



### **What is Montana Relay?**

Montana Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a 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), Spanish-to-Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

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

Dial 711 or the toll-free number listed below to connect with Montana Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay 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. Specialized relay services are also available for individuals with difficulty speaking and for Spanish-speaking residents.

### **Captioned Telephone**

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

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

The Montana Telecommunications Access Program (MTAP) is an agency of the State government that offers assistive equipment and services to qualifying individuals of Montana who may have difficulty using the telephone. MTAP equipment specialists will deliver phones to your home, set up equipment and show you how to use it at no cost. For more information on MTAP, call 800-833-8503 or visit us online at <http://dphhs.mt.gov/detd/mtap/mtapequipment>.

#### **Access Numbers:**

**Dial 711 or**  
**TTY:** 800-253-4091  
**Voice:** 866-253-4090  
**VCO:** 877-826-7161  
**Spanish:** 866-225-1866  
**Speech-to-Speech:** 877-253-4613

#### **Customer Care:**

V/TTY: 800-833-8503  
[relay@mt.gov](mailto:relay@mt.gov)



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