

Important Information Regarding Rhode Island Relay

Rhode Island Relay 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/TDD, 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.

Here's how Rhode Island Relay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Rhode Island Relay. A qualified Communication Assistant (CA) will ask for the area code and 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 (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Rhode Island Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes English to Spanish translation. Specially trained CA's are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since Rhode Island Relay offers a variety of services please refer to the website listed or call Rhode Island Relay Customer Service for more detailed instruction on how a particular call is processed.

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 you to listen as well as read every word the other party says throughout the conversation on the display window.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Rhode Island Relay, please call Rhode Island Relay Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Rhode Island, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Rhode Island Relay, although standard long distance charges apply.

**To place a call using
Rhode Island Relay, dial 7-1-1**
or dial one of the toll free numbers below:

TTY: 1-800-745-5555

Voice: 1-800-745-6575

ASCII: 1-800-745-1570

Spanish: 1-866-355-9214

Speech-to-Speech: 1-866-355-9213

Customer Service Information:

1-866-703-5485 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: rirelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:
7-1-1 or 1-877-243-2823

Special points of interest:

• **Equipment Distribution Program**

The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL) provides telephone equipment to qualified individuals who have difficulty hearing and/or speaking, or who suffer from neuromuscular damage or disease. Individuals can apply online for this type of assistance. The application form can be found at <http://www.atel.ri.gov>. For more information on ATEL, contact: Adaptive Telephone Loan Equipment Program (ATEL) C/O Office of Rehabilitation Services, 40 Fountain Street, Providence, RI, 02903. You may also call 1-401-222-1679 (TTY) or 1-401-421-7005 ext. 357 (Voice).

• **Emergency Calls**

Please note that 7-1-1 is only to be used to reach Rhode Island Relay.

In an EMERGENCY you should continue to use 9-1-1

For emergencies, call 9-1-1 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. Rhode Island 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.

**Rhode Island
Relay™**