

What is Washington Relay?

- A free service that provides full telephone accessibility to people who are Deaf, hearing, hard of hearing, DeafBlind, late-deafened or have a speech disability.
- It allows text-telephone (TTY) or captioned telephone service (CTS) 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 may 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 Hamilton Relay.

How It Works

Relay Operator

A relay operator reads aloud everything typed and types everything heard, including background noises.



TTY User

The TTY user places and receives calls using a TTY that allows them to type their messages and read the other person's responses.

Other Party

Family, friends and businesses use a standard phone to communicate with TTY users.

Emergency

- In an emergency, dial 9-1-1 directly using a TTY or captioned telephone 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 to submit their user preferences, such as frequently dialed numbers, preferred connection mode, carrier of choice customized greetings, customer notes and many other preferences.
- The relay user will have the flexibility of updating their user preferences as needed. This information is confidential and secure.

More Information

Customer Care: **800-974-1548** (TTY/Voice)

Servicio al Cliente: **800-744-7471** (TTY/Voz)

CTS Customer Care: **888-269-7477** (Voice/CapTel/TTY)

CTS Servicio al Cliente: **866-670-9134** (Voz/CapTel/TTY)

Email: WARelay@HamiltonRelay.com

Website: www.WashingtonRelay.com



ODHH Office of the Deaf and Hard of Hearing



Need Help?

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

Contact Washington Relay Customer Care:

800-974-1548 TTY/Voice

866-744-7471 Español

www.WashingtonRelay.com

WARelay@HamiltonRelay.com

www.WashingtonRelay.com

Outreach Service

The Washington Relay Outreach Coordinator is available to:

- Provide outreach service to individuals who are Deaf, hard of hearing, DeafBlind or have difficulty speaking, as well as civic groups and other organizations within the state.
- Make presentations and distribute relay information in educational settings and at trade shows throughout the state.
- Conduct educational workshops and training sessions with the community.
- Answer any questions, provide usage tips and resolve relay-related issues.

To receive information or schedule a presentation contact Washington Relay:

- **800-974-1548** (Voice/TTY)
- **402-694-5110** (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 Care 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."

Voice

7-1-1 or 800-833-6384

- Standard phone users can easily initiate calls to people who are Deaf, hard of hearing, DeafBlind or have a speech disability.
- The relay operator types the Voice user's spoken words to the TTY user and voices the TTY user's typed words to the Voice user.
- 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 facilitate the call.



VCO - Voice Carry Over

7-1-1 or 800-833-6386

- A person who is Deaf or hard of hearing uses their voice to speak directly to the other person.
- A relay operator types what the other person says to the VCO user to read on the screen of their TTY.
- 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.



TTY - Text Telephone

7-1-1 or 800-833-6388

- A person who is Deaf, hard of hearing or DeafBlind uses a TTY to type their conversation to a relay operator, who then reads aloud the typed conversation to the other person.
- The relay operator relays the other person's spoken words by typing them back to the TTY user.



HCO - Hearing Carry Over

7-1-1 or 800-833-6388

- Individuals who have a speech disability and are able to hear listen to the person they are calling.
- The HCO user types their 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.



STS - Speech-to-Speech

7-1-1 or 877-833-6341

- A person who has a speech disability can use their 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 listen and repeat the STS user's dialogue to the called party.
- Washington Relay's unparalleled equipment and exceptional STS relay operator training ensure that STS users will be heard and understood.



Captioned Telephone

7-1-1 or 877-243-2823

- Simultaneously listen to the other party's voice and also read captions of everything they say.
- Provided at no charge through Washington Relay.
- Ideal for late-deafened adults who have difficulty understanding spoken words over the phone.
- Built-in answering machine with captions.
- Eligibility information for a low or no cost CapTel phone is available at weitbrecht.com/captel-washington.html



Additional Features

Spanish Relay Service

877-833-6399 TTY

877-833-6398 Voice

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

International calls

- 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

- DeafBlind 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 10 words per minute, allowing users to achieve a more readable rhythm.
- Users can also request increased or decreased rates of text in increments of five words per minute.