



Important Information Regarding MassRelay

MassRelay:

MassRelay is a public service that 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. To help ensure the ability to connect with family, friends or businesses with ease.

How MassRelay works:

Dial 711 or the toll-free number listed to connect with MassRelay. A qualified Relay Operator (OPR) will ask for the area code and the number of the person you wish to call before starting to relay 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 who have difficulty speaking as well as Spanish to English translation for any Spanish-speaking residents. 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 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. 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.

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 while trying to reach MassRelay, please call MassRelay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Massachusetts, across the United States and even internationally. Conversations are handled with strict confidentiality as is required by the law.

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

1006 12th Street

Aurora, NE 68818

CustomerService@MassRelay.com

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 who have 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 any hearing or vision loss. For more information on MassEDP go to www.mass.gov/massedp or call 800-300-5658 V/TTY.

Emergency Calls

Please note that 711 can only 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.