



Outreach Service

The Washington Relay Program Manager or Outreach Specialist is available to:

- ▶ provide outreach service to the deaf, hard-of-hearing, deaf-blind and speech-disabled communities, as well as hearing civic groups and other organizations within Washington State.
- ▶ make presentations and distribute relay information in educational settings and at trade shows throughout Washington State.
- ▶ conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind, speech-disabled and hearing communities in Washington State.
- ▶ answer any questions, provide usage tips, and resolve relay-related issues.

To receive information or schedule a presentation, contact Washington Relay:

- ▶ 877-271-7620 (Voice/TTY)
- ▶ 541-418-4726 (Videophone)
- ▶ 913-523-1713 (Fax)
- ▶ askwashingtonrelay@dshs.wa.gov (Email)

Don't Hang Up

- ▶ The goal of the **Don't Hang Up** campaign is to decrease the frequency of hang ups by businesses who are unfamiliar with Washington Relay. The campaign includes:
 - ▶ public service announcements
 - ▶ articles in business publications
- ▶ If you have experienced a hang up, please contact customer service (see information on the back) who will provide the business with information about Washington Relay
- ▶ **Many people have found that changing the way their relay calls are announced reduces hang ups:**
 - ▶ Instead of saying, "This is Washington Relay...", ask the relay operator to begin, "This is a customer of your business calling through Washington Relay," or, "This is (your name) calling through Washington Relay."

Emergency

- ▶ In an emergency, dial **9-1-1** directly using a TTY or CapTel to ensure immediate attention and identification of a relay user's location.
- ▶ **NOTE:** 7-1-1 is **NOT** an emergency number.

Directory Assistance

- ▶ Washington Relay will relay Directory Assistance (DA) calls between relay users and the Local Exchange Carrier (LEC) DA operator.
- ▶ Once the relay user makes the request, the relay operator will contact the appropriate LEC DA operator. After obtaining the number, the relay user may choose to place the call through Washington Relay or dial it directly TTY to TTY.

TTY Public Payphones

- ▶ Dial **7-1-1**.
- ▶ All local calls from TTY payphones are free of charge.
- ▶ Toll calls can be billed through calling cards and prepaid cards.

Customer Profile

- ▶ The Washington Relay Customer Profile allows relay users who access relay through a toll-free number to submit their user preferences such as, frequently dialed numbers, emergency numbers, preferred carrier of choice, customer notes, and many other preferences.
- ▶ The relay user will have the flexibility of updating their user preferences as needed. Their information is confidential and secure.

More Information

- ▶ Customer Service: **800-676-3777** (TTY/Voice/ASCII)
- ▶ Servicio al Cliente: **800-676-4290** (TTY/Voz/ASCII)
- ▶ CapTel Customer Service: **888-269-7477** (Voice/CapTel/TTY)
- ▶ CapTel Servicio al Cliente: **866-670-9134** (Voz/CapTel/TTY)
- ▶ Email: **askwashingtonrelay@dshs.wa.gov**
- ▶ Website: **www.washingtonrelay.com**



ODHH Office of the Deaf and Hard of Hearing

A-FMWA-0002



WASHINGTON RELAY

www.washingtonrelay.com



What is Washington Relay?

- ▶ Free service that provides full telephone accessibility to people who are deaf, hearing, hard-of-hearing, deaf-blind, late-deafened, or have a speech disability.
- ▶ Allows text-telephone (TTY) or captioned telephone (CapTel) users to communicate with standard telephone users through specially trained relay operators.
- ▶ Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls, however, long distance rates apply
- ▶ All calls are strictly confidential and no records of any conversation are maintained.
- ▶ The relay service is administrated by the Washington State Office of the Deaf and Hard of Hearing and provided by Sprint.

How does the Relay work?



- 1 The relay user types the conversation to the relay operator.
- 2 The relay operator then voices the TTY user's typed message to a voice user.
- 3 After the TTY user types "GA", it is the voice user's turn to respond.
- 4 The relay operator relays the voice user's spoken words by typing them back to the TTY user.

