

Full Telephone Accessibility with Alabama Relay Service



alabamarelay.com

TTY (Teletypewriter) Relay



711 or 800-548-2546

Dial quickly and converse easily

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

alabamarelay.com/text-telephone

How does TTY Relay work?

- 1** You type your conversation to the relay operator.
- 2** The relay operator 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 relay operator relays the other party's spoken words by typing them back to you.



TeleBraille Relay for DeafBlind



711 or 844-302-0324

Accessible for DeafBlind

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

alabamarelay.com/telebraille

How does TeleBraille Relay work?

- 1 The other party's conversation to a DeafBlind caller goes through a relay operator.
- 2 The relay operator 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 800-548-0259

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.

alabamarelay.com/voice-carry-over

How does VCO Relay work?

- 1** The VCO user speaks to the other party.
- 2** The other party listens and speaks.
- 3** The relay operator 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 800-548-8317

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.

Voicemail/Answering Machine Retrieval

800-548-2546

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

International Relay Service

605-224-1837

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

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

Directory Assistance

800-548-2546

Alabama Relay will relay Directory Assistance calls between TTY users and the Directory Assistance operator. Once the caller makes the Directory Assistance request, the relay operator will contact the appropriate Directory Assistance operator.

Additional Programs by Alabama Relay



Need Special Equipment?

Alabama Telecommunications Access Program (ATAP) makes telecommunications equipment and accessories available to



qualified deaf, hard of hearing, deafblind and/or speech disabled citizens in the state of Alabama.

The equipment includes amplified telephones, CapTel phones, speaker telephone, TTYs, videophones, and specialized telephone equipment for deafblind or speech-disabled citizens.

For more information, visit alabamarelay.com/atap.

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 alabamarelay.com/profile.

Accessibility Care Information

- access@t-mobile.com
- 800-676-3777 (Voice/TTY)
- 800-676-4290 (Español)
- 866-931-9027 (Voice Carry-Over)
- alabamarelay.com

Trainings & Webinars Available

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

- Teresa Burns
Associate Accessibility Relationship Manager
- teresa.burn@t-mobile.com (Email)
- 601-936-5012 (Voice Mail)
- alabamarelay.com/outreach-request (Website)

