



# Important Information Regarding Relay Nevada

## **What is Relay Nevada?**

Relay Nevada is a public service which guarantees all citizens access to prompt, professional and accurate communication through the 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 in order to connect with family, friends or businesses with ease.

## **How Relay Nevada works:**

Simply dial 711 or the appropriate toll-free number provided to connect with Relay Nevada. A qualified Relay Operator (OPR) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the OPR will voice the typed message from the text telephone (TTY) user to you. The OPR relays your voiced message by typing it to the TTY user.

## **Specialized Services:**

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

## **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an 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 to reach Relay Nevada, please call Relay Nevada 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 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English and Spanish speaking persons within Nevada, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

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

**TTY/ASCII/HCO:** 800-326-6868

**Voice/711:** 800-326-6888

**VCO:** 800-326-4013

**Speech-to-Speech:** 888-326-5658

**Spanish:** 800-877-1219

## **Customer Care Information:**

888-256-5647 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: [RelayNevada@HamiltonRelay.com](mailto:RelayNevada@HamiltonRelay.com)

[www.RelayNevada.com](http://www.RelayNevada.com)

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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**

The Deaf Centers of Nevada (DCN) offer amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Nevada who are deaf, deaf-blind or who have difficulty with speech. For more information, visit [www.dcnv.org](http://www.dcnv.org), or call 888-240-4684 (V/TTY).

### **Emergency Calls**

**Please note that 711 is only to be used to reach Relay Nevada. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Nevada 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.