



**What is the Washington Relay?**

Washington 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, DeafBlind, hard of hearing or who are speech disabled, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

**How does relay work?**

Simply dial 711 or the appropriate toll-free number provided below to connect with Washington Relay. A qualified Relay Operator (RO) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the RO will voice the typed message from the text telephone (TTY) user to you. The RO relays your voiced message by typing it to the TTY user.

**Captioned Telephone (CTS)**

Captioned Telephone 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. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

**How do I apply for specialized equipment?**

The Washington Telecommunication Equipment Device (TED) program offers specialized equipment to eligible individuals in Washington who are deaf, DeafBlind or who have difficulty speaking. For more information you can visit [www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution](http://www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution) or call 800-422-7930 (voice/TTY) or 360-339-7755 (VP).

**Access Numbers:**

- Dial 711 or TTY/HCO:** 800-833-6388
- Voice:** 800-833-6384
- VCO:** 800-833-6386
- STS:** 877-833-6341
- TeleBraille:** 800-833-6385
- Spanish TTY:** 877-833-6399
- Spanish Voice:** 877-833-6398

**Customer Care:**

V/TTY: 800-974-1548  
WARelay@HamiltonRelay.com

**Outreach Services:**

AskWashingtonRelay@dshs.wa.gov  
[www.washingtonrelay.com](http://www.washingtonrelay.com)

There is no charge to access Washington Relay.



**What is the Washington Relay?**

Washington 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, DeafBlind, hard of hearing or who are speech disabled, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

**How does relay work?**

Simply dial 711 or the appropriate toll-free number provided below to connect with Washington Relay. A qualified Relay Operator (RO) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the RO will voice the typed message from the text telephone (TTY) user to you. The RO relays your voiced message by typing it to the TTY user.

**Captioned Telephone (CTS)**

Captioned Telephone 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. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

**How do I apply for specialized equipment?**

The Washington Telecommunication Equipment Device (TED) program offers specialized equipment to eligible individuals in Washington who are deaf, DeafBlind or who have difficulty speaking. For more information you can visit [www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution](http://www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution) or call 800-422-7930 (voice/TTY) or 360-339-7755 (VP).

**Access Numbers:**

- Dial 711 or TTY/HCO:** 800-833-6388
- Voice:** 800-833-6384
- VCO:** 800-833-6386
- STS:** 877-833-6341
- TeleBraille:** 800-833-6385
- Spanish TTY:** 877-833-6399
- Spanish Voice:** 877-833-6398

**Customer Care:**

V/TTY: 800-974-1548  
WARelay@HamiltonRelay.com

**Outreach Services:**

AskWashingtonRelay@dshs.wa.gov  
[www.washingtonrelay.com](http://www.washingtonrelay.com)

There is no charge to access Washington Relay.



**What is the Washington Relay?**

Washington 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, DeafBlind, hard of hearing or who are speech disabled, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

**How does relay work?**

Simply dial 711 or the appropriate toll-free number provided below to connect with Washington Relay. A qualified Relay Operator (RO) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the RO will voice the typed message from the text telephone (TTY) user to you. The RO relays your voiced message by typing it to the TTY user.

**Captioned Telephone (CTS)**

Captioned Telephone 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. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

**How do I apply for specialized equipment?**

The Washington Telecommunication Equipment Device (TED) program offers specialized equipment to eligible individuals in Washington who are deaf, DeafBlind or who have difficulty speaking. For more information you can visit [www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution](http://www.dshs.wa.gov/altsa/odhh/telecommunications-equipment-distribution) or call 800-422-7930 (voice/TTY) or 360-339-7755 (VP).

**Access Numbers:**

- Dial 711 or TTY/HCO:** 800-833-6388
- Voice:** 800-833-6384
- VCO:** 800-833-6386
- STS:** 877-833-6341
- TeleBraille:** 800-833-6385
- Spanish TTY:** 877-833-6399
- Spanish Voice:** 877-833-6398

**Customer Care:**

V/TTY: 800-974-1548  
WARelay@HamiltonRelay.com

**Outreach Services:**

AskWashingtonRelay@dshs.wa.gov  
[www.washingtonrelay.com](http://www.washingtonrelay.com)

There is no charge to access Washington Relay.

