

Michigan Relay Service

If you receive a telephone call and someone says, “a person who may be deaf or hard of hearing is calling you through Michigan Relay,” don’t hang up! Michigan Relay allows individuals who hear and individuals who are deaf, hard-of-hearing or have difficulty speaking to communicate by telephone. Hamilton Relay is the contracted relay service provider for Michigan Relay. For additional information on available services, visit [Michigan Relay Service: Overview \(hamiltonrelay.com\)](https://www.hamiltonrelay.com).

How it Works

- A person who is deaf, hard-of-hearing or has difficulty speaking communicates through Michigan Relay primarily through the use of an assistive communications device such as a TTY or other specialized equipment. Relay users can make or cancel appointments, order a pizza, and place countless other personal and business calls.
- A person who hears may also use Michigan Relay service to connect with friends, family and business associates who are deaf, hard of hearing or have difficulty speaking who use relay service.
- To connect through Michigan Relay, dial 711. Tell the Communication Assistant (CA) the area code and phone number of the person you would like to reach. You may also have to inform the CA of the name of your long distance company if it is a toll call so it can be properly billed.
- Charges for calls through the relay service are charged the same as if the hearing or speech-impaired person had dialed the other person directly.
- The CA will facilitate the call by either typing or voicing what’s said by the other party. The conversation proceeds in a turn-taking fashion. When it is your turn, speak directly and clearly to the person you are calling and say Go Ahead or GA when you are ready for a response.
- Calls made through the relay service are not edited by CAs. All relay calls are confidential and there are no records kept of relay conversations.
- Individual call handling preferences can be stored on file through a Customer Profile. These preferences include customized greetings, preferred connection option, speed dial numbers, slow-typing preferences and more. User preferences are then automatically displayed on the CA’s screen every time a relay user makes or receives a call making it easy to connect with family, friends, and businesses.

Questions or concerns about the Michigan Relay can be directed to your local telephone provider or the Hamilton Relay Customer Care Center at mirelay@hamiltonrelay.com, Voice/TTY: 844-578-6563.