Captioned Telephone (CapTel®) is a service that allows users to listen to their phone conversations while reading word-for-word captions of what’s said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party while they listen and read what’s said on the bright, built-in display screen of the CapTel phone.

**Who benefits from CapTel?**
- People who experience significant hearing loss and have intelligible speech
- People who communicate with individuals who experience difficulty hearing over the phone

**How it works**
Captioned telephone service works through the use of a CapTel phone. A CapTel phone works like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially-trained operator at the captioning center uses voice recognition technology to convert everything the standard phone user says into captions that appear on the bright, easy-to-read display screen of the CapTel phone. Captions are available in English or Spanish.

**Using CapTel:**
- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

**For more information about Washington Relay and CapTel:**
**Call Customer Care:** 1-800-974-1548 (Voice/TTY)
**Email:** warelay@hamiltonrelay.com
**Visit:** www.WashingtonRelay.com

**Required Equipment**
In order to make a Captioned Telephone call, you need:
- a CapTel phone,
- telephone service and
- standard electrical power.

For more information or to apply for a CapTel phone, call the Telecommunication Equipment Distribution program at:
**Voice/TTY:** 1-800-422-7930
**Voice:** 1-360-725-3450
**TTY:** 1-360-725-3455
**VP:** 1-360-339-7755
**Email:** robiskd@dshs.wa.gov

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