



What is Pennsylvania Relay?

Pennsylvania 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/TDD, 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 Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to you. The CA relays your voiced message by typing it to the TDD/TTY user.

Captioned Telephone Relay Service (CTRS)

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 1-877-243-2823.

How do I apply for specialized equipment?

The Telecommunication Device Distribution Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, deaf-blind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit <http://disabilities.temple.edu/tddp> or call 1-800-204-7428 (Voice) or 1-866-268-0579 (TTY).

Access Numbers:

Dial 711 or

TTY: 1-800-654-5984

Voice: 1-800-654-5988

STS: 1-844-308-9292

Spanish: 1-844-308-9291

Customer Care:

English V/TTY: 1-800-974-1253

Spanish V/TTY: 1-866-744-7471

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There is no charge to access Pennsylvania Relay, although standard long distance charges apply.



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