

# For questions or feedback, contact us!



## Need to make a phone call to someone who has a hearing loss or speech disability?

# Get Connected

### with Mississippi Relay!



MississippiRelay.com

#### Mississippi Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- 877-877-3291 (Fax)
- accessibility@sprint.com (Email)
- mississippirelay.com (Website)

#### CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

#### Mississippi Relay Equipment Distribution Program

- 460 Briarwood Drive  
Suite 400  
Jackson, Mississippi 39206
- 601-936-5012 (Voice)
- 601-206-0206 (Videophone)
- 601-709-4624 (TTY)
- 601-709-4625 (Fax)
- mississippirelay@sprint.com (Email)
- mississippirelay.com/edp (Website)

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service.

Mississippi Relay services are provided by Sprint under contract agreement with Mississippi Public Utilities Commission. CapTel is a registered trademark of Ultratec, Inc. © 2020 Mississippi Relay - All Rights reserved. A-FMMS-0003 v 04-2020



# Bring people together with Mississippi Relay

## Voice to TTY Relay:

Read spoken words and type when “speak” your words

The voice caller dials 711 and is connected to a relay operator. The caller then speaks, “Hello, how are you? GA.”



The relay operator types what the voice caller speaks.



The TTY user reads what is spoken on a device.



# Customer Profile

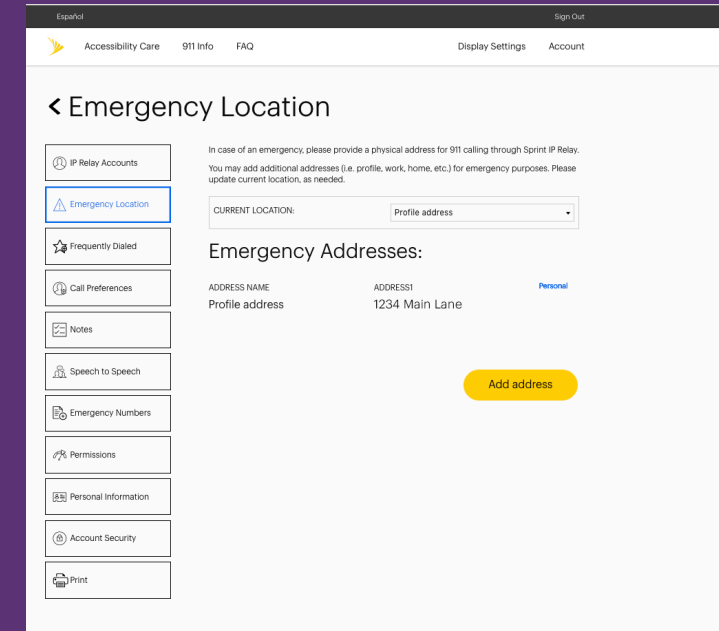
Customer profiles make relay services better for you.

The Customer Profile feature allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to [mysprintrelay.com](https://mysprintrelay.com).

The contact information is found on the back of this booklet.



# Mississippi Relay Equipment Distribution Program

The Mississippi Relay Equipment Distribution Program (MREDP), established by Sprint Relay with approval from the Mississippi Public Service Commission, provides equal access telephone and emergency services for Deaf and Hard of Hearing individuals. Distributed equipment includes:

- Amplified telephone
- CapTel phone
- TTY
- Specialized phone for speech disabled individuals
- Visual alert systems

To qualify for the program, an applicant must submit a signed MREDP application with proof of hearing status, income, residency and telecommunications use.



# Other Relay Features

## TeleBraille for Deaf-Blind

711 or 800-852-2233

Deaf-blind relay users often use TTYs equipped with TeleBraille. Specially-trained relay operators are familiar with deaf-blind users' needs, and can provide effective solutions for their calling needs.

## Spanish Relay

711 or 800-582-2544

TTY users can type in Spanish and have the conversations relayed in Spanish or English. TTY users can also request Spanish-to-English or English-to-Spanish translation.

## TTY Payphone

TTY users using a TTY payphone can use Mississippi Relay to assist in connecting calls.

