

New York Relay Services

Spanish speaking and speech- disabled (TTY) users of the New York State Relay Services, may call 1-877-662-4886 to access specially trained operators who will facilitate calls in Spanish, or 1-877-662-4234 for special operators who will facilitate calls between speech-disabled consumers and others. Relay users who wish to access Pay-Per-Call services may do so by calling 1-900-230-6565. This number accesses a New York State Relay operator who will complete the call to the requested Pay-Per-Call service. Users do not incur charges from the Pay-Per-Call provider. In addition, the New York State Relay Service has announced the introduction of Turbo Code TM, a service that allows Relay Service users with specially equipped machines to transmit TTY text at up to 110 words per minute.

The New York State Relay Service is used by text- and voice-consumers in the state to communicate with each other. The service transmits the conversations between people who use text telephones (TTYs) and people who use voice telephones. When you call the Relay Service, a special operator makes the connection between the two callers and facilitates the call.

Facts about the New York Relay Service

1. The Relay Service permits calls between persons with the hearing and speech disabilities and other telephone users.
2. Each call is handled in strict confidence.
3. The Relay Service Operator has been trained to help conversations flow accurately and easily.
4. There is no limit on the number of times you may use the service, and there is no charge.
5. The Relay Service is available 24 hours a day, seven days a week.
6. Local calls using New York State Relay will be completed at no charge when calling from a pay phone. Toll calls using a calling card can be made from a pay phone with charges being the same or less than if paid by coin. Pre-paid cards can also be used (*check with your card provider regarding costs*).

You can reach the New York State Relay Service by simply dialing **7-1-1**, a new statewide telephone relay number that easily connects you to any of the following toll free numbers:

- 1-800-662-1220 for TTY users (hearing disabilities);
- 1-800-421-1220 for voice (non-TTY) users;
- 1-877-826-6977 for voice carry-over (VCO) users;
- 1-800-584-2849 for ASCII Users; or 711 for all of the above services.
- 1-877-662-4886 for Spanish-to-Spanish only; 1-877-662-4234 for speech-to-speech only; and 1-900-230-6565 for Pay-Per-Call services only.

To learn more about the Relay Service, please call the Relay Inquiry Line, at 1-800-664-6349 (voice) or 1-800-835-5515 (TTY). The Relay Service is provided by GTC and other telecommunications carriers in New York State.