



# WASHINGTON RELAY

## Important Information Regarding Washington Relay

### **What is the Washington Relay?**

Washington 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, DeafBlind, hard of hearing or speech disabled, 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 does Washington Relay work?**

Simply dial 711 or the appropriate toll-free number provided to connect with Washington Relay. A qualified Relay Operator (RO) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the RO will voice the typed message from the text telephone (TTY) user to you. The RO relays your voiced message by typing it to the TTY user.

### **Specialized Services:**

Washington Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained ROs are on hand to assist in these types of calls by dialing the associated number provided. Since Washington Relay offers a variety of services please refer to the website listed or call Washington Relay Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone Service (CTS):**

CTS is also available and 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 Washington Relay, please call Washington 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 Washington, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Washington Relay.

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

**TTY/Hearing Carry Over (HCO):** 800-833-6388  
**Voice:** 800-833-6384

**Voice Carry Over (VCO):** 800-833-6386  
**Speech-to-Speech:** 877-833-6341

**TeleBraille:** 800-833-6385  
**Spanish TTY:** 877-833-6399  
**Spanish Voice:** 877-833-6398

### **Customer Care Information:**

800-974-1548 V/TTY  
Email: [WARelay@HamiltonRelay.com](mailto:WARelay@HamiltonRelay.com)

### **Outreach Services:**

Email: [AskWashingtonRelay@dshs.wa.gov](mailto:AskWashingtonRelay@dshs.wa.gov)  
Web: [www.WashingtonRelay.com](http://www.WashingtonRelay.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:**

#### **Equipment Distribution Program**

The Washington Telecommunication Equipment Device (TED) program offers specialized equipment to eligible individuals in Washington who are deaf, DeafBlind or who have difficulty speaking. For more information you can visit [www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution](http://www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution) or call 800-422-7930 (Voice/TTY) or 360-339-7755 (VP).

#### **Emergency Calls**

**Please note that 711 is only to be used to reach Washington Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call or text 911 (where available) or call 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. Washington 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.

