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Iowa Utilities Board awards contract for telecommunications relay services

(Des Moines) – During its meeting on September 20, 2016, the Iowa Utilities Board reviewed and approved a contract regarding its Request for Proposals (RFP) to provide Iowa’s Telecommunications Relay Service (TRS), known as “Relay Iowa,” and Iowa Captioned Telephone Relay Service, known as “CapTel,” plus associated outreach services, to Hamilton Relay, Inc. of Aurora, Nebraska.

Hamilton was selected in accordance with the Department of Administrative Services’ formal competitive bidding process. The contract for these services will begin January 1, 2017, and run through December 31, 2019, with a potential three-year extension that may be granted at the sole discretion of the Board.

The Americans with Disabilities Act of 1990 requires telephone companies to provide TRS throughout the United States. In 1991 the Iowa legislature gave the Iowa Utilities Board the authority and the responsibility to establish and administer the TRS for Iowa.

Iowa’s relay services provide individuals who are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking the opportunity to participate in vital two-way communications with hearing persons for everyday calls. Relay Iowa provides Text Telephone (TTY) users full telephone accessibility in both English and Spanish, while CapTel service enables users to view word-for-word captions of telephone conversations requiring the use of a specialized captioned telephone.

Relay Iowa and CapTel Relay services are available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on the length of the call.

To learn more, call Relay Iowa customer service at 1-888-516-4692, visit the Relay Iowa website, <http://www.relayiowa.com/>, call CapTel customer service at 1-888-269-7477, or visit the CapTel website, <http://www.relayiowa.com/captel.html>. Additional information is also available on the Board’s website, <https://iub.iowa.gov/relay-iowa>.

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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