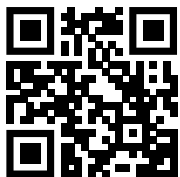


ARKANSAS RELAY

Connecting people to people...
One call at a time!



Unique Telecommunications Service
for Callers who have Hearing Loss or
Speech Disabilities. **Just Dial 711.**

arkansasrelay.com



What is Arkansas Relay?

Arkansas Relay Service connects standard (voice) telephone users with people who are Deaf, Hard of Hearing, DeafBlind, or have Speech Disabilities at no-cost, 24 hours a day, 365 days a year. You just have to dial 711.

It really is that easy!

Follow these simple steps:

1. Dial 711 (or the Arkansas Relay toll-free number appropriate for your specific call).
2. A relay operator will answer and identify themselves by operator number.
3. Give the operator the phone number of the person you wish to call.
4. The operator will connect you with the person you are calling and facilitate the conversation.



Scan for Video

Voice Carry-Over (VCO)

711 or 866-656-8260 (English)
866-656-1842 (Spanish)

Voice Carry-Over (VCO) allows a Deaf or Hard of Hearing user to speak directly to a someone who uses a standard phone. When the standard phone user speaks, the relay operator serves as the “ears” and types everything said to the other person’s TTY or VCO phone.

Arkansas Relay also offers other VCO features such as:

- VCO to TTY
- VCO to VCO
- Two-Line VCO

To learn more about VCO, visit arkansasrelay.com/vco.

Scan for Video



Hearing Carry-Over (HCO)

711 or 800-285-1131 (English)
866-656-1842 (Spanish)

Hearing Carry-Over (HCO) allows people who can hear and have a Speech Disability to listen to the person they are calling. They then type their part of the conversation, which the relay operator reads aloud to the standard telephone user.

Arkansas Relay also offers other HCO features such as:

- HCO to TTY
- HCO to HCO

To learn more about HCO, visit arkansasrelay.com/hco.

Scan for Video



Speech-to-Speech (STS)

711 or 866-656-2966 (English)
866-656-1842 (Spanish)

Speech-to-Speech (STS) is designed for people who have a Speech Disability or those who use an assistive voice device. With STS, a person who has a Speech Disability can call anyone, and no special equipment is needed. A relay operator ensures that they will be heard and understood.

To learn more about STS, visit arkansasrelay.com/sts.

Scan for Video



TeleBraille

711 or 800-285-1131 (English)
866-656-1842 (Spanish)

Relay users who are blind or have low vision often use special TTYs equipped with TeleBraille or large visual displays and prefer slower typing speeds to read messages.

To learn more, visit arkansasrelay.com/telebraille.

Scan for Video



Spanish Relay Service

711 or 866-656-1842 (Spanish)

The service is available in Spanish-to-Spanish. Users wanting Spanish will be connected to a Spanish speaking and typing relay operator.

Scan for Video



International Calls

Arkansas Relay enables individuals residing outside the United States to connect with anyone in Arkansas by simply dialing **605-224-1837**.

Voice Mail Retrieval

To request voice mail retrieval, dial 711. When the relay operator answers, type the phone number you wish to call with your voice mail password or special instructions, and then “GA”.

Answering Machine Retrieval

To retrieve messages from your answering machine, first dial 711. When the relay operator answers, type “AMR GA.” The relay operator will type, “PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA”. The operator will then type your messages to you.

Customer Profile

The Customer Profile helps speed up your calls and allows you to store your call preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred announcement of relay service

To learn how to create or to update your Customer Profile, visit arkansasrelay.com/profile.

Please, Don't Hang Up

When you answer the phone and hear “Hello, this is Arkansas Relay...” – please don't hang up! You are about to talk with a person who is Deaf, Hard of Hearing, DeafBlind or has a Speech Disability with the assistance of a relay operator.

To learn, visit arkansasrelay.com/dont-hang-up.

Outreach

Arkansas Relay Ambassador Program (RAP) helps promote and increase Relay Service awareness on a local and statewide level by providing outreach services across the state of Arkansas – educating all Arkansans about the services available through Arkansas Relay.

Interested? Visit arkansasrelay.com/outreach and fill out request online.

Webinar Training

Webinars about our services are available at no cost. If you have a disability, are employed by an agency serving people with disabilities, or are an advocate and want to learn about Arkansas Relay service and state programs, we are happy to work with you.

To schedule or join a webinar, contact alice.berry@t-mobile.com.

Relay Service Toll-Free Numbers:

- **TTY**
711 or 800-285-1131
- **Voice**
711 or 800-285-1121
- **Hearing Carry-Over (HCO)**
711 or 800-285-1131
- **Speech-to-Speech (STS)**
711 or 866-656-2966
- **Voice Carry-Over (VCO)**
711 or 866-656-8260
- **TeleBraille**
711 or 800-285-1131
- **Spanish Relay**
711 or 866-656-1842

Customer Services:

- 800-676-3777 (Voice/TTY)
- 800-676-4290 (Español)
- 866-931-9027 (VCO)
- 877-787-1989 (STS)

911 Emergency

In the event of an emergency, dial 911 directly using any phone, including a TTY.

You may use any of the relay services to call 911, but that will not be as fast as dialing 911 directly. Be prepared to provide your full name, description of emergency and location.