



Important Information Regarding Relay Nevada

Relay Nevada:

Relay Nevada is a public service that guarantees all citizens access to prompt, professional and accurate communication through a 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 the ability to connect with family, friends or businesses with ease.

How Relay Nevada works:

Dial 711 to connect with Relay Nevada. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call and will begin relaying the conversation. Generally, the OPR will voice the typed message from the text telephone (TTY) user to the person on the other end. The OPR then relays the spoken words by typing them back to the TTY user.

Specialized Services:

Relay Nevada offers specialized services for individuals who have difficulty speaking, including Spanish-speaking residents. Specially trained OPRs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Relay Nevada offers a variety of services please refer to the website listed or contact Relay Nevada Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

Captioned Telephone is ideal for any individual that has a loss of hearing but is still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them.

Access to Services:

711 provides toll-free access to relay services. If you are experiencing trouble dialing 711 when trying to reach Relay Nevada, please contact Relay Nevada Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Nevada, across the United States and even internationally. Each conversation is handled with strict confidentiality.

Dial 711 to access Relay Nevada

Customer Care Information:

1006 12th Street
Aurora, NE 68818

relaynevada@hamiltonrelay.com
relaynevada.com

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

Relay Nevada is a service provided via the landline telephone network. Equipment is available through the Nevada Telecommunications Equipment Distribution Program (NTEDP) at 775-784-4921 (v), 702-330-8873 (vp); <https://www.unr.edu/nced/projects/ntedp>. Contact NTEDP to also learn about upgrading to more advanced Internet-compatible relay equipment at no cost for eligible users.

Emergency Calls

Please note that 711 can only be used to reach Relay Nevada. In an EMERGENCY you should continue to use 911. For emergencies, 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. Relay Nevada 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.