



## Telecommunications Relay Services

### WHAT IS RELAY NORTH DAKOTA

Relay North Dakota is a service for communication between hearing and speech impaired persons. Relay service provides full telephone accessibility to people who are deaf, hard-of-hearing or hearing impaired. This service is available 24 hours a day, 365 days per year, with no restrictions on the number of calls placed or on their length.

### HOW DOES IT WORK

Specially trained operators confidentially complete relay calls and stay on the line to relay conversations electronically over text telephone (TTY) or verbally between callers. If you place a call and hear a series of high-pitched sounds, it may be TTY. To start a call, you can call Relay North Dakota and provide the operator the phone number you'd like to contact. There is no additional charge to users for using relay services, although long distance charges apply for long distance calls. Both TTY and voice users may initiate a call through Relay North Dakota.

### SUPPORTED SERVICE

A few cents surcharge, per telephone bill, makes Relay North Dakota services (provided by Sprint) possible for the citizens of North Dakota.

### CONFIDENTIALITY

Calls handled by Relay North Dakota are strictly confidential. All calls will be kept private and no records of any conversation are kept. Operators will not share information regarding the contents of any relay call.

### EQUIPMENT DISTRIBUTION PROGRAM

With CapTel®, short for captioned telephone, users place calls in the same way when dialing with a standard telephone, utilizing voice recognition technology that displays verbatim captions of the conversation on a screen of a telephone or computer screen; CapTel® users can hear and read what the other person is saying.

### HOW TO APPLY FOR SPECIALIZED TELEPHONE EQUIPMENT

The North Dakota Telecommunications Equipment Distribution Service (TEDS) is a program that provides free equipment for North Dakota residents with qualifying disabilities that interfere with the use of the telephone. Individuals who have trouble using their current telephone equipment are encouraged to apply to receive equipment through the TEDS program. For more information contact North Dakota Assistive Technology at [www.ndassistive.org](http://www.ndassistive.org) or call 1-800-895-4728.

### HOW TO USE THE SERVICE

#### TTY USERS

- Dial 711 OR 1-800-366-6888
- Relay ND will answer with their operator ID number, "F" or "M" (for gender) and "NUMBER CALLING PLS GA" (GA = go ahead)
- Type in the 10-digit number you wish to call, followed by GA
- The operator will dial the number and relay the conversation to and from your TTY
  - *Be sure to type "GA" at the end of each message*



**VOICE USERS – MAKING A CALL**

- Dial 711 OR 1-800-366-6889
- Relay ND will answer with their operator ID number and ask “May I have the number you are calling please”
- Provide the operator the 10-digit number you wish to call and any additional instructions
- The operator will place the call and relay to you exactly what the TTY user is typing
- The operator will relay exactly what you say, back to the TTY user
  - *The call will proceed in a conversational tone; speak directly to the party as if the operator wasn’t on the line*
  - *Be sure to say “go ahead” at the end of every response*

**VOICE USERS – RECEIVING A CALL**

- When you receive a call from Relay ND the operator will ask if you are familiar with the service
- If not, a brief explanation will be provided

**VOICE CARRY OVER (VCO) USERS**

- Dial 711 OR 1-877-366-8600
- VCO allows hearing impaired relay users, who prefer to use their own voice, to speak directly to the party they’re calling
- The operator will type the voice response
- Inform the operator you wish to use VCO by typing “VCO PLS GA”

**EMERGENCY ASSISTANCE**

- In case of emergency TTY users should dial **911**
- All 911 centers in North Dakota are required to be TTY equipped

**DIRECTORY ASSISTANCE**

- Relay ND will relay directory assistance calls between TTY users and the directory assistance operator
- Once the caller makes the request, the relay operator will connect to the directory assistance operator
- After obtaining the number, the caller may choose to place the call through Relay ND or dial it directly

**TOLL FREE RELAY NORTH DAKOTA NUMBERS**

Voice/TTY/ASICII.....	711*
TTY & Hearing Carry-Over.....	1.800.366.6888
Voice.....	1.800.366.6889
Voice Carry-Over.....	1.877.366.8600
Spanish.....	1.800.435.8590
Speech to Speech.....	1.877.366.3709
STS VCO.....	1.877.366.8260
900 Services through Relay.....	1.900.230.5151

\*In most cases, dialing 711 direct from buildings with a PBX phone system (office buildings or hotels with extension numbers) is not possible. The 800 numbers listed here can be dialed when you are unable to reach 711 directly.