

“Please, Don’t Hang Up” on your Relay Customers

“Just like many people, I
use the telephone to make
appointments, shop, order
pizza – for many reasons...”

But when I call a business to do those things, I often
get hung up on because the business owner has never
received a Relay call before. **Please, Don’t Hang Up.**

Thousands of people who are deaf, hard-of-hearing, deafblind, or who have a speech difference call businesses and organizations like yours every day. They call through New York Relay Service. Often people hang up on Relay calls because they think a telemarketer is calling.

When a call comes through saying, “This is New York Relay,” it is a call from someone with a hearing loss or a speech disability.

These hang-ups are frustrating for deaf, deafblind, hard-of-hearing, and speech-disabled callers. But just as significant, they mean **a loss of business** and **bad customer relations** for the business or organization being called.

So, the next time you get a Relay call, remember: if you hang up, you may be hanging up on the most important call that you receive all day!



For more information, contact: Mary Beth Mothersell, Senior Customer Relations Manager
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www.nyrelay.com (website)



New York Relay...

making a telephone connection
for hearing, deaf, hard-of-hearing,
deafblind, speech-disabled, and
late-deafened individuals!

Just dial **711**.



711 or 800-662-1220	TTY/Hearing Carry-Over (HCO)
711 or 800-421-1220	Voice
711 or 877-826-6977	Voice Carry-Over (VCO)
711 or 844-214-4968	Voice Carry-Over-Speech to Speech (VCO-STC)
711 or 877-662-4886	Español/Spanish
711 or 877-662-4234	Speech-to-Speech (STS)
711 or 877-243-2823	Captioned Telephone Voice (1-line CapTel only)
711 or 866-217-3363	Captioned Telephone (Español)

800-584-2849	ASCII
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800-676-3777	Customer Service (Voice/TTY)
800-676-4290	Servicio al Cliente (Voz/TTY)
800-664-6349	Relay Inquiry Line (Voice)
800-835-5515	Relay Inquiry Line (TTY)

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