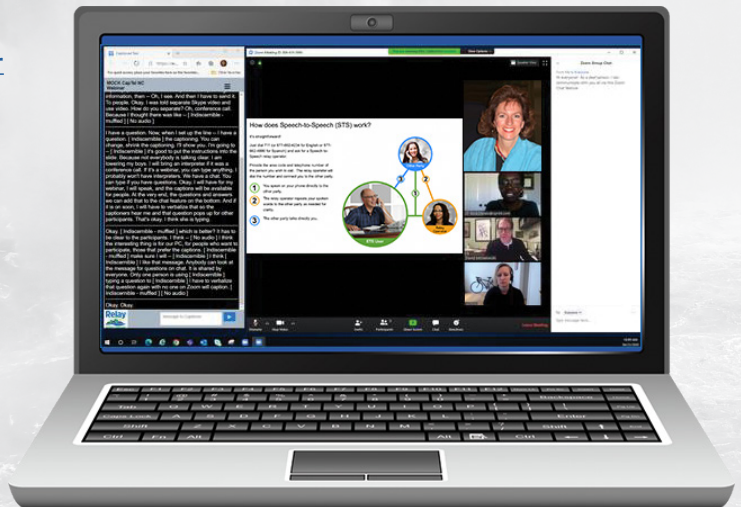
And they are available at no-cost.

If you would like to schedule a webinar, please contact Mary Beth Mothersell, Senior Customer Relations Manager:

■ mbmothersell@t-mobile.com

■ (585) 444-1634

■ nyrelay.com/webinar



Other Relay Features

International Calling

New York Relay allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Calls originating from a country outside of the US may also access New York Relay by dialing 1-605-224-1837.

Answering Machine or Voice Mail Retrieval

TTY/VCO users can request New York Relay to retrieve messages from their voice answering machines or voicemail.

Dial 911 for Emergency Calls Only

In the event of an emergency, dial 911 **directly** using any phone, including a TTY.

You may use any of the relay services to call 911, but that will not be as fast as dialing 911 directly.

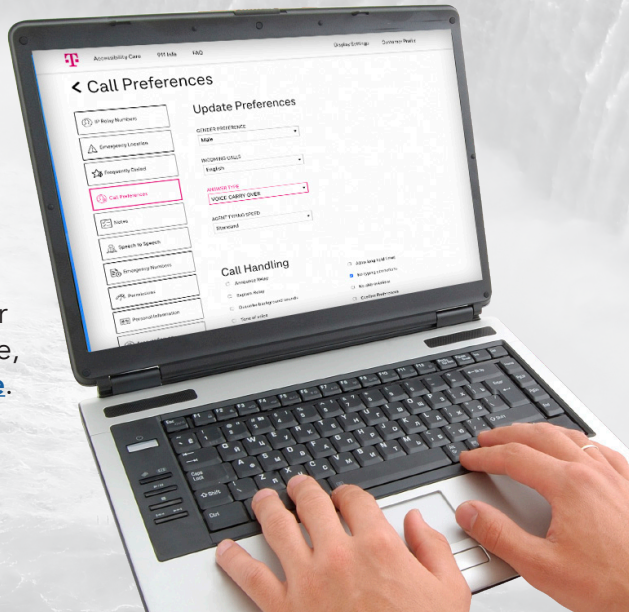
Be prepared to provide your full name, description of emergency and location.

Customer Profile

The Relay Customer Profile allows consumers to list their preferences for calls, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of operator
- Announcing relay service

If you are interested in adding your information to the Customer Profile, visit nyrelay.com/customer-profile.



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It's a great way to stay connected.

Follow us via one (or all) of the channels listed below!



nyrelay.com



facebook.com/NewYorkRelay



instagram.com/nyrelay

Comments or Questions?

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■ (800) 676-3777 (English)

■ (800) 676-4290 (Español)

■ (866) 931-9027 (Voice Carry-Over)

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