



Consumer Alert

The Michigan Relay Center

If you receive a telephone call and a person says, "the Michigan Relay Center is calling," don't hang up! The Center is a communications system that allows hearing persons and hearing-impaired, hard-of-hearing, or speech-impaired persons to communicate by telephone. Here's how the Relay Center works:

- **A person who is hearing-impaired, hard-of-hearing, or speech-impaired uses a keyboard device or Teletypewriter (TTY) to contact a Relay Representative.** Through use of a TTY and the Relay center, users can make or cancel appointments, order a pizza, and place countless other personal and business calls.
- **The Relay Representative puts the TTY caller in touch with you by giving you the TTY message verbally.** The representative literally "voices" the message verbatim and waits for your response. The Relay Representative then types your response back to the caller.
- **You can "talk" to TTY users by calling the Center.** Hearing persons may also use the service. To communicate with someone who is hearing-impaired, hard-of-hearing, or speech-impaired, call the Michigan Relay Center toll-free at **1.800.649.3777**, or simply dial **711**. Tell the Relay Representative the name, area code and phone number of the person you would like to reach. You may also have to tell the Relay Representative the name of your long distance company if it is a toll call so it can be properly billed. While you talk as though you were speaking directly to the TTY user, the Relay Representative is relaying your conversation via the TTY system.



- Charges for calls through the Center, whether local or long distance, are charged the same as if the hearing or speech-impaired person had dialed the other person directly. The Relay Representative will provide information on a call's charges upon request.
- **Calls made through the Center are not edited by Relay Representatives.** Relay Representatives are also forbidden to disclose any information from the calls and no records of conversations are kept.

The Michigan Relay Center is operated by AT&T on behalf of Michigan's local telephone companies.

So remember! Don't hang up if the Michigan Relay Center calls you. To find out more about the Michigan Relay Center, access AT&T's Relay website at www.michiganrelay.com.

