



### **What is Relay Iowa?**

Relay Iowa is a specialized service that 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), Visually Assisted Speech-to-Speech (VA STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

### **How does relay work?**

Dial 711 or the appropriate toll-free number provided below to connect with Relay Iowa. A 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. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

### **Captioned Telephone**

Captioned Telephone is 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. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

### **How do I apply for specialized equipment?**

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.teleiowa.com](http://www.teleiowa.com) or call 800-606-5099 (V/TTY).

#### **Access Numbers:**

**Dial 711 or**

**TTY: 800-735-2942**

**Voice: 800-735-2943**

**VCO: 800-735-4313**

**Spanish: 800-264-7190**

**Speech-to-Speech: 877-735-1007**

**VA STS: 800-855-8440**

#### **Customer Care:**

English V/TTY: 888-516-4692

Spanish V/TTY: 866-744-7471

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[www.RelayIowa.com](http://www.RelayIowa.com)

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.