

### **What is Louisiana Relay?**

Louisiana Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, 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. This helps ensure the ability to connect with family, friends or businesses with ease.

### **How does relay work?**

Dial 711 to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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 (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

### **Captioned Telephone**

Captioned Telephone is ideal and available for individuals with hearing loss that can 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 call a Captioned Telephone user, dial: 711 or 877-243-2823.

### **How do I apply for specialized equipment?**

Louisiana residents with hearing or speech difficulties, that require the use of a text telephone (TTY), TeleBraille or amplification equipment, may be eligible for the Telecommunications Equipment Program (TEP).

To see if you or someone you know qualifies for this program, call 800-256-1523 (Voice) or visit the website of the Louisiana Commission for the Deaf at: <http://ldh.la.gov/index.cfm/page/318>.

**Dial 711 to access Louisiana Relay**

**Customer Care:**  
LARelay@HamiltonRelay.com  
LA-Relay.com

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