



Telecommunications Relay Information

In the 1989 Legislative Session, the State of Colorado granted the Commission for Disabled Telephone Users the authority to establish a statewide relay service, Relay Colorado.

Relay Colorado

Relay Colorado is a free telephone relay service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech-disabled.

Funding for the program is generated by a 10-cent monthly surcharge on customers' telephone bills.

Relay Colorado allows text-telephone (TTY) users to communicate with regular telephone users through specially trained relay operators. This service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls. All calls are confidential and no records of any conversation are maintained.

Long distance relay calls can be billed to your preferred long distance provider. Give the Relay Operator your long distance information when placing the call. If you do not provide a specific company, the call will be billed through Relay Colorado's provider, which is Sprint.

Anyone wishing to use Relay Colorado simply dials the relay number – 711 – or the number for special services as listed below – to connect to an operator. The operator will dial the requested number and relay the conversation between the two callers.

Abbreviated Dialing

711 is the new national number to access relay services from anywhere in the United States. Simply dial 711 to connect with Relay Colorado and give the number you are calling to the operator.



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BREAKING BARRIERS, CHANGING LIVES

Voice 1-800-659-3656

The Voice number allows standard telephone users to easily initiate calls to Relay Colorado. When calling a deaf person using a TTY, the relay operator will type the hearing person's spoken words to the TTY user and then read back the typed reply to the hearing caller. This service can also be accessed by dialing 711.

TTY 1-800-659-2656

The TTY number allows a person who is deaf, hard-of-hearing, or deaf-blind to use a TTY to type his/her conversation to a relay operator, who then reads the typed conversation to a hearing person. The agent relays the hearing person's spoken words by typing them back to the TTY user. This service can also be accessed by dialing 711.

Voice Carry-Over (VCO)

1-877-659-8260

The Voice Carry-Over (VCO) number allows hard of hearing users to speak directly to hearing people. When a hearing person speaks to you, a relay agent serves as your "ears" and types everything said to your TTY or VCO phone.

ASCII 1-800-659-4656

Computer users can access Relay Colorado directly via the ASCII number. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

8 Bits No Parity 1 Stop Bit Full Duplex

It may be helpful to set your "time out" to 100 seconds. When calling at a rate of 300 baud or below, follow the above setting using Half Duplex.

Spanish Relay 1-800-377-3242

TTY users can type in Spanish and the conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translations via relay. To make a Spanish relay call, dial the Spanish Relay number and instruct the relay operator how you want your call translated.



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Speech-to-Speech (STS)

1-877-659-4279

Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. Operators are trained to ensure that speech-disabled users will be heard and understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is relayed correctly. Simply dial the Speech-to-Speech number.

Resources

Assistive Technology Partners

601 E. 18th Ave., Suite 130

Denver, CO 80203

303/315-1280 Main

800/255-3477

303/837-8964 TTY

303/837-1208 FAX

www.uchsc.edu/atp

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Western Slope Technical Assistance Center (WesTAC)

2897 North Ave., Modular 3A

Grand Junction, CO 81501

970/248-0876 Main

970/248-0877 FAX/TTY

For more information contact:

Assistive Technology Partners

601 E. 18th Ave., Suite 130

Denver, CO 80203

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Also available in: Braille, large print, audio tape, disk and alternate language formats

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