

# Important Information Regarding Maryland Relay

**Maryland Relay** provides a free public service that enables people who are Deaf, hard of hearing, late-deafened, Deaf-Blind or have difficulty speaking to stay connected by phone.

## **How Maryland Relay Works:**

Dial 7-1-1 from any phone in Maryland or the appropriate toll-free number at the right side of this page to connect with Maryland Relay. A Maryland Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, Deaf-Blind communicator, or other specialized equipment. A Relay Operator will facilitate the call by either typing or voicing what is said.

## **Speech-to-Speech Service:**

Maryland Relay Speech-to-Speech (STS) is for people who have mild to moderate speaking difficulties. This enables users to place telephone calls with the support of a specially-trained Operator who re-voices the STS user's words as needed. People who use this service do not need specialized telephone equipment and are able to hear what the other person says throughout the conversation.

## **Captioned Telephone Service:**

Captioned Telephone service allows individuals who have difficulty hearing over the telephone to listen while reading captions of what the other person says. Using the latest in voice recognition technology, a Captioned Telephone Operator delivers real-time word-for-word captions that appear on the screen of a captioned telephone.

## **Access to Services:**

Calls to 7-1-1 as well as to the individual Relay service access numbers are toll-free calls and provide access to the same Relay services. All services are available 24 hours a day, seven days a week. Maryland Relay Operators process your calls and maintain strict confidentiality as governed by the FCC. There is no limit on the number of calls placed, or their duration. No set-up fee is charged and local calls are free. Long distance charges are billed by the caller's chosen long distance provider. If no provider has been registered, charges will be processed at Maryland Relay's current long distance carrier rate. Please call Maryland Relay Customer Service for more details on how a Relay call is processed.

**To place a call using Maryland Relay, dial 7-1-1** or dial one of the toll-free numbers below:

**Voice:** 1-800-201-7165

**TTY/HCO (Hearing Carry-Over):** 1-800-735-2258

**VCO (Voice Carry-Over):** 1-888-826-9673

**2-Line VCO:** 1-877-258-9854

**Spanish:** 1-800-877-1264

**ASCII:** 1-877-735-5151

**Speech-to-Speech (STS):** 1-800-785-5630

**Visually Assisted STS:** 1-855-828-6465

## **Customer Service Information:**

1-800-552-7724 (Voice/TTY)

1-443-453-5970 (VP)

301 W. Preston Street, Ste. 1008A

Baltimore, MD 21201

Email: [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

Website: [www.mdrelay.org](http://www.mdrelay.org)

## **Captioned Telephone**

### **Customer Service:**

1-888-269-7477 (Voice)

**To call a Captioned Telephone user, dial:**

7-1-1 or 1-877-243-2823

## **Special points of interest:**

### **MAT Program (Maryland Accessible Telecommunications)**

The MAT program distributes free telephones and other assistive devices to qualified applicants who have difficulty using a standard phone.

### **To Learn More:**

Call: 1-800-552-7724 (Voice/TTY)

1-443-453-5970 (VP)

Email: [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

Write: Maryland Relay/MAT Program

Dept. of Information Technology

301 W. Preston Street, Suite 1008A

Baltimore, MD 21201

### **Important Information on Emergency Calls**

**(7-1-1 is only to be used to reach Maryland Relay.) In an**

**EMERGENCY, DIAL 9-1-1 DIRECTLY.** For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 9-1-1 centers have a TTY and are prepared to handle emergency calls placed in this manner. Maryland Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 9-1-1 centers and do not assume responsibility for emergency calls.

