



### **What is Relay Nevada?**

Relay Nevada 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, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

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

Simply dial 711 or the appropriate toll-free number provided below to connect with Relay Nevada. A qualified Relay Operator (OPR) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the OPR will voice the typed message from the text telephone (TTY) user to you. The OPR relays your voiced message by typing it to the TTY user.

### **Captioned Telephone (CTS)**

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

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

The Deaf Centers of Nevada (DCN) offer telecommunications equipment to eligible individuals in Nevada who are deaf, deaf-blind or who have difficulty with speech. For more information, visit [www.dcnv.org](http://www.dcnv.org), or call 888-240-4684 (V/TTY).

#### **Access Numbers:**

**Dial 711 or  
TTY/ASCII/HCO:** 800-326-6888  
**Voice/711:** 800-326-6888  
**VCO:** 800-326-4013  
**STS:** 888-326-5658  
**Spanish:** 800-877-1219

#### **Customer Care:**

V/TTY: 888-256-5647  
[RelayNevada@HamiltonRelay.com](mailto:RelayNevada@HamiltonRelay.com)  
[www.RelayNevada.com](http://www.RelayNevada.com)



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