

Description: Telecommunication Relay Service (TRS) for the hearing or speech impaired.

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| Summary | Individuals who are hard of hearing, hearing impaired, or speech impaired may use the Telecommunication Relay Service, or TSR, to assist them in making phone calls. |
| Date of Release | 04/15/19 |
| Audience | Customer Service |
| Impact | Customer Service representatives may receive “relay” calls from TRS operators assisting one of our members. |
| Education | <p>Relay calls allow people who are Deaf, Hard of Hearing, DeafBlind or have a Speech Disability to use the internet, a computer or mobile device and a relay operator. To use this service, the user types what they want to say, and the operator relays the message to the person the user is calling, then the operator types the response back to the user.</p> <p>Internationally the caller can dial 1-605-224-1837 / Inside the U.S. 711</p> <p>The numbers listed are for telecommunications relay services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. These number connect the caller with a TRS operator.</p> <p>Should a Customer Service representative receive a call from one of these relay operators they should continue the call as if they are speaking directly to the member. The relay operator will introduce themselves as a relay operator and quickly transition into relaying what the member is saying. It is important to speak directly to the member and not to the operator as they are responsible to relay exactly what you are saying to the member.</p> |
| Attachments | None. |