

Important Information Regarding Arizona Relay Service

Arizona Relay Service (AZRS) is a public service which 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/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how AZRS works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with AZRS. A qualified 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 (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

AZRS offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls. AZRS offers a variety of services, please refer to the website listed or call AZRS Customer Service for more detailed instruction on how a particular call is processed.

Captioned Telephone Service (CTS) is also available and ideal for individuals who have difficulty hearing but are able to speak for themselves. A CTS phone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach AZRS, please call AZRS Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Arizona, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access AZRS, although standard long distance charges apply.

To place a call using AZRS, dial 7-1-1

or dial one of the toll free numbers below:

TTY: 1-800-367-8939

Voice: 1-800-842-4681

VCO: 1-800-842-9818

Spanish: 1-800-842-2088

Speech-to-Speech: 1-800-842-6520

Customer Service Information:

1-800-347-1695 TTY

1-866-259-1768 Voice

1-866-519-8277 Fax

100 N. 15th Avenue, Suite 104

Phoenix, AZ 85007

Email: info@azrelay.org

Web: www.AZRelay.org

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

7-1-1 or 1-877-243-2823

Special points of interest:

• **Equipment Distribution Program**

The Arizona Commission for the Deaf and the Hard of Hearing (ACDHH) Telecommunications Equipment Distribution Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment free of charge to eligible citizens of Arizona who are deaf, deaf-blind, hard of hearing and/or have difficulty speaking. For more information on the distribution program, go to: <http://www.acdhh.org/home/aztedp> or call 1-602-542-1124 (V/TTY) in the Phoenix area or 1-866-223-3412 (V/TTY) in the 520 and 928 area codes.

• **Emergency Calls**

Please note that 7-1-1 is only to be used to reach AZRS.

In an EMERGENCY you should continue to use 9-1-1

For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. AZRS 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.



Arizona Relay Service 7-1-1