



“The Rep did a wonderful job...smooth call handling, accurate, quick service and very pleasant.”

ANSWERING MACHINES

TTY/TDD users: When you type your message for the Rep to leave on an answering machine or voicemail, please wait until the Rep tells you he/she has left the message before you hang up.

EMERGENCY CALLS 9-1-1

If emergency help is required, call 9-1-1 or your local emergency number.

Most police and fire departments have TTY/TDDs.

If that is not possible, a Rep will connect you with the appropriate agency.

TTY/TDD TERMS

- GA** – Go Ahead
- SK** – Stop Keying or Bye
- HD** – Hold
- NE** – No Explanation (do not explain the Relay to the person I am calling)
- VE** – Voice Exactly (do not want an interpreter used during the call)
- VCO** – Voice Carry Over
- HCO** – Hearing Carry Over

ADDITIONAL RELAY SERVICES

900 number Pay-per-Call

For Relay assistance dial:
English Users: 1-866-629-8714
Spanish Users: 1-800-813-4005

Speech-to-Speech Relay Service

English Users: 1-866-656-9826
Spanish Users: 1-866-656-9827

Spanish-to-Spanish Relay Service

TTY and Voice: 1-866-656-9825
The Speech-to-Speech and Spanish-to-Spanish numbers can be dialed directly or dial 7-1-1 for a direct connection.

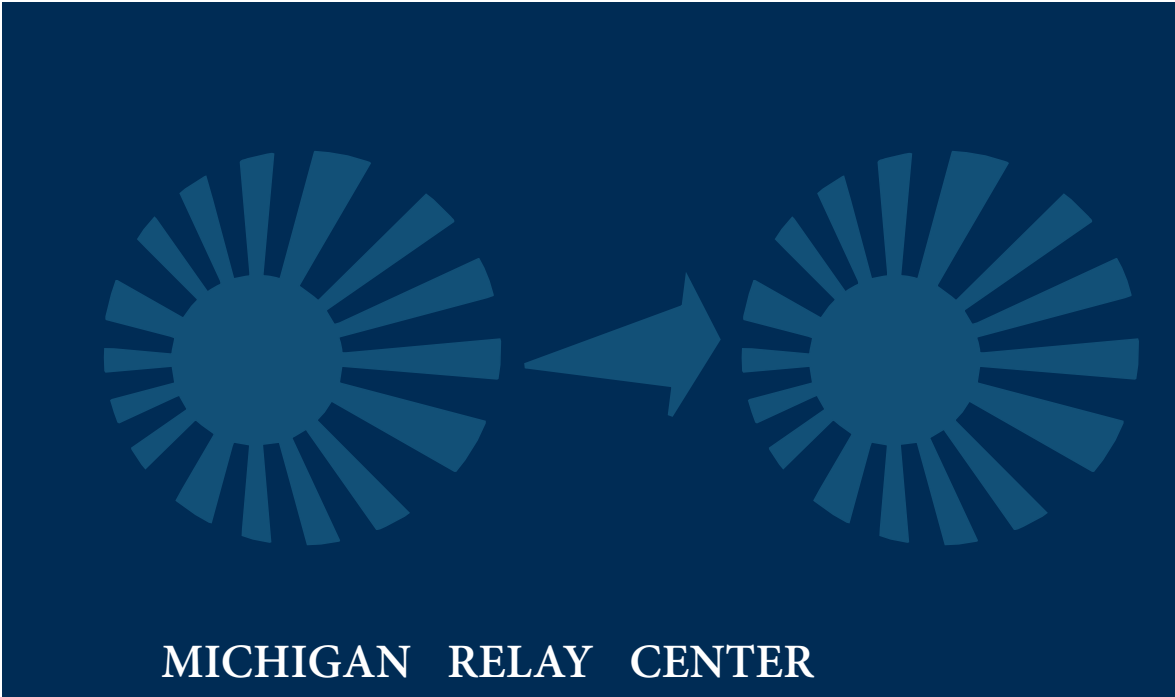
HOW TO CONTACT US

For questions, commendations or complaints about the Michigan Relay Center, please call the Supervisor’s number at
1-800-432-5413 or 1-800-432-0762
or you may email us from our website at **www.michiganrelay.com**.

Hello.
OH

How can I call someone who is Deaf, Hard-of-Hearing, or Speech-Impaired and how can they call me?

MICHIGAN RELAY CENTER



In 1991, the Michigan Relay Center was established. This broke the communication barrier for people who are Deaf, Hard of Hearing or Speech-Impaired.

The Michigan Relay Center is fast and easy to use.

We are open 24 hours 7 days a week including holidays.

There is no additional charge to use this service. Only normal telephone charges will be applied. There are no limits to the length or number of calls you place.

The Michigan Relay Center Representatives (Reps) have had training in Deaf Culture and an exposure to American Sign Language. But if the Relay Representative is not sure about what you are typing, an interpreter will assist with translating your message into conversational English.

CONFIDENTIALITY

All relayed calls are held in strict confidence and content will not be shared/edited in any way.

Employees at the Michigan Relay Center are forbidden by law from disclosing any information. No records of conversations are kept.

The key to using the Michigan Relay Center (MRC) is the **Teletypewriter (TTY/TDD)** or home computer with communications software. Relay users who are Deaf, Hard-of-Hearing, or Speech-Impaired type their outgoing messages on the TTY or computer keyboard and read incoming and outgoing messages displayed on the screen. These devices connect with most standard analog telephones.

Hearing Carry Over (HCO) is a feature that is available using a TTY/TDD device as well. This feature is for people who are able to hear but cannot speak. The HCO user will type what they want the Rep to voice and listen to the other party's response. HCO users can access MRC by dialing 7-1-1.

Voice Carry Over (VCO) phones are also compatible with the Michigan Relay Center. Customers using these phones will utilize their own voices instead of typing during their calls. When the hearing person responds, the Rep types what is said back to the VCO user. VCO users can access MRC by dialing 7-1-1.

Making Calls Through the Michigan Relay Center

Standard or cell phone users: If you use a standard telephone or cell phone and want to call someone who uses a TTY/TDD, the representative (Rep) types your words to the person who uses a TTY/TDD and voices the TTY/TDD users typed words to you.



TTY/TDD users: If you use a TTY/TDD and want to call someone who uses a standard telephone or cell phone, the Rep will voice your typed words to the person using the phone and type the voice person's words to you.



Receiving Calls From the Michigan Relay Center

Standard or cell phone users: When you answer your phone, you will hear a Representative (Rep) say, "Hello. Michigan Relay Center Rep ### with a call."

Have you received a relay call before?"

NO the Rep will explain how the Michigan Relay works.

YES If you answer "Yes," the call will continue with the Rep voicing everything the TTY/TDD user types, and typing everything the standard telephone or cell phone user says.

TTY/TDD Users: When you answer the phone using a TTY/TDD you will see: Michigan Relay Center Rep ### with a call. The Rep will continue to type what the caller says. The call will proceed as explained above in the section "Making Relay Calls."