

477C.3 Dual party relay service.

With the advice of the commission on deaf services created in [section 216A.113](#), the utilities commission shall plan, establish, administer, and promote a statewide program to provide dual party relay service as follows:

1. The utilities commission may enter into the necessary contracts and arrangements with private entities to provide for the delivery of relay service.

2. The relay service, to the extent reasonably possible, shall allow persons with communication disorders to use the telephone system in a manner and at a rate equivalent to persons without communication disorders.

3. The relay service may be provided on a stand-alone basis within the state, with other states, or with telephone utilities providing relay service in other states.

4. The utilities commission may employ additional personnel, pursuant to [section 476.10](#), to plan, establish, administer, and promote the relay service.

[91 Acts, ch 194, §3](#); [2020 Acts, ch 1102, §30](#); [2024 Acts, ch 1170, §369, 456](#); [2025 Acts, ch 30, §76](#)

Referred to in [§8F2, 477C.6](#)

Unnumbered paragraph 1 amended