

Hearing Carry Over (HCO) Relay

For people who have a speech disability and are able to hear on the phone.



What is Hearing Carry Over (HCO) relay?

HCO relay allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to a communication assistant (CA), who voices the response to the other person.

To use HCO relay you must have a TTY (text telephone).

Who can benefit from HCO relay?

- People with significant speech disabilities
- People with loss of speech

How does HCO relay work?

The caller dials the HCO relay toll-free number. The HCO user listens directly to the other person on the call, and types his/her responses on a TTY (text telephone). A specially trained CA facilitates the conversation by voicing the HCO users typed responses to the other person.

What is two-line HCO?

For two-line HCO you must have two telephone lines with separate telephone numbers. Two-line HCO allows you to use one telephone line for listening directly to the other person, while the second line is used to type your response. This enhanced feature provides a more natural flow of conversation without the pauses of single-line HCO calls.



CA



HCO User



Other Person

How can I obtain specialized HCO telephone equipment?

If you meet certain eligibility requirements, you may qualify to receive a TTY at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their web site at www.tedprogram.org.

What else should I know about HCO relay?

- HCO relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- HCO relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



Contact the Minnesota Relay Consumer Relations Office:

- **To learn more about HCO relay**
- **For information on other services offered through Minnesota Relay**
- **To request an HCO relay instruction sheet**
- **To schedule a free presentation**

1-800-657-3775

E-mail: mn.relay@state.mn.us

www.mnrelay.org

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

Minnesota Relay and the TED Program are funded by a telephone surcharge.



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