



## Important Information Regarding Pennsylvania Relay

**Pennsylvania Relay** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, 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 in order to connect with family, friends or businesses with ease.

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

Simply dial 711 or the appropriate toll-free number provided to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and 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 relays your voiced message by typing it to the TTY user.

### **Specialized Services:**

Pennsylvania Relay offers specialized services for individuals who have difficulty speaking and for 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 call Pennsylvania Relay Customer Care for more detailed instruction on how a particular call is processed.

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

CTRS is also available and is ideal for individuals with hearing loss who are able to 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 word-for-word captions of what's said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Pennsylvania Relay, please call Pennsylvania Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Pennsylvania, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Pennsylvania Relay, although standard long distance charges may apply.

**To place a call using Pennsylvania Relay, dial 711 or one of the toll-free numbers below:**

**TTY:** 800-654-5984

**Voice:** 866-654-5988

**Speech-to-Speech:** 844-308-9292

**Spanish:** 844-308-9291

### **Customer Care Information:**

English V/TTY: 800-974-1253

Spanish V/TTY: 866-744-7471

P.O. Box 285

Aurora, NE 68818

Email: [PARelay@HamiltonRelay.com](mailto:PARelay@HamiltonRelay.com)

Web: [www.PARelay.net](http://www.PARelay.net)

---

### **Captioned Telephone**

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

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

711 or 877-243-2823

---

### **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, deaf-blind or who have difficulty with speech, mobility and cognitive capabilities. For more information, visit [disabilities.temple.edu/tddp](http://disabilities.temple.edu/tddp) or call 800-204-7428 (Voice), 866-268-0579 (TTY).

#### **Emergency Calls**

**Please note that 711 is only to 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.