

RELAY IOWA

November 29, 2006

Important Information Regarding Relay Iowa (A Program of the Iowa Utilities Board)

Did you know that many Iowans who are deaf, hard of hearing, or speech impaired can enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to Relay Iowa.

Here's how Relay Iowa works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-735-2943. Text telephone users may also dial 7-1-1 or dial 1-800-735-2942. There is no charge for dialing 7-1-1 (although long distance charges apply to long distance calls), and all options available to Iowa Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach Iowa Relay, please call the local telephone company or Iowa Relay Customer Service.

Special Relay services are also available for people with speech impairments. Speech-to-Speech service lets people with speech impairments communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-877-735-1007.

Spanish Relay Service is available to Spanish speaking residents of Iowa. To place a Spanish relay call, dial 1-800-264-7190.

As of January 2007, Captioned Telephone Service, or CapTelSM, will be available in the State of Iowa. CapTelTM is ideal for people with some degree of hearing loss and who can speak clearly. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window, built into the CapTel phone.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Iowa and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Relay Iowa.

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, hard of hearing or speech impaired. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to www.relayiowa.com/tai or call 1-800-606-5099 V/TTY.

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

Find out how your business can become a "Relay Friendly Business" by calling Relay Iowa Customer Service at 1-888-516-4692 V/TTY.



To place a call dial 711
Or use one of the numbers below

TTY:
1-800-735-2942

Voice:
1-800-735-2943

Spanish:
1-800-264-7190

Speech-to-Speech:
1-877-735-1007

VCO:
1-800-735-4313

Customer Service:
1-888-516-4692 V/TTY
1006 12th Street
Aurora, NE 68818

Email: iarelay@hamiltonrelay.com
Web: www.hamiltonrelay.com

• Emergency Calls

Please note that 7-1-1 is only to
be used to reach Wisconsin
Telecommunications Relay

For EMERGENCIAS you should
continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Relay Iowa 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.