



What is Louisiana Relay?

Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, 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 in order to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the appropriate toll-free number provided below to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 1-877-243-2823.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require the use of a text telephone (TTY), telebraille, or amplification equipment may be eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this program, call 800-256-1523 (Voice) or visit the website of the Louisiana Commission for the Deaf at: <http://dhh.louisiana.gov/index.cfm/page/318>

Access Numbers:

Dial 711 or

TTY: 1-800-846-5277

Voice: 1-800-947-5277

Spanish: 1-800-737-1813

Speech-to-Speech: 888-272-5530

Customer Service:

V/TTY: 1-888-699-6869

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There is no charge to access Louisiana Relay, although standard long distance charges apply.