



## Important Information Regarding Pennsylvania Relay

### **Pennsylvania Relay:**

Pennsylvania Relay is a public service that guarantees all citizens access to prompt, professional and precise 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. This helps ensure the ability to connect with family, friends or businesses with ease.

### **How Pennsylvania Relay works:**

Simply dial 711 to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it to the TTY user.

### **Specialized Services:**

Pennsylvania Relay offers specialized services for individuals who have difficulty speaking, including any Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Pennsylvania Relay offers a variety of services please refer to the website listed or contact Pennsylvania Relay Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone Relay Service (CTRS):**

CTRS is ideal for any individual that has experienced a loss of hearing but still can speak for themselves. A captioned telephone works like any other telephone with one essential difference: It allows users to listen to their phone conversations while reading captions of what is being said to them.

### **Access to Services:**

711 provides toll-free access to relay services. If you are experiencing trouble dialing 711 in an attempt to reach Pennsylvania Relay, please contact Pennsylvania Relay Customer Care instead.

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 Pennsylvania, across the United States and even internationally. Each conversation is handled with strict confidentiality, as is required by the law.

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## Dial 711 to access Pennsylvania Relay

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### **Pennsylvania Relay Customer Care Information:**

800-974-1253 V/TTY  
866-744-7471 Spanish V/TTY  
PARelay@HamiltonRelay.com  
PARelay.net

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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:**

#### **Equipment Distribution Program**

The Telecommunication Device Distribution Program (TDDP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, DeafBlind, experiencing speech difficulties, mobility or fluctuation concerning cognitive capabilities. For more information, visit [techowlpa.org](http://techowlpa.org) or call 800-204-7428 (Voice) or 866-268-0579 (TTY).

#### **Emergency Calls**

**Please note that 711 can only be used to reach Pennsylvania Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Pennsylvania Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.