



# Stay connected with Bell IP Relay

IP Relay is a convenient free service that makes calling easier than ever for the deaf, deafened, people with hearing loss and people with speech disabilities who face barriers in their everyday telecommunications.

Now all you need is a computer and Internet access to stay in touch from anywhere, even from your favourite Wi-Fi hotspot. Stay connected when you want, where you want.



# How does IP Relay work?

IP Relay allows customers with hearing or speech difficulties to communicate with hearing people through a web-enabled computer and the help of trained operators.

For those with both hearing and speech disabilities, you can set up an online chat session with an IP Relay operator who will place the phone call for you and then relay what is being said to the person on the other end of the line.

For those with a hearing disability, the Voice Carry Over feature will let you speak for yourself, while an IP Relay operator types what the other person says to you.

For those with a speech disability, the Hearing Carry Over feature will allow you to hear what the other person is saying, while an IP Relay operator speaks for you by reading what you type.

When using the service, you'll enjoy benefits like viewing your entire conversation at once, printing and saving conversations, and building your own friend list. And because your privacy is of the utmost importance to us, all of our operators are professionally trained to keep your calls strictly confidential.

# Contacting Bell Accessibility services

Telephone Ontario/Québec 1 800 268-9243

TTY/Teletypewriter users Ontario 1 800 268-9242 Québec 1 800 361-6476

Hours of operation Monday to Friday 8:30am to 5pm

Web bell.ca/accessibility

Email accessible@bell.ca

Write to us  
ONTARIO Bell Canada P.O. Box 920, Station A Toronto, Ontario M5W 1G5  
QUÉBEC Bell Canada CP 8716 Succursale A Montréal, Québec H3C 3P3



Tear off this panel to keep it close at hand.



Job Description:	Mechanical Specifications:	Contact / Approval:
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