## Directory Assistance

Mississippi Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Mississippi Relay or dial directly using a TTY.

## International Calls

605-224-1837

Mississippi Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

## Dial 911 for Emergency Calls Only

711 is **NOT** an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

**NOTE:** Mississippi Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



A standard phone may not be right for you if:

- You want to “listen” by reading what the other person speaks.
- You cannot hear well, but prefer to use your voice.
- You can hear, but would like someone else to voice your words.
- You are not sure how to converse with someone who has a hearing loss or speech disability.

**Mississippi Relay can offer calling freedom!**

Making calls through Mississippi Relay is liberating, enjoyable and convenient. Mississippi Relay, a free, 24-hour service, allows callers who are deaf, hard of hearing, deaf-blind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with Mississippi Relay.

## RELAY NUMBERS

TTY

711 or 800-582-2233

Voice

711 or 800-855-1000

TeleBraille

711 or 800-582-2233

Voice Carry-Over

711 or 800-582-0756

Hearing Carry-Over

711 or 800-582-2233

Speech-to-Speech

711 or 800-582-2395

Spanish Relay

711 or 800-582-2544

ASCII

711 or 800-855-1234

## HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.



The relay operator repeats the STS user's spoken words if needed.

The STS user speaks directly to the other party.

The other party talks directly to the STS user.



STS User

For people with speech disabilities who prefer to speak for themselves on the phone

# Speech-to-Speech

711 or 800-582-2395

Mississippi Relay Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

For people with hearing loss who prefer to speak, listen and read captions on the phone

# CapTel® Service

711 or 877-243-2823

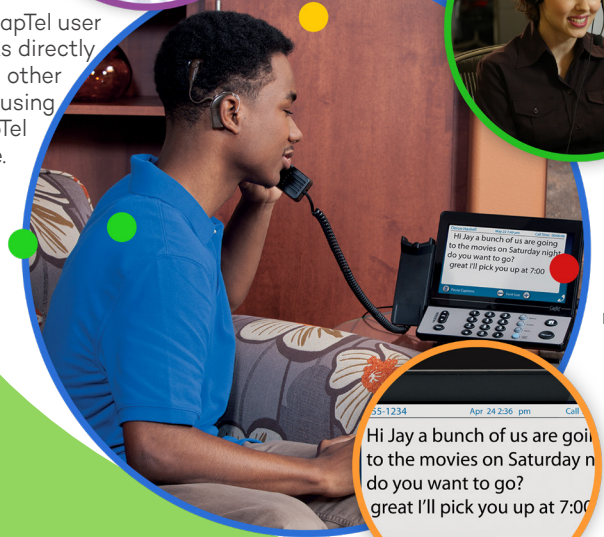
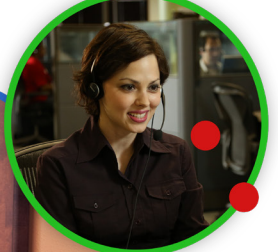
Captioned Telephone Service (CapTel) through Mississippi Relay offers anyone with a hearing loss to communicate on the phone independently.

**Listen, read and respond** to callers easily with the CapTel phone!

The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.

The CapTel user speaks directly to the other party using a CapTel phone.

The CapTel user listens with her residual hearing and reads the conversation on the CapTel display screen



Hi Jay a bunch of us are going to the movies on Saturday night do you want to go? great I'll pick you up at 7:00

The HCO user types his words to the relay operator.

The relay operator voices the typed message to the other party.

The other party speaks directly to the HCO user.



For people who can hear but are unable to speak

# Hearing Carry-Over

711 or 800-582-2233

People who can hear but are unable to speak directly on the phone due to a speech disability can use Mississippi Relay Hearing Carry-Over (HCO).

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.

For people with a hearing loss who prefer to speak

# Voice Carry-Over

711 or 800-582-0756

Mississippi Relay offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

A son speaks to his mother while the relay operator listens.

Mother speaks to her son directly.

The relay operator types everything the son says.

The mother reads on a TTY screen what her son speaks.



HI MOM COACH SAID WE HAV E MORE GYM TIME SO CAN U