



relayhawaii.com

Dial 711. Connect and Communicate.



Relay Hawaii provides full telephone accessibility to people who are deaf, hard of hearing, or deafblind.

What is Relay Hawaii?

Relay Hawaii is a no-cost 24-hour-a-day service that allows people who are Deaf, Hard of Hearing, or DeafBlind to place and receive telephone calls. Relay Hawaii users can communicate easily with businesses, friends, or family members who use standard telephones.

All calls are strictly confidential and no records of any conversations are maintained.

Standard Phone User

711 or 877-447-5991 (English)
877-447-7261 (Spanish)

Standard telephone users can easily initiate calls to TTY users. No special equipment is needed. You can use any type of phone and call from anywhere. The Relay Operator types the standard telephone user's spoken words to the TTY user and reads aloud the typed replies.

- 1.** Dial 711 (or 877-447-5991 for English or 877-447-7261 for Spanish). You will hear "Aloha Relay Hawaii Relay Operator #1234 (each Relay Operator has a unique identification number) may I have the number you are calling please?"
- 2.** Give the Relay Operator the area code and telephone number you wish to call and any further instructions.
- 3.** The Relay Operator will process your call. When the TTY user answers, the Relay Operator will type what you say to them. Make sure to say "Go Ahead" when it's the TTY user's turn to respond.
- 4.** The TTY user will read the typed message, then type back. The Relay Operator will read that message aloud.

To learn more, visit relayhawaii.com/voice



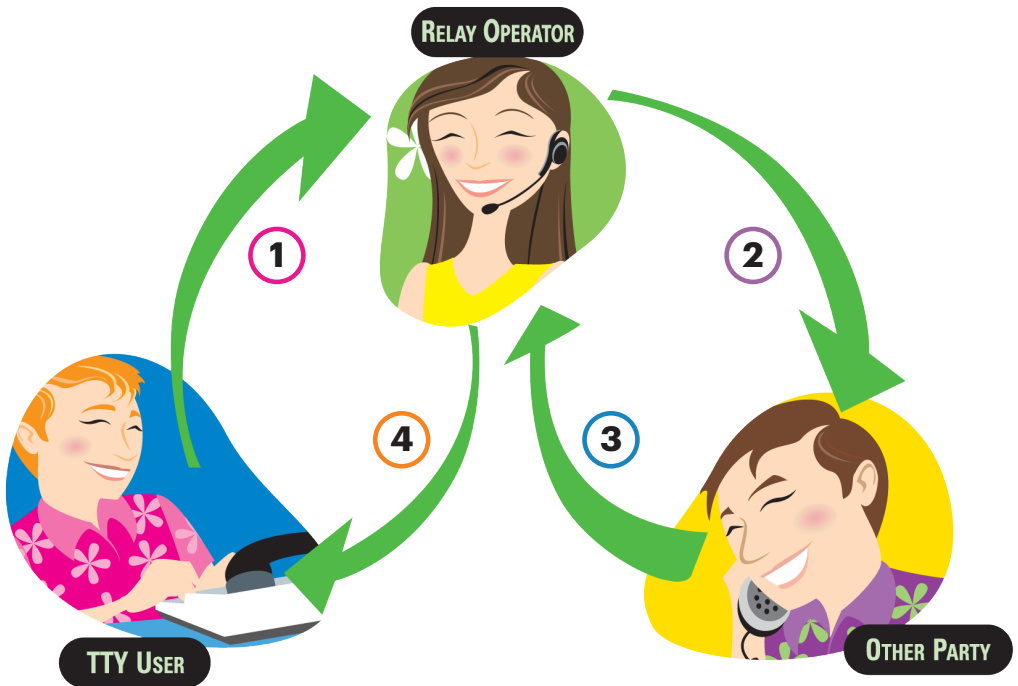
TTY Relay

711 or 877-447-5990 (English)

877-447-7261 (Spanish)

You, a deaf or hard of hearing user, can use a TTY to type your message, which will be read aloud to the other party by a Relay Operator. The Relay Operator will type the spoken message of the other party to you on your TTY.

- 1** Type your message on your TTY. Remember to type “GA” (Go Ahead) at the end of each message. The “GA” indicates that it is the other party’s turn to respond.
- 2** The Relay Operator then reads your typed message aloud to the other party.
- 3** After you type “GA,” it is the other party’s turn to respond.
- 4** The Relay Operator will type the other party’s spoken message to you.



