

What are Relay Services?



<http://relaytexas.com/english.html>

Voice to Relay Users

7-1-1 or 1-800-735-2988

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

- Dial 7-1-1 (or 1-800-735-2988).
- You will hear a voice recording telling you to press "1" to make a relay call.
- Give the relay operator the area code and telephone number you wish to call and any further instructions.
- The relay operator will process your call, voicing exactly what the TTY user is typing and typing your response back to the TTY user.

Tips for Hearing Callers

- Be sure to talk **directly** to your caller.
- **Avoid** saying "tell him" or "tell her."
- **Say** "GA" or "Go Ahead" at the end of your response.



How Do You Use Relay Service?

For Deaf, Hard-of-Hearing, or Speech Disabled:

The most common device used to make a relay call is a TTY (text telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon the type of relay service you use. For more information on how to obtain a device in your area for your specific needs, call Relay Texas Service Customer Service at **1-800-676-3777**.

For Hearing (or Voice Caller):

You don't need any special devices for calling the relay service; to call a deaf, hard-of-hearing or speech-disabled individual, all you do is to simply dial **7-1-1** or **1-800-735-2988**. You will hear a voice recording telling you to press "1" to make a relay call. Then you will give the relay operator the area code and telephone number you wish to call and any further instructions. The relay operator will process your call, relaying exactly what the TTY user is typing back to you. The relay operator will relay what you say back to the TTY user.