



**What is Maryland Relay?** Maryland Relay is a free public service that allows people, unable to use a standard telephone, to both make and receive calls.

**How does Relay work?** Dial 7-1-1 from any phone in Maryland or the appropriate toll-free number below to connect to Maryland Relay. Give the Operator the area code and number you want to call. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, Deaf-Blind communicator, or other specialized equipment. A Relay Operator will facilitate the call by either typing or voicing what is said.

**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.

**MAT PROGRAM (Maryland Accessible Telecommunications)** The MAT program distributes telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

**Customer Care:** 800-552-7724 (Voice/TTY)  
443-453-5970 (Video Phone)

**E-Mail:** [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

**Visit:** [www.mdrelay.org](http://www.mdrelay.org)

**Write:** Maryland Relay/MAT Program  
Dept. of Information Technology  
301 W. Preston Street, Ste. 1008A  
Baltimore, MD 21201

**To Place a Call through Maryland Relay: Dial 7-1-1 OR**

**Voice:** 800-201-7165

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

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

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

**Visually Assisted STS:** 855-828-6465

**2-Line VCO:** 877-258-9854

**Spanish:** 800-877-1264

**ASCII:** 877-735-5151

**To call a Captioned Telephone user,  
dial:** 877-243-2823 or 7-1-1

**IN AN EMERGENCY:  
PLEASE DIAL 9-1-1 DIRECTLY!**



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