



Delaware Relay Service

Just dial... **7-1-1**

Telecommunications Relay Service (TRS) was put into place by the Federal Communication Commission (FCC) to aid individuals with hearing or speech disability to place and receive telephone calls to individuals with or without disabilities. Just as you can call 411 for information, you can dial 711 to connect to certain forms of TRS. 7-1-1 is available in all 50 states, the District of Columbia, Puerto Rico, and the U.S. territories for local and/or long-distance calls.

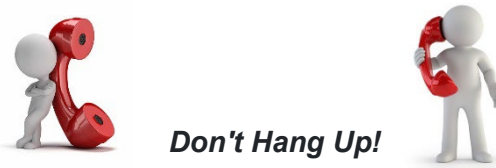
Delaware Relay Service offers relay operator assisted services at no cost to individuals who live and work in Delaware.

7-1-1- allows a person who is deaf, hard of hearing, deafblind, or who has low vision or speech disabilities to communicate using a *variety of communication options*:

- *Text Telephone/Teletypewriter (TTY)*: TTY's have a keyboard and allow an individual to type their phone conversations. This service is designed for people who are deaf, deafblind, hard of hearing or have a speech disability. You talk to the individual. A relay operator types your voiced message for the individual to read. The individual will type their response or questions. A relay operator reads the response or questions to you.
- *Hearing Carry Over (HCO)*: This is available in English and Spanish. It is designed for individuals with speech disabilities. HCO is an option for individuals who can hear but have speech difficulties. You talk to the individual. The individual will type their response or questions. A relay operator reads the response or questions to you.
- *Voice Carry Over (VCO)*: This is available in English and Spanish. It is designed for individuals with hearing disabilities. VCO is an option for people who use their own voice but cannot hear. You talk to the individual. A relay operator types your voiced message for the individual to read. The individual speaks their responses or questions.
- *Telebraille Relay Service*: This is available in English and Spanish. It is designed for individuals who are deafblind or deaf/hard of hearing with low vision. Individuals use a use a telebraille device or TTY with a large visual display. You talk with the individual. The relay operator will type your voice message to the individual and read to you their response or question.
- *Speech to Speech (STS)*: Designed for individuals with speech disabilities. STS operators are trained to understand different speech patterns and difficult to understand speech. You speak to the individual and the individual speaks back to you. The relay operator will translate for you the individual's spoken conversation so that you can understand what the individual said.

How do I contact someone using Delaware Relay Services 7-1-1:

As a standard phone user, you can easily call individuals who are deaf, hard of hearing, deafblind, or individuals with low vision, or a speech disability. The member or applicant must use an assistive device such as a TTY or telebraille machine, or simply have a speech disability that does not require an assistive device. To reach a Delaware Relay operator, dial 711, 800-232-5460 for English, or 877-335-7595 for Spanish from any phone. Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to them. If needed, the relay operator will explain the process before connecting the call. This relay service is available in English-to-English, Spanish-to-Spanish and English-to-Spanish/Spanish-to-English Translation.



Some people hang up on TRS calls because they think the relay operator is a telemarketer. If you hear, "Hello. This is the relay service..." when you pick up the phone, please don't hang up! You are about to talk, through a TRS provider, to a person who is deaf, hard-of-hearing, or has a speech disability.

Other forms of TRS that do NOT work with 7-1-1:

711 dialing access does not work for Video Relay Service (VRS), Internet Protocol Relay (IP Relay), or IP Captioned Telephone Service (IP CTS) calls, because such calls are initiated through the Internet. Individuals calling a VRS, IP Relay, or IP CTS user should call their party directly, and a call assistant will be automatically connected to the call. 711 dialing access also does not work for Captioned Telephone Service (CTS).

- Video Relay Service (VRS): For individuals whose primary language is American Sign Language, using video conferencing equipment. You talk to the individual. The call assistant will sign your voiced message to the individual. The call assistant will speak to you the individuals' responses or questions.
- Internet Protocol Relay (IP Relay): Allows individuals to make or receive calls by typing and reading the conversation. Client must have an internet connected device (computer, tablet, smartphone) using a web or mobile application. You talk to the individual. A call assistant types/texts your voiced message for the individual to read. The individual will type/text their responses or questions. The call assistant will read to you're the individuals' responses or questions.
- Captioned Telephone (Cap Tel): Enables individuals who are deaf or hard of hearing to listen, read captions, and talk their responses or questions. You talk to the individual. A call assistant types your voiced message into captions for the individual to read. The individual speaks their responses or questions. The captioned telephone differs from carry over service because it allows the individual to simultaneously speak to the other party, hear the other party, and read the captions.
- IP Captioned Telephone Service (IP CTS): Combines elements of captioned telephone service with IP Relay. It uses the internet and allows for the individual to simultaneously hear the call and read the captions typed by the call assistant.