

# Make the Call with Michigan Relay

## — Dial 7-1-1

Michigan Relay is available at no cost\*, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone. Services include TTY, VCO (Voice Carry Over), HCO (Hearing Carry Over), DBS (Deaf-Blind Service), STS (Speech-to-Speech), Captioned Telephone and Voice.

When you connect with Hamilton Relay, a Communication Assistant (CA) will facilitate your call – promptly, professionally and accurately. All relay calls are confidential and no records are kept of relay conversations.

### TTY (Text Telephone)

TTY is the most common way to connect to Relay, allowing people who are deaf or hard of hearing to type their messages and read the other party's responses.

### VCO (Voice Carry Over)

VCO is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

### HCO (Hearing Carry Over)

HCO is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.



## DBS (Deaf-Blind Service)

DBS allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other party's responses, typed by the CA, on a braille display.

## STS (Speech-to-Speech)

STS is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood. The CA repeats the STS user's side of the telephone conversation as needed, to ensure that the entire conversation is understood.

## Captioned Telephone (CapTel®)

Captioned Telephone is a no cost service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

## Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.



If you have suggestions, comments or concerns, please contact:

### Michigan Relay Customer Care

P.O. Box 285 • Aurora, NE 68818

Voice/TTY: 844.578.6563 • Fax: 402.694.5110

Email: [mirelay@hamiltonrelay.com](mailto:mirelay@hamiltonrelay.com)

Visit: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

If your expressed concern is not resolved to your satisfaction, contact your local telephone company or the Michigan Public Service Commission.

### Michigan Public Service Commission

P.O. Box 30221 • Lansing, MI 48908

Voice: 800.292.9555

Website: [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)

Should your concern go unresolved, you may file a complaint with the FCC's Consumer Information Bureau.

Visit: <http://www.fcc.gov/>

## Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, typing speed buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time - connecting you with family, friends and business in a more efficient and effective manner.

That's what I'm talking about

**HAMILTON**  
relay

Michigan Relay - Powered by  
Hamilton Relay