

Relay Missouri / Captioned Telephone Services

Relay Missouri is a telecommunications relay service providing full telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. 7-1-1 is the statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing or speech disabled individuals.

The Public Service Commission oversees the administration of Relay Missouri, which was enacted through a 1990 Missouri law. You can get more information about Relay Missouri by calling **711** or **1-800-676-3777**.

You May be Eligible for Adaptive Equipment

The Missouri Assistive Technology Council is responsible for distribution of CapTel™ phone sets and other types of adaptive telephone equipment needed by Missourians with disabilities. To be eligible for the equipment, a person:

- Must be a Missouri resident and have telephone service in their home;
- Must have a certified disability that prevents them from accessing or effectively using basic telephone services with standard telephone equipment.
 - Certain income limits may apply.

The CapTel™ phone is part of the Relay Missouri service network

Captioned Telephone Voice Carry Over (VCO) technology using a Captioned Telephone — or CapTel™ — involves a relay operator and voice recognition software to translate an operator’s spoken word to text. The captions are provided “live” and are displayed on the telephone’s built-in screen so the user can read the words while listening to the other party.

Please contact the Missouri Assistive Technology Council at (816) 655-6700 (voice) or (816) 655-6711 (TTY); or at www.at.mo.gov for more information.

For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

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