

# Relay Hawaii Accessible Telecommunications

For People with Hearing  
Loss or Speech Disability



relayhawaii.com

# Relay Hawaii

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Relay Hawaii offers no-cost services that enable people who have a hearing loss, speech disability, or are DeafBlind to place and receive phone calls. Relay calls can be made to anyone, anywhere in the world!

Explore the services in this brochure to determine which one best meets your needs.

Visit [relayhawaii.com](http://relayhawaii.com) for additional information and educational videos.



# TTY Relay

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Perfect for anyone with a hearing loss who prefers to type and read during phone calls!

- ▶ 711 or
- ▶ 877-447-5990 for English
- ▶ 877-447-7261 for Spanish



You can use a text telephone/teletypewriter (TTY) for these calls. The Relay Operator reads aloud your typed message to the other person and types the other person's spoken message to you.

▶ [relayhawaii.com/tty](https://relayhawaii.com/tty)

# Speech-to-Speech (STS)

Just right for anyone with a speech disability who prefers to talk & listen on phone calls!

You can use any phone for this no-cost service. The Relay Operator ensures that you will be heard and understood by repeating your spoken words as needed for clarity to the other person. The other person speaks directly to you.

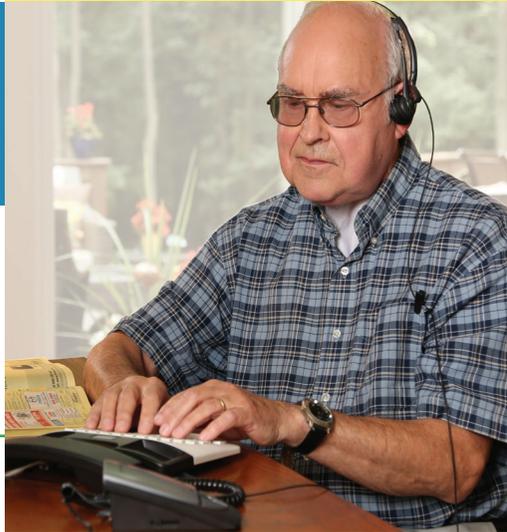


- ▶ 711 or
- ▶ 877-447-8711 for English
- ▶ 877-447-7261 for Spanish
- ▶ [relayhawaii.com/sts](https://relayhawaii.com/sts)

# Hearing Carry-Over (HCO)

A wonderful service for anyone with a speech disability who prefers to type and listen during calls!

You can use a text telephone/teletypewriter (TTY) for these phone calls. The Relay Operator reads aloud your typed message to the other person and the other person speaks directly to you.



- ▶ 711 or
- ▶ 877-447-5990 for English
- ▶ 877-447-7261 for Spanish
- ▶ [relayhawaii.com/hco](https://relayhawaii.com/hco)

# Voice Carry-Over (VCO)

Easy for anyone with a hearing loss who prefers to talk and read on calls!

You can use a VCO phone or text telephone/teletypewriter (TTY) for these phone calls. You speak directly to the other person and the Relay Operator types the other person's spoken message to you.



- ▶ 711 or
- ▶ 877-447-5992 for English
- ▶ 877-447-7261 for Spanish
- ▶ [relayhawaii.com/vco](https://relayhawaii.com/vco)

# Standard Phone User

Bring people together with Relay Hawaii!

Standard phone users can easily initiate calls to people who use Relay Hawaii by dialing 711 (or 877-447-5991 for English and 877-447-7261 for Spanish).



- ▶ 711 or
- ▶ 877-447-5991 for English
- ▶ 877-447-7261 for Spanish
- ▶ [relayhawaii.com/voice](https://relayhawaii.com/voice)

# Relay Conference Captioning (RCC)

Get captions for your conference calls, virtual meetings and webinars.

Ideal for anyone with a hearing loss who would like to read captions on conference calls, video meetings, or webinars. Live captioners keep up with the pace of the meeting and can even read user's typed comments aloud if requested.

You can use an internet connected device for this service: computer, laptop, tablet, or smartphone. You also have the option to save the transcript from the meeting!



▶ [relayhawaii.com/rcc](https://relayhawaii.com/rcc)

## Spanish Relay

Spanish-to-Spanish is available for relay calls.

Just dial 711 (or 877-447-7261 for Spanish).

To learn more, visit

▶ [relayhawaii.com/spanish](https://relayhawaii.com/spanish)



## Other Additional Services

### International Calling

You can place and receive calls to and from anywhere in the world using English or Spanish.

Callers from outside the US may access Relay Hawaii by calling 605-224-1837.

To learn about more services, visit

▶ [relayhawaii.com/additional-services](https://relayhawaii.com/additional-services)



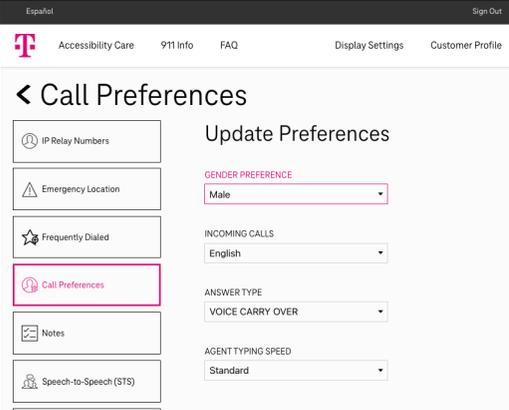
## Customer Profile

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

- Frequently dialed numbers
- Emergency numbers
- Preferred announcement relay service

To learn about the Customer profile, visit

▶ [relayhawaii.com/profile](https://relayhawaii.com/profile)



# Relay Hawaii Equipment Program (RHEP)

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The Relay Hawaii Equipment Program (RHEP) provides a variety of specialized telecommunications equipment at no cost to qualified Hawaii residents with a hearing loss, speech disability, or who are DeafBlind.

▶ [relayhawaii.com/rhep](https://relayhawaii.com/rhep)

## Relay Hawaii Accessibility Care

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We are committed to providing the best possible telecommunications experience.

- ▶ (844) 882-3160 (TTY/Voice)
- ▶ (800) 676-4290 (Español)
- ▶ (877) 787-1989 (Speech-to-Speech)
- ▶ (866) 931-9027 (Voice Carry-Over)
- ▶ [access@t-mobile.com](mailto:access@t-mobile.com) (Email)
- ▶ [relayhawaii.com/contact](https://relayhawaii.com/contact)



## Follow Us

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Useful information and interesting tidbits are posted on our social media channels.

- ▶ [relayhawaii.com](https://relayhawaii.com)
- ▶ [facebook.com/relayhawaii711](https://facebook.com/relayhawaii711)



[relayhawaii.com](https://relayhawaii.com)