

Nebraska Relay Makes Telecommunications Accessible for Nonstandard Phone Users



What is Nebraska Relay?

Nebraska Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

How does Nebraska Relay work?

The person dials the toll-free Nebraska Relay number and gives the communications assistant (often abbreviated as the CA) the area code and number of the person receiving the call. An example of a Nebraska Relay service is a highly trained CA who voices the typed comments by the TTY (text telephone) user and types the spoken comments by the other person back to the TTY user. Nebraska Relay provides several options to meet the needs of people who do not use the standard telephone.

How to connect to Nebraska Relay

| | |
|-----------------------|------------------------------------|
| Dial: 7-1-1 * | Voice Carry-Over: 1-877-564-2481 |
| TTY: 1-800-833-7352 | Hearing Carry-Over: 1-800-833-7352 |
| Voice: 1-800-833-0920 | Speech-to-Speech: 1-888-272-5527 |
| ASCII: 1-888-696-0629 | Spanish-to-Spanish: 1-888-272-5528 |
| | Spanish-to-English: 1-877-564-3503 |

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.

CapTel®—a free captioned phone service

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 screen of a telephone or computer screen, the CapTel user can hear and read what the other person is saying.

How do I apply for specialized telephone equipment?

The Nebraska Specialized Telecommunications Equipment Program (NSTEP) provides qualified applicants (proof of a disability that makes using a standard telephone difficult or impossible) with vouchers to purchase assistive telephone equipment. A person can apply for a voucher by visiting www.nebraskarelay.com/nstep or calling **1-800-526-0017** Voice/TTY or the Nebraska Commission for the Deaf and Hard of Hearing at **1-800-545-6244**.

Learn more about Nebraska Relay

Nebraska Relay Website: www.nebraskarelay.com
Nebraska Relay Customer Service: **1-800-676-3777** (TTY/Voice/ASCII)
Nebraska Relay Spanish Customer Service: **1-800-676-4290** (TTY/Voice/ASCII)
CapTel Customer Service: **1-888-269-7477** (Voice/CapTel/TTY)
CapTel Spanish Customer Service: **1-866-670-9134** (Voice/CapTel/TTY)
Sprint TTY Operator Service: **1-800-855-4000**

Services supported by surcharge

A few cents per telephone bill surcharge makes Nebraska Relay services possible for the citizens of Nebraska. Sprint is the provider of the relay services for Nebraska.



7-1-1 is not an emergency number

Some people might assume it is okay to call 7-1-1 for emergencies. The 7-1-1 Nebraska Relay number is for relay service calls only. The Americans with Disabilities Act (ADA) requires that 911 centers be prepared to handle emergency calls from people who use the text telephone. Nebraska Relay will make every effort to assist a person during an emergency but cannot serve in the same function as 911 centers. Nebraska Relay does not assume responsibility for handling emergency calls.