



### **What is Relay Iowa?**

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the 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 that they are able to connect with family, friends or businesses with ease.

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

Dial 711 to connect with Relay Iowa. A 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. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents. For a full list of Relay Iowa services offered and detailed instruction on how a particular call is processed, go to: [RelayIowa.com](http://RelayIowa.com) or contact Customer Care.

### **Captioned Telephone**

Captioned Telephone is ideal for individuals with hearing loss who can speak for themselves. A captioned telephone works like any other telephone would. Yet one essential difference allows users to listen to their phone conversations while reading captions of what's being said to them. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

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

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, DeafBlind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.teleiowa.com](http://www.teleiowa.com) or call 800-606-5099 (V/TTY).

**For questions or to place a call using Relay Iowa, Dial 711**

**Relay Iowa Customer Care:**  
[IARelay@HamiltonRelay.com](mailto:IARelay@HamiltonRelay.com)  
[RelayIowa.com](http://RelayIowa.com)

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Commission.



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