



What is Nebraska Relay?

Nebraska Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends, or businesses with ease.

How does relay work?

Simply dial 711 to connect with Nebraska Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message response by typing it to the TTY user.

Captioned Telephone (CTS)

Captioned Telephone is ideal for people with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?

The Nebraska Specialized Telecommunication Equipment Program (NSTEP) provides monetary assistance to persons with disabilities to aid in the purchasing of specialized telephone equipment such as amplifiers, signaling devices and TTYs. For more information, visit <https://ncdhh.nebraska.gov/services/nstep> or call 800-545-6244.

**To connect to Nebraska Relay,
dial 711**

Customer Care:
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