



Important Information Regarding District of Columbia Relay

District of Columbia (DC) Relay:

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

How DC Relay Works:

Dial 711 or the appropriate toll-free number provided to connect with DC Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user.

Specialized Services:

DC Relay offers specialized services for individuals who have difficulty speaking and Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since DC Relay offers a variety of services please refer to the website listed or call DC Relay Customer Care for more details.

Captioned Telephone:

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Access to Services:

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach DC Relay, please call DC Relay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English and Spanish speaking persons within DC, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

To place a call using DC Relay, dial 711 or dial one of the toll free numbers below:

TTY: 800-643-3768

Voice: 800-643-3769

ASCII: 800-898-0137

Speech-to-Speech: 800-898-0740

Spanish TTY: 800-546-7111

Spanish Voice: 800-546-5111

Customer Care Information:

866-560-1452 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: DCRelay@HamiltonRelay.com

Web: www.DCRelay.com

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:

711 or 877-243-2823

Special points of interest:

Emergency Calls

Please note that 711 is only to be used to reach DC Relay. In an EMERGENCY you should continue to use 911. For emergencies, dial 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. DC Relay 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.



DC Relay is a program of the
**Public Service Commission of
the District of Columbia**
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