

# RELAY MISSOURI

## WHAT IS RELAY SERVICE?

Telecommunications Relay Service (TRS) provides full telephone accessibility to people who are deaf, hard of hearing or speech impaired. Specially trained relay agents complete all calls and stay on-line to relay messages either electronically over a Text Telephone (TTY), or verbally to hearing parties.

The service, known as Relay Missouri in your state, is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. This valuable communications tool gives all individuals who are deaf, hard of hearing or speech impaired the opportunity to make personal and business calls just like any other telephone user.

Both TTY and voice users may initiate calls through Relay Missouri by dialing "711". Additional toll-free access numbers are:

1-800-735-2966 (TTY), and 1-866-735-2460 (Voice). Voice Carry Over (VCO) customers can use the dedicated VCO number by dialing 1-800-735-0135. Speech disabled customers can use specialized relay agents to support their communication needs by calling 1-877-735-7877. Deaf or hard of hearing customers wishing to use Spanish translation may call 1-800-520-7309.

## HELPFUL INFORMATION FOR USING RELAY MISSOURI

### CONFIDENTIALITY

Relay Missouri is strictly confidential. All calls will be kept private, and no records of any conversations will be maintained. Relay agents will not share information regarding the content of any relay call, unless required to do so by state or federal law.

### CUSTOMER COMMUNICATION OPTIONS

Relay Missouri provides optional ways for your call to be handled. When communicating with a relay agent, you may request one of the following:

- Ask the agent to type and speak exactly what is said. (Result: The agent will reproduce the exact conversation.)
- Ask the agent not to announce your call. (Result: The agent will not initially ask the called party if he or she has ever received a relay call and will not explain the service.)
- Ask the agent to use voice carry-over. (Result: This provides direct communication when callers who are deaf, hard of hearing or speech impaired use their own voice to speak.)

### USING DIRECTORY ASSISTANCE

Relay Missouri also offers Directory Assistance calls. To place one, just request the relay agent dial Directory Assistance. We also offer nation-wide Sprint TTY Directory Assistance Service. TTY callers may dial that number directly at 1-800-855-4000.

In case of an emergency, TTY users should call the TTY-equipped 9-1-1 center or emergency services center in their Missouri community. They need to verify the phone number for emergency TTY calls in their area. Remember: calls placed directly and immediately to the local TTY emergency number can save valuable time in urgent situations.

### RELAY MISSOURI BILLING PROCEDURES

- There is no charge for using the relay service within your local calling area.
- Long distance calls made through Relay Missouri will be billed at a reduced rate. This discount is given to compensate for the additional time needed to place a relay call.
- Direct dial, collect calls, third-party calls, credit cards and calling cards are welcome through the relay service. Simply identify your billing method.

### STATE-TO-STATE CALLING

Relay Missouri lets you place calls to anywhere in the continental United States.

### COMPUTER CALL PROCESSING

Computer users may access Relay Missouri by going to [www.sprintip.com](http://www.sprintip.com)

### MORE INFORMATION?

For more information about Relay Missouri, please contact TRS Customer Service at 1-800-676-3777 TTY/Voice or visit our website: [www.relaymissouri.com](http://www.relaymissouri.com)