



Providing Accessible Telecommunications Since 1991

Important Information Regarding Virginia Relay

Virginia Relay, offered through the Virginia Department for the Deaf and Hard of Hearing, 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 and Captioned Telephone Service (CTS) in order to connect with family, friends or businesses with ease.

How Virginia Relay Works:

Dial 711 or the appropriate toll-free number provided to connect with Virginia 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:

Virginia Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes English to Spanish translation. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Virginia Relay offers a variety of services please refer to the website listed or call Virginia Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone Service (CTS):

Captioned Telephone Service is 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 Virginia Relay, please call Virginia Relay Customer Care.

All Virginia Relay Services are available 24 hours a day, seven days a week. Spanish Captioned Telephone Service 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 Virginia, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

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

TTY: 800-828-1120

Voice: 800-828-1140

Speech-to-Speech: 866-221-6784

Visually Assisted STS: 800-855-8220

Spanish: 800-855-8200

Customer Care Information:

866-894-4116 Voice

866-246-9300 TTY

P.O. Box 285

Aurora, NE 68818

Email: VARelay@HamiltonRelay.com

www.VARelay.org

Captioned Telephone Service

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:

711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

The Technology Assistance Program (TAP), which is offered through the Virginia Department for the Deaf and Hard of Hearing (VDDHH) provides specialized telecommunications equipment to those who qualify medically and financially. For more information on TAP, visit www.vddhh.org or call 800-552-7917 (Voice/TTY).

Emergency Calls

Please note that 711 is only to be used to reach Virginia Relay. In an EMERGENCY you should continue to use 911. For emergencies, call 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. Virginia 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.