

## Important Information Regarding MassRelay

**MassRelay** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically people who are deaf, deaf-blind, hard of hearing or have speech disabilities, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

### **Here's how MassRelay works:**

Dial 7-1-1 or the appropriate toll-free number provided to connect with MassRelay. A qualified Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the RO will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The RO then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

### **Specialized Services:**

MassRelay offers specialized services for individuals with speech disabilities and for Spanish speaking residents which includes Spanish to English translation. Specially trained Relay Operators are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since MassRelay offers a variety of services please refer to the website listed or call MassRelay Customer Service for more detailed instruction on how a particular call is processed.

Relay service is available over the Internet. You can connect with a Relay Operator via your computer, web device or wireless device. To access this service, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

### **Access to Services:**

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach MassRelay, please call MassRelay Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Massachusetts, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access MassRelay.

### **To place a call using MassRelay, dial 7-1-1**

or dial one of the toll free numbers below:

**Voice:** 1-800-439-0183

**VCO:** 1-866-887-6619

**Spanish:** 1-866-930-9252

**TTY/ASCII:** 1-800-439-2370

**Speech-to-Speech:** 1-866-645-9870

### **Customer Service Information:**

1-800-720-3480 TTY

1-800-720-3479 Voice

703 W. Housatonic Street, Suite 148

Pittsfield, MA 01201

Email: [customerservice@massrelay.com](mailto:customerservice@massrelay.com)

Web: [www.massrelay.com](http://www.massrelay.com)

### **Special points of interest:**

#### **• Equipment Distribution Program**

MassEDP offers amplified phones, TTYs Voice Carry Over (VCO) phones, and other equipment to eligible deaf, deaf-blind, hard of hearing and speech disabled individuals in Massachusetts. For more information on the distribution program, go to <http://www.massedp.com> or call 1-800-300-5658 TTY/V.

#### **• Emergency Calls**

**Please note that 7-1-1 is only to be used to reach MassRelay**

#### **For EMERGENCIES you should continue to use 9-1-1**

In an emergency, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. MassRelay 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.