

Important Information Regarding Maryland Relay

Maryland Relay provides a free public service that enables people who are Deaf, hard of hearing, late-deafened, DeafBlind or have difficulty speaking to stay connected by phone.

How Maryland Relay Works:

Dial 7-1-1 from any phone in Maryland or the appropriate toll-free number at the right side of this page to connect with Maryland Relay. A Maryland Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, DeafBlind communicator, or other specialized equipment. A Relay Operator will facilitate the call by either typing or voicing what is said.

Speech-to-Speech Service:

Maryland Relay Speech-to-Speech (STS) is for people who have mild to moderate speaking difficulties. This enables users to place telephone calls with the support of a specially-trained Operator who re-voices the STS user's words as needed. People who use this service do not need specialized telephone equipment and are able to hear what the other person says throughout the conversation.

Captioned Telephone Service:

Captioned Telephone service allows individuals who have difficulty hearing over the telephone to listen while reading captions of what the other person says. Using the latest in voice recognition technology, a Captioned Telephone Operator delivers real-time word-for-word captions that appear on the screen of a captioned telephone.

Access to Services:

Calls to 7-1-1 as well as to the individual Relay service access numbers are toll-free calls and provide access to the same Relay services. 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. Maryland Relay Operators process your calls and maintain strict confidentiality as governed by the FCC. There is no limit on the number of calls placed, or their duration. Please call Maryland Relay Customer Care for more details on how a Relay call is processed.

To place a call using Maryland Relay, dial 7-1-1 or dial one of the toll-free numbers below:

Voice: 800-201-7165

TTY/HCO (Hearing Carry-Over): 800-735-2258

VCO (Voice Carry-Over): 888-826-9673

2-Line VCO: 877-258-9854

Spanish: 800-877-1264

ASCII: 877-735-5151

Speech-to-Speech (STS): 800-785-5630

Visually Assisted STS: 855-828-6465

Customer Care Information:

866-269-9006 (Voice/TTY)

866-269-9831 (Fax)

mdrelay@hamiltonrelay.com

mdrelay.org

Captioned Telephone

Customer Service:

888-269-7477 (Voice)

To call a Captioned Telephone user, dial:

7-1-1 or 877-243-2823

Special points of interest:

MAT Program (Maryland Accessible Telecommunications)

The MAT program distributes State-provided telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

To Learn More:

Call: 800-552-7724 (Voice/TTY)

443-453-5970 (Video Phone)

Email: moreinfo@mdrelay.org

Write: Maryland Relay/MAT Program

Dept. of Information Technology

301 W. Preston Street, Suite 1008A

Baltimore, MD 21201

Important Information on Emergency Calls

(7-1-1 is only to be used to reach Maryland Relay.) In an

EMERGENCY, DIAL 9-1-1 DIRECTLY. For emergencies, call

9-1-1 or your local emergency service TTY number directly.

The Americans with Disabilities Act (ADA) requires that all

9-1-1 centers have a TTY and are prepared to handle

emergency calls placed in this manner. Maryland Relay will

make every effort to assist you in an emergency. However,

it is important to understand that relay centers are not

9-1-1 centers and do not assume responsibility for

emergency calls.

