



## Important Information Regarding Montana Relay

### **Montana Relay:**

Montana Relay is a public service that guarantees all citizens access to prompt, professional and accurate communication through a 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. The helps ensure the ability to connect with family, friends or businesses with ease.

### **How Montana Relay works:**

Dial 711 or the toll-free number listed below to connect with Montana Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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 person on the other end. The CA then relays the spoken words by typing them back to the TTY user.

### **Specialized Services:**

Montana Relay offers specialized services for individuals who have difficulty speaking, including Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Montana Relay offers a variety of services please refer to the website listed or call Montana Relay Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone:**

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 when trying to reach Montana Relay, please call Montana Relay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 6:00 a.m. to 10:00 p.m. MST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Montana, across the United States and even internationally. Each conversation is handled with strict confidentiality.

**To place a call using Montana Relay, dial 711 or one of the toll-free numbers below:**

**TTY:** 800-253-4091

**Voice:** 866-253-4090

**VCO:** 877-826-7161

**Spanish:** 866-225-1866

**Speech-to-Speech:** 877-253-4613

### **Customer Care Information:**

800-833-8503 V/TTY

1006 12th Street

Aurora, NE 68818

[relay@mt.gov](mailto:relay@mt.gov)

[www.dphhs.mt.gov/detd/mtap](http://www.dphhs.mt.gov/detd/mtap)

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### **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**

711 or 877-243-2823

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### **Special points of interest:**

#### **Equipment Distribution Program**

If you want to learn about the Montana Telecommunications Access Program, please call 800-833-8503. You may also visit <http://dphhs.mt.gov/detd/mtap/mtapequipment>.

#### **Emergency Calls**

**Please note that 711 can only to be used to reach Montana Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Montana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.