

Full Telephone Accessibility with Relay Colorado Service



relaycolorado.com

TTY (Teletypewriter) Relay



711 or 800-659-2656

Dial quickly and converse easily

You can use a teletypewriter (TTY) to communicate with anyone and anytime on the phone!

relaycolorado.com/tty

How does TTY Relay work?

- 1** You type your conversation to the Communications Assistant.
- 2** The Communications Assistant then voices your typed message to the other party.
- 3** After you finish typing, it is the other party's turn to respond.
- 4** The Communications Assistant relays the other party's spoken words by typing them back to you.



TeleBraille Relay for DeafBlind



711 or 800-659-2656

Accessible for DeafBlind

You can use a TeleBraille device or TTY with a large visual display to make relay calls.

relaycolorado.com/telebraille

How does TeleBraille Relay work?

- 1** The other party's conversation to a DeafBlind caller goes through a Communications Assistant.
- 2** The Communications Assistant types the other party's conversation to the DeafBlind caller.
- 3** The DeafBlind caller reads the conversation through a Telebraille device.



Voice Carry-Over (VCO)



711 or 877-659-8260

Talk with Confidence

Voice Carry-Over (VCO) is the perfect solution for you if you like to talk and read captions during your phone calls.

relaycolorado.com/vco

How does VCO Relay work?

- 1** The VCO user speaks to the other party.
- 2** The other party listens and speaks.
- 3** The Communications Assistant types the other party's voiced message to the VCO user.
- 4** The VCO user reads the other party's voiced words on the VCO phone or teletypewriter (TTY).



Additional Features



Relevo en Español (Spanish Relay)

711 ó 800-337-3242

Una persona sorda o con dificultades auditivas puede usar TTY para escribir su mensaje y el operador de relevo se lo lee en voz alta al otro llamador.

relaycolorado.com/espanol

Voicemail/Answering Machine Retrieval

800-659-2656

TTY users can use the relay service to retrieve messages from voicemail or answering machines.

International Relay Service

605-224-1837

Relay Colorado allows you make international calls through Relay Colorado by dialing 711 or any Relay Colorado toll-free relay number.

People outside the US wanting to call you should dial 605-224-1837 to reach a relay operator.

Directory Assistance

800-659-2656

Relay Colorado allows you to place and receive calls to and from anywhere in the world using English or Spanish. Callers from a country outside the United States may also access Relay Colorado.

Additional Programs by Relay Colorado



Need Special Equipment?

The Colorado Communications Technology Program (CTP) under the Colorado Commission for the Deaf, Hard of Hearing, and DeafBlind makes telecommunications equipment and accessories available to qualified deaf and hard of hearing citizens in the state of Colorado.

The equipment includes amplified telephones, CapTel phones, speaker telephone, TTYs, videophones, and telephone equipment for DeafBlind citizens.

For more information, visit

<https://ccdhh.com/index.php/ctprogram>.

Customer Profile

The TRS Customer Profile allows you to store your call preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of Relay Operator
- Preferred announcement relay service
- Customer Profiles help speed up call processing

To register, visit relaycolorado.com/profile.

Accessibility Care Information

- access@t-mobile.com
- 800-676-3777 (Customer Support - Voice/TTY)
- 800-676-4290 (Atención al cliente - Español)
- 866-931-9027 (Voice Carry-Over)
- relaycolorado.com

Trainings & Webinars Available

Webinars, trainings, or support on how to use Relay Colorado is available virtually or in-person.

- relaycolorado@t-mobile.com
- 800-676-3777
- relaycolorado.com/request

