



Important Information Regarding Maine Relay

Maine Relay 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 Maine Relay Works:

Dial 711 or the appropriate toll-free number provided to connect with Maine Relay. 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 (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 Services:

Maine Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Maine Relay offers a variety of services please refer to the website listed or call Maine Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

Captioned Telephone is also available and 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. For more information regarding Captioned Telephone call Disability Rights Maine (DRM) at 207-797-7656 (V/TTY) in the Portland area or 800-639-3884 (V/TTY) outside the Portland area.

Remote Conference Captioning:

Remote Conference Captioning (RCC) allows individuals who have difficulty hearing what's said during conference calls to read word-for-word captions of what's said while listening over the phone.

Access to Services:

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Maine Relay, please call Maine Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Maine, across the United States and even internationally for some CapTel models and TRS. By law, each conversation is handled with strict confidentiality. There is no charge to access Maine Relay.

To place a call using Maine Relay, dial 711
or dial one of the toll-free numbers below:

TTY: 800-437-1220

Voice: 800-457-1220

ASCII: 888-890-9254

Spanish: 888-890-9255

Speech-to-Speech: 888-890-9256

Customer Care Information:

800-270-9709 V/TTY

402-694-5110 Fax

P.O. Box 285

Aurora, NE 68818

Email: MERelay@HamiltonRelay.com

Web: www.MERelay.com

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:

711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

Disability Rights Maine (DRM) offers specialized phone equipment to Maine residents who are deaf, deaf-blind, hard of hearing or have difficulty speaking through the Telecommunications Equipment Program (TEP). This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit www.drme.org or call 207-797-7656 (V/TTY) in the Portland area or 800-639-3884 (V/TTY) outside the Portland area.

Emergency Calls

Please note that 711 is only to be used to reach Maine Relay. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Maine Relay 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.