

Telecommunication Relay Service (TRS)

Under the Telecommunications for the Hearing Impaired Program, the Department of Human Services provides a statewide message relay service. Although the distribution portion of this program provide TDDs to eligible hearing or speech impaired individuals, there is still a limitation that both parties in the telephone conversation must have a TDD. The message relay service was designated to alleviate this limitation. A special telephone operator equipped with a TDD reads the message of the TDD user and relays it verbally to the third party. Conversely, the operator listens to the spoken reply from the third party and types the reply to the TDD user. This allows TDD users to contact relatives, doctors, friends, emergency services, etc. without depending on a neighbor, family member, or co-worker. This service is available 24 hours a day, seven days a week. For those living outside the local dialing area of the message relay service, an 800 (toll free) number is provided at no cost to the customer. The service can also be used by hearing people who wish to contact the TDD user. The message relay phone numbers are:

For Hearing Callers

711 or 1-800-522-8506

711 or 1-800-662-4955 (Spanish)

For Deaf Callers

711 or 1-800-722-0353

711 or 1-800-662-4955 (Spanish)

For Deaf-Blind Callers

711 or 1-800-877-8973

For Hard-of-Hearing Callers

711 or 1-866-826-6552

For Speech-disabled Callers

711 or 1-800-722-0353

To contact us regarding Accessibility issues, please call:

Katrina Shaw

Customer Service Supervisor

Pottawatomie Telephone Company

PO Box 66

Earlsboro, OK 74840

405-997-5201

Closed Captioning**Mail:**

Cim-Tel Cable, LLC

D.M. Davis

Director of Programming

PO Box 266

Mannford, OK 74044

Email: closedcaption@cimtel.net

Phone: 918-865-3314

Fax: 918-865-3187