

## Important Information Regarding District of Columbia Relay

### **District of Columbia (DC) Relay:**

DC Relay is a public service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone to connect with family, friends or businesses with ease.

### **How DC Relay Works:**

Dial 711 to connect with DC Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. The CA will voice the typed message coming from the text telephone (TTY) user to the person on the other end. The CA then relays any verbal responses by typing them back to the TTY user.

### **Specialized Services:**

DC Relay offers specialized services for individuals who have difficulty speaking and Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since DC Relay offers a variety of services, please refer to the website listed or contact DC Relay Customer Care for more details.

### **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them.

### **Access to Services:**

Dialing 711 provides toll-free relay calling. If you encounter issues dialing 711 to reach DC Relay, please contact DC Relay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within DC, across the United States and even internationally. By law relay handles each conversation with strict confidentiality.

**Dial 711 to access DC Relay**

### **Customer Care Information:**

1006 12th Street  
Aurora, NE 68818

DCRelay@HamiltonRelay.com

DCRelay.com

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### **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**

711 or 877-243-2823

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### **Special points of interest:**

#### **Emergency Calls**

**Please note that 711 can only reach DC Relay. In an EMERGENCY you should continue to use 911.** For emergencies, dial 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. DC Relay will try to assist you in any way possible during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



DC Relay is a program of the  
**Public Service Commission of the  
District of Columbia**

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