



# Important Information Regarding MassRelay

**MassRelay** 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, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

## **How MassRelay works:**

Dial 711 or the appropriate toll-free number provided to connect with MassRelay. A qualified Relay Operator (OPR) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the OPR will voice the typed message from the text telephone (TTY) user to the person on the other end. The OPR then relays the spoken words by typing them back to the TTY user.

## **Specialized Services:**

MassRelay offers specialized services for individuals with difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained Relay Operators are on hand to assist in these types of calls. Since MassRelay offers a variety of services please refer to the website listed or call MassRelay Customer Care for more details.

## **Captioned Telephone:**

Captioned Telephone is also available and 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. For more information regarding Captioned Telephone call MassRelay Customer Care at 800-720-3480 (TTY) or 800-720-3479 (Voice) or visit [www.Mass.Gov/MassRelay](http://www.Mass.Gov/MassRelay).

## **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach MassRelay, please call MassRelay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Massachusetts, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access MassRelay, although standard long distance charges may apply.

**To place a call using MassRelay, dial 711**  
or dial one of the toll-free numbers below:

**TTY:** 800-439-2370

**Voice:** 800-439-0183

**VCO:** 866-887-6619

**Spanish:** 866-930-9252

**Speech-to-Speech:** 866-645-9870

## **Customer Care Information:**

800-720-3480 TTY

800-720-3479 Voice

P. O. Box 285

Aurora, NE 68818

Email: [CustomerService@MassRelay.com](mailto:CustomerService@MassRelay.com)

Web: [www.Mass.gov/MassRelay](http://www.Mass.gov/MassRelay)

## **Captioned Telephone**

**Customer Service:** 888-269-7477

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

## **Special points of interest:**

### **Equipment Distribution Program**

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to [www.mass.gov/massedp](http://www.mass.gov/massedp) or call 800-300-5658 V/TTY.

### **Emergency Calls**

**Please note that 711 is only to be used to reach MassRelay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 directly. Every Massachusetts 911 center has a TTY and is prepared to handle emergency calls placed in this manner. MassRelay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.