



Important Information Regarding Relay Oklahoma

Relay Oklahoma:

Relay Oklahoma is a public service that guarantees all citizens access to prompt, professional and accurate communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, 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. This helps ensure the ability to connect with family, friends or businesses with ease.

How Relay Oklahoma works:

Dial 711 to connect with Relay Oklahoma. A qualified Communication Assistant (CA) will ask for the area code and the 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:

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

Captioned Telephone:

Captioned Telephone is ideal for any individual that has a loss of hearing but is still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them.

Access to Services:

711 provides toll-free access to relay services. If you are experiencing trouble dialing 711 when trying to reach Relay Oklahoma, please contact Relay Oklahoma Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Oklahoma, across the United States and even internationally. Each conversation is handled with strict confidentiality.

Dial 711 to access Relay Oklahoma

Customer Care Information:

1006 12th Street
Aurora, NE 68818

okrelay@hamiltonrelay.com
oklahomarelay.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

If you want to learn about the Oklahoma Equipment Distribution Program, please call 866-309-1717. You may also visit <https://oklahoma.gov/okdrs/independence/sdhh/equipment.html>.

Emergency Calls

Please note that 711 can only be used to reach Relay Oklahoma. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Relay Oklahoma 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.