

“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, deaf-blind, and speech-disabled 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, hard-of-hearing, deaf-blind, 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, Account Manager**

585-243-4880 (VOICE)

800-972-0282 (TTY)

585-243-4884 (FAX)

marybeth.mothersell@sprint.com

nyrelay.com



New York Relay...

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

Just dial 7-1-1.

7-1-1 or 1.800.662.1220

7-1-1 or 1.877.826.6977

7-1-1 or 1.800.421.1220

7-1-1 or 1.877.662.4886

7-1-1 or 1.877.662.4234

TTY/Hearing Carry-Over (HCO)

Voice Carry-Over (VCO)

Voice

Spanish

Speech-to-Speech (STS)

1.800.584.2849

1.900.230.6565

ASCII

Pay-Per-Call (TTY)

1.800.676.3777

1.800.664.6349

1.800.835.5515

Customer Service (Voice/TTY)

Relay Inquiry Line (Voice)

Relay Inquiry Line (TTY)

SprintIP.com

Internet Relay
