

Relay Indiana Business Partner FAQs



What is Relay Indiana and why are they calling my business?

Relay Indiana connects voice telephone users with people who are deaf, hard-of-hearing or speech impaired through the 711 number. As a Relay Indiana Business Partner, you are receiving calls from Relay customers who want to do business with your organization.

Who are Relay Indiana's customers?

Relay customers are primarily people who are deaf, hard-of-hearing or speech impaired. With the Relay 711 system, any Relay customer will be able to call and order a product or service from you. Each year, Relay Indiana processes more than 1 million calls.

What is the charge for Relay Indiana?

There is no charge to dial 711, or to receive calls from 711. Local calls are provided free of charge.

Who manages Relay Indiana?

Relay Indiana is managed by InTRAC (Indiana Telephone Relay Access Corp.), a not-for-profit corporation established by the Indiana General Assembly. It coordinates the efforts of the 42 Indiana telephone company members to comply with the laws of the Federal Communication Commission concerning telephone relay.

Additional questions about Relay Indiana?

Call 1.800.676.3777.



InTRAC

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