

# “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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**New York Relay is funded by New York’s Telecommunications Carriers.**

# 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-STC)
- 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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