

How To Connect With Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1.
Or call one of the toll-free numbers below:

- **TTY:** 1.800.367.8939
- **ASCII:** 1.888.842.3372
- **VOICE:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Captioned Telephone Service:** To reach a Captioned Telephone Service user, dial 1.877.243.2823 (English) or 1.866.217.3362 (Spanish)
- **Speech-to-Speech:** 1.800.842.6520
- **Spanish:** 1.800.842.2088 (includes Spanish-to-Spanish and translation from English-to-Spanish)

Para hacer una llamada sin costo marque a uno de los siguientes números:

- **Español:** 1.800.842.2088 (incluye español a español y la traducción del inglés al español)
- **Captioned Telephone Service:** (Servicio de teléfono subtulado). Para comunicarse con un usuario de Captioned Telephone Service, marque 1.877.243.2823 Español
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Correo electrónico:** info@azrelay.org

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Relay Customer Service

c/o Arizona Commission for the Deaf and the Hard of Hearing
100 N. 15th Avenue, Suite 104
Phoenix, AZ 85007

TTY: 1.800.347.1695
Voice: 1.866.259.1768
Fax: 1.602.542.3380
Email: info@azrelay.org



Arizona Relay Service 7-1-1

your *life* is calling



Arizona Relay Service 7-1-1

the *right* connections for your *life*

Arizona Relay (AZRS) is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or have Difficulty Speaking to communicate with each other via the telephone.

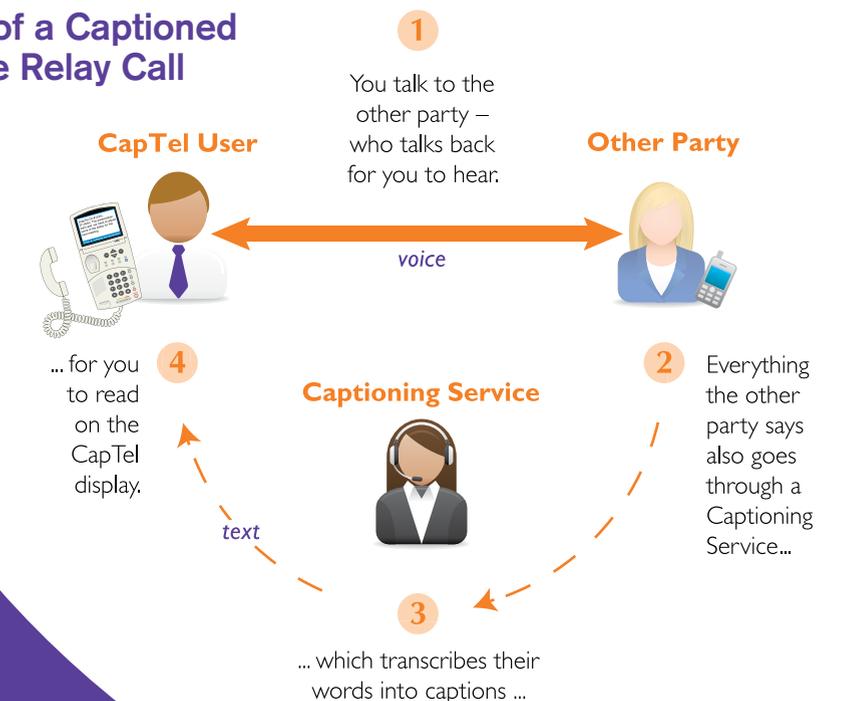
Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

When a call is placed through Arizona Relay, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversations and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.

Access relay by dialing 7-1-1 or a toll-free number (listed on back panel). Arizona Relay is available 24 hours a day, seven days a week- with no restrictions on the length or number of calls made. Long distance charges may apply. Please check with your telephone carrier.

Example of a Captioned Telephone Relay Call





Arizona Relay Service 7-1-1

Arizona Relay offers a variety of connection options:

TTY (Text Telephone) Traditional relay is a great service for people who use a TTY and need to communicate with a standard telephone user through relay.

Voice Carry Over (VCO) An effective service for people who have hearing loss and use their voice on the phone. Users speak directly to the person being called, and through specialized equipment, read what is spoken by the other party.

Hearing Carry Over (HCO) A reliable service for people who have difficulty speaking and who are able to hear on the phone. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Speech-to-Speech (STS) A service that is especially beneficial for people who hear and have a difficult time speaking or being understood on the phone. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

Captioned Telephone Service (CTS) An exciting service for people who have understandable speech and some degree of hearing loss. Captioned Telephone Service allows the user to listen while reading captions of what is said through the use of specialized equipment.

Spanish A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

Other Arizona Relay Information:

Customer Profiles Customer Service can set up preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

Additional connection options include Turbo Code, ASCII and Voice.

Equipment Distribution The State of Arizona provides specialized equipment to Arizona residents who are Deaf, Hard of Hearing, Deaf-Blind or have Difficulty Speaking. This equipment includes TTY (text telephone), amplified telephones and more. To see if you or someone you know qualifies for this equipment program, contact:

Arizona Telecommunications Equipment Distribution Program

100 N. 15th Avenue, Suite 104
Phoenix, Arizona 85007
Voice or TTY: 1.602.542.1124 (Phoenix Area)
Toll Free: 1.866.223.3412 (520 and 928 area codes)
TTY/Voice

Pay Phones The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll-free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls In the event of an emergency, call 911 or your local emergency services TTY number directly. Arizona Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

options designed to *connect you* in the *best way* possible

Don't Hang Up! When you pick up the phone and hear "This is Arizona Relay....", don't hang up! It's not a telemarketer. It's a customer, business associate, or acquaintance who wants to talk with you.

Compliments, Concerns, or Complaints
Contact AZRS (see back Panel).

In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: www.fcc.gov/complaints