Voice TTY

Standard Phone

7-1-1 or 800-833-6384

- ▶ Hearing users can easily initiate calls to persons who are deaf, hard-of-hearing, deaf-blind, or speech-disabled.
- ▶ The relay operator types the hearing person's spoken words to the TTY user, and voices the TTY user's typed word to the hearing person.

How to dial:

- ▶ Dial 7-1-1 or 800-833-6384
- ▶ The relay operator announces, "Washington Relay Operator (#) May I have the number you wish to call, please?"
- ▶ Give the relay operator the area code and phone number.
- ▶ The relay operator will process the call.



Teletypewriter

7-1-1 or 800-833-6388

- ▶ TTY stands for a teletypewriter device.
- ▶ A person who is deaf, hard-of-hearing, deaf-blind uses a TTY to type his/her conversation to a relay operator, who then reads aloud the typed conversation to a hearing person.
- ▶ The relay operator relays the hearing person's spoken words by typing them back to the TTY user.



HCO VCO

Hearing Carry-Over

7-1-1 or 800-833-6388

- ▶ Speech-disabled users with hearing listen to the person they are calling.
- ▶ The HCO user types his/her conversation for the relay operator to read aloud to the standard telephone user.
- ▶ Additional HCO service is available:
 - ▶ HCO to TTY: The HCO user listens while the relay operator voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.



Voice Carry-Over

7-1-1 or 800-833-6386

- ▶ A deaf/hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- ▶ A relay operator types what the hearing person says to the VCO user to their TTY for the VCO user to read.
- ▶ Ideal for late-deafened adults who are unable to hear over the phone.
- ▶ Additional VCO services are available:
 - ▶ VCO to TTY: The relay operator types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's text display.
 - ▶ VCO to VCO: The relay operator serves as "ears" for both parties, typing what is said on both ends of the call.



STS

Speech-to-Speech

7-1-1 or 877-833-6341

- ▶ A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- ▶ Speech-to-Speech (STS) calls can be made:
 - ▶ by anyone/to anyone with a speech disability.
 - ▶ by people/to people who use a TTY.
- ▶ Specially trained relay operators serve as the speech disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.
- ▶ Washington Relay's unparalleled equipment and exceptional STS relay operator training ensure that speech-disabled users will be heard and understood.



CapTel

Captioned Telephone

7-1-1 or 877-243-2823

- ▶ Simultaneously hear the other party's voice and also read captions of everything they say.
- ▶ Provided free of charge* through Washington Relay.
- ▶ Ideal for late-deafened adults who have difficulty understanding spoken words over the phone.
- ▶ Built-in answering machine with captions.
- ▶ Free phone eligibility information is available on website at: weitbrecht.com/capitel-washington.html

* CapTel users are responsible for their own long distance charges.



Additional Features

Spanish Relay Service

877-833-6398 Voice

877-833-6399 TTY

- ▶ TTY user can type in Spanish and his/her conversation will be relayed in Spanish to a voice caller.
- ▶ Either TTY or voice caller can request Spanish to English or English to Spanish translation via relay.

International Calls

605-224-1837

- ▶ Washington Relay allows you to place and receive calls to and from anywhere in the world in English or Spanish.
- ▶ Callers from a country outside the United States may also access Washington Relay.

TeleBraille

7-1-1 or 800-833-6385

- ▶ Deaf-blind relay users often use special TTYs equipped with TeleBraille or large visual displays and prefer slower typing speeds to read messages.
- ▶ During these relay calls, the relay operator will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm.
- ▶ Users can also request increased or decreased rates of text in increments of 5 words per minute.



NEED HELP?

- ▶ Have questions answered
- ▶ Request brochures, outreach materials, or presentations
- ▶ Receive assistance with a relay call
- ▶ Make a complaint, suggestion or comment

CONTACT WASHINGTON RELAY CUSTOMER SERVICE:

- ▶ 800-676-3777 TTY/Voice/ASCII
- ▶ 800-676-4290 Español
- ▶ 877-787-1989 Speech-to-Speech
- ▶ askwashingtonrelay@dshs.wa.gov E-mail