

Illinois Relay Service

WHAT IS IT?

Illinois Relay Service, (also known as Dual Party Relay), is a 24-hour-a-day, seven-day-a-week service provided by Moultrie Independent Telephone Company in cooperation with the Illinois Telecommunications Access Corp. (ITAC). The service is a communications link between those who use a Telecommunications Device for the Deaf (TTY) and those who use a standard voice telephone. TTYs are special typewriter-style devices used by persons having speech or hearing impairments to communicate with others by telephone.

HOW DOES IT WORK?

Specially trained operators relay conversations between TTY users and hearing people who use standard voice telephones. The relay operator types the hearing caller's spoken words to the TTY caller. The operator then speaks the typed words received from the TTY caller to the hearing person. The operator acts as a go-between throughout the entire conversation.

All calls made through the Relay Center are kept strictly confidential. Employees may not disclose any communication they have seen or heard, and no record of the call is kept, other than for billing purposes.

A special feature, known as "voice carry over", makes it possible for a hearing-impaired caller with good speech skills to talk directly to the hearing caller. With this feature, the relay operator types only the hearing caller's voice response back to the TTY caller.

HOW DO YOU USE THE SERVICE?

Callers can contact the Illinois Relay Center, 7 days a week, 24 hours a day, by dialing **711** or by dialing a toll free 800 number listed below.

TTY callers	1-800-526-0844	Spanish TTY	1-800-501-0864	ASCII	1-877-526-6680
Voice callers	1-800-526-0857	Spanish Voice	1-800-501-0865	Speech to Speech	1-877-526-6690

HOW ARE CALLS BILLED?

Interexchange Calls completed through the Relay Center are billed at Interexchange Carrier Distance Dialing rates. There are no extra charges. Local calls completed through the Relay Center are handled as any other local call.

For example, using the Relay Center, a person in Springfield calls a friend in Carbondale. The person will not be billed for the call from Springfield, to the Relay Center in Chicago, or for the call from the Relay Center to Carbondale. The caller is billed only for a direct call between Springfield and Carbondale.

Billing options include collect calls, calling card calls, and person-to-person calls.

WHOM DO I CALL IN AN EMERGENCY?

Relay operators do not have access to 9-1-1 emergency centers. TTY users should dial their local TTY emergency numbers directly. If, during an emergency, the TTY caller provides a phone number that can be directly dialed, the relay operator will attempt to complete the call.

ARE OTHER SERVICES AVAILABLE?

ITAC also distributes TTYs at no charge to qualified Illinois residents. For more information on the TTY Distribution Program, or the Telecommunications Relay Service, write to ITAC, 3001 Montvale Drive, Suite D, Springfield, IL 62704 (or call 1-800-841-6167 V/TTY)