

"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!



Scan the QR code to view
the "Don't Hang Up" video

For more information, contact: Mary Beth Mothersell, Accessibility Relationship Manager
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nyrelay.com (website)

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-STTS)
- 711 or 877-662-4886** Español/Spanish
- 711 or 877-662-4234** Speech-to-Speech (STS)

- 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)

Scan the QR code
to visit the website



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