



## Pennsylvania

Captioned Telephone  
Relay Service (CTRS)

### **What is Pennsylvania Relay?**

Pennsylvania Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

### **How does relay work?**

Simply dial 711 to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay the call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it back to the TTY user.

### **Captioned Telephone Relay Service (CTRS)**

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: It allows users to listen to their phone conversations while reading captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

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

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

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## **Dial 711 to access Pennsylvania Relay**

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### **Pennsylvania Relay Customer Care :**

[PARelay@HamiltonRelay.com](mailto:PARelay@HamiltonRelay.com)

[PARelay.net](http://PARelay.net)



[www.puc.pa.gov](http://www.puc.pa.gov)