To learn more, visit relayhawaii.com/tty

Voice Carry-Over

711 or 877-447-5992 (English)

877-447-7261 (Spanish)

Voice Carry-Over (VCO) allows a person with hearing loss to speak directly to the other party. When the other party speaks to the VCO user, the Relay Operator serves as the VCO user's "ears" and types everything said and transmits it to their TTY or VCO device. If an elderly person with progressive hearing loss has difficulty hearing over the phone, VCO may be the perfect communication solution for them.

- 1** The VCO user talks directly to the other party.
- 2** The Relay Operator types the other party's spoken words to the VCO user.
- 3** The VCO user reads the other party's spoken words on the VCO phone or TTY.

To learn more, visit
relayhawaii.com/vco



Other Relay Features

International Calling

Relay Hawaii allows you to place and receive calls to and from anywhere in the world (using English or Spanish). Calls originating outside of the US may access Relay Hawaii by dialing 605-224-1837.

Voice Mail Retrieval or Answering Machine

TTY/VCO users can request Relay Hawaii to retrieve messages from their voicemail or voice answering machines.

Directory Assistance

Relay Hawaii will relay Directory Assistance (DA) calls (i.e. to 411) between TTY/VCO users and the DA operator. Once the caller makes the DA request, the Relay Operator will contact the appropriate DA operator. After obtaining the requested telephone number, the caller may choose to place the call through Relay Hawaii or dial it directly.

Relevo en Español (Spanish Relay)

711 or 877-447-7261

A person who is deaf or hard of hearing can use a TTY to type their message in Spanish and the relay operator will read it aloud to the other party.

Una persona sorda o con dificultades auditivas puede usar un TTY para escribir su mensaje en español y el operador de retransmisión se lo leerá en voz alta a la otra parte.

Dial 911 for Emergency Calls Only

In case of emergency, TTY users should call directly to the 911 emergency services center for their community.

911 operators have TTY machines and are trained to respond appropriately to TTY users. **711 is NOT a substitute for TTY users requiring emergency services.**

TTY users who cannot obtain emergency service via 911 may call 711 and inform the Relay Operator there is an emergency situation.

PLEASE NOTE:

Calling through Relay Hawaii may take longer than calling 911 directly.

Equipment Program

The Relay Hawaii Equipment Program (RHEP) provides a variety of specialized telecommunications equipment at no cost to qualifying Hawaii residents who are deaf, hard of hearing, deafblind, or have difficulty speaking. If you need additional details about the program or would like to schedule a presentation, visit our website at relayhawaii.com/rhep.



TRS Customer Profile

The TRS Customer Profile allows consumers who have hearing loss to list their preferences for calls, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of Relay Operator
- Preferred announcement relay service

If you are interested in adding information to your Customer Profile, visit relayhawaii.com/profile.

Español

Accessibility Care

911 Info

FAQ

Display Settings

Customer Profile

Sign Out

< Call Preferences

Update Preferences

GENDER PREFERENCE

Male

INCOMING CALLS

English

ANSWER TYPE

VOICE CARRY OVER

AGENT TYPING SPEED

Standard

Call Handling

☐ Announce Relay

☒ No typing corrections

☐ Explain Relay

☐ No abbreviations

☐ Describe background sounds

☐ Confirm Preferences

☐ Tone of voice

☐ Use Braille Display

☐ Type Recordings

☐

☐ Operator type slowly

IP Relay Numbers

Emergency Location

Frequently Dialed

Call Preferences

Notes

Speech to Speech

Emergency Numbers

Permissions

Personal Information

Account Security

Print

Important Information

- Spanish-to-Spanish (711 or 877-447-7261) is also available.
- TTY and Voice Carry-Over relay are not compatible with PBX systems, VOIP phones or digital landlines; a dedicated analog landline must be used.
- There is no charge for local or long-distance calls.

Training & Webinars Available

- Webinars, training, or support on how to use Relay Hawaii is available virtually or in-person.
 - relayhawaii@t-mobile.com
 - relayhawaii.com/outreach

Accessibility Care Information

- access@t-mobile.com
- 844-822-3160 (Voice/TTY)
- 800-676-4290 (Español)
- 866-931-9027 (Voice Carry-Over)
- relayhawaii.com

For more information, contact:

- LisaAnn Tom, Relay Hawaii Customer Relations Manager
 - relayhawaii@t-mobile.com (Email)
 - 800-357-5168 (Voice Mail)
 - 808-447-3027 (Videophone)
 - 866-410-4256 (Fax)
 - relayhawaii.com (Website)

