



## Important Information Regarding Louisiana Relay

**Louisiana Relay** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, 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 in order to connect with family, friends or businesses with ease.

### **How Louisiana Relay works:**

Dial 711 or the appropriate toll-free number provided to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and 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.

### **Specialized Services:**

Louisiana Relay offers specialized services for individuals with speech disabilities and for Spanish speaking residents which includes Spanish to English translation. Specially trained CAs are on hand to assist in these types of calls. Since Louisiana Relay offers a variety of services please refer to the website listed or call Louisiana Relay Customer Care for more details.

### **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Louisiana Relay, please call Louisiana Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking individuals within Louisiana, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

**To place a call using Louisiana Relay, dial 711 or dial one of the toll-free numbers below:**

**TTY:** 800-846-5277

**Voice:** 800-947-5277

**Spanish:** 800-737-1813

**Speech-to-Speech:** 888-272-5530

### **Customer Care Information:**

888-699-6869 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: [LArelay@HamiltonRelay.com](mailto:LArelay@HamiltonRelay.com)

[www.LA-Relay.com](http://www.LA-Relay.com)

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### **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**

711 or 877-243-2823

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### **Special points of interest:**

#### **Equipment Distribution Program**

Louisiana residents who have difficulty hearing or speaking that require the use of a text telephone (TTY), telebraille or amplification equipment may be eligible for the Telecommunications Access Program (TAP). To see if you or someone you know qualifies for this program, call 800-256-1523 (Voice) or visit the website of the Louisiana Commission for the Deaf at: <http://new.dhh.louisiana.gov/index.cfm/page/318>.

#### **Emergency Calls**

**Please note that 711 is only to be used to reach Louisiana Relay. In an EMERGENCY you should**

**continue to use 911.** In an emergency, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Louisiana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.