



Important Information Regarding Oregon Relay

What is Oregon Relay?

Oregon Relay is a public service that provides all Oregonians with telephone access. 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-to-Spanish and Captioned Telephone. This supports the ability to connect with family, friends or businesses with ease.

How does Oregon Relay work?

Simply dial 711 to connect with Oregon Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced message response by typing it to the TTY user.

Specialized Services:

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

Captioned Telephone:

Captioned Telephone is ideal and available for individuals with hearing loss who can 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 being said to them.

Access to Services:

711 provides toll-free relay calling. If you are experiencing trouble dialing 711 while trying to reach Oregon Relay, please contact Oregon Relay Customer Care.

All Oregon Relay and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Oregon, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

Dial 711 to access Oregon Relay

Customer Care Information:

1006 12th Street
Aurora, NE 68818

ORRelay@HamiltonRelay.com
OregonRelay.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

The Telecommunication Devices Access Program (TDAP) loans accessible telecommunications equipment to Oregon residents who are deaf, DeafBlind, hard of hearing or have difficulty speaking. For more information, visit www.tdap.oregon.gov

Emergency Calls

Please note that 711 can only be used to reach Oregon Relay. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly and not relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Oregon 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.