



Important Information Regarding Michigan Relay

Michigan Relay:

Michigan Relay is a public service that guarantees all citizens access to prompt, professional and precise 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-to-Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How Michigan Relay works:

Simply dial 711 to connect with Michigan Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it back to the TTY user.

Specialized Services:

Michigan Relay offers specialized services for individuals who have difficulty speaking as well as Spanish to English translation for any Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Michigan Relay offers a variety of services please refer to the website listed, or call Michigan Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

Captioned Telephone is available and even ideal for individuals with hearing loss who can still 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 captions of what is being said to them.

Access to Services:

All relay services are accessible by dialing 711. If you are experiencing trouble dialing 711 when trying to reach Michigan Relay, please contact Michigan Relay Customer Care instead.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish-speaking people. Either within Michigan, across the United States or internationally. Each conversation is handled with strict confidentiality.

To place a call using Michigan Relay, just dial 711

Customer Care Information:

Voice/TTY: 844-578-6563
Spanish Voice/TTY: 866-744-7471
1006 12th Street
Aurora, NE 68818
MIRelay@HamiltonRelay.com
HamiltonRelay.com

Captioned Telephone

Customer Care: 888-269-7477
To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Emergency Calls:

Please note that 711 can only be used to reach Michigan Relay. 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. Michigan 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.