

## **Tennessee Relay Center Services:**

As a service to Tennessee' deaf, deaf-blind, hard-of-hearing, and hearing and speech-impaired community, the Tennessee Relay Center (TRC) provides free, statewide assisted telephone service to those with speech, hearing, and visual impairments.

Operated under contract by MCI and regulated by the TRA, relay service links conversations between people who use text telephones (TTY's) or telebraille (TB) devices and people who use standard telephones.

### **How Relay Service Works**

A person using a TTY or TB device (TTY or TB machines are optional for deaf-blind persons) types his or her conversation. The typed message is relayed by a Relay Center specialist, called a Communications Assistant (CA), who reads the message to the person using a standard telephone. The CA communicates the hearing person's spoken words by typing them back to the TTY user. **All calls are confidential.**

*Confidentiality: Calls made through Tennessee Relay Service are confidential. It is illegal for CAs to disclose information from relayed telephone conversations. No records of relayed conversations are kept.*

### **Using A TTY For A Relay Call**

- Dial the Tennessee Relay Service at **1 (800) 848-0298**.
- The Relay Center will send this message: "**TN RELAY CA 2345F NBR CALLING PLS GA.**" Which stands for: Tennessee Relay Center. Number calling, please. Go ahead. The gender of the CA is also displayed.
- Type the area code and number along with any additional calling instructions. Then type "GA."
- The CA will type back the number requested which indicated the number is being dialed. Then type the response of the called party. "Ringing #, Hello (F) GA." The letter (F) indicates the gender of the person that answered the phone.
- To make another relay call when finished, do not hang up. The CA will be ready to place your next call.

### **Using A Voice Telephone For A Relay Call**

Follow these steps to communicate with a person who uses a TTY or TB device.

1. Call the Tennessee Relay Service at 1 (800) 848-0299.
2. Listen for the greeting: "Tennessee Relay Service. CA#. May I have the number you are calling?"
3. Give the CA the number you are calling. (You are now ready to talk).

4. Begin speaking as you would during a regular telephone conversation. The CA will relay your conversation.
5. Each time you finish speaking, say "Go ahead" to inform the CA that you are ready to receive the TTY user's response.
6. If you want to make another call when you are finished, do not hang up. The CA will be ready to place your call.

**Servicio de Relevo en Español**

Los clientes hispanoparlantes que deseen una llamada de relevo en español pueden obtener acceso al servicio marcando los siguientes números: **1(866) 503-0263 (Voice, TTY, ASCII)**. Para información adicional sobre servicio de relevo en español, comuníquese con el servicio al cliente del servicio relevo de MCI.

If you have questions or comments about Tennessee Relay Service, or experience service problems, please call Tennessee Relay Center Customer Service at 1(866) 503-0262 (TTY, Voice, ASCII, STS). Or for additional information contact the Tennessee Regulatory Authority at 1(888) 276-0677 (TTY) or 1(800) 342-8359.

**Relay Service Phone Numbers**

Tennessee Relay Services can be reached by simply dialing one of the following telephone numbers:

<b>Statewide Access</b>	<b>711</b>
<b>TTY/PC Users</b>	<b>800-848-0298</b>
<b>Voice Users</b>	<b>800-848-0299</b>
<b>Espanol</b>	<b>866-503-0263</b>
<b>Speech-to-Speech</b>	<b>866-503-0264</b>
<b>900 Access</b>	<b>900-476-2727 (TTY)</b>
<b>Customer Service</b>	<b>866-503-0262 (Voice, TTY, ASCII, STS)</b>

MCI is the statewide provider of Relay service. [Click here to learn more about relay service nationwide.](#)