### 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, 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), 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 or the toll-free number listed below 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 voice response by typing it back to the TTY user.

### How do I apply for specialized equipment?
The Telecommunication Device Distribution Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, deaf-blind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit techowlpa.org or call 800-204-7428 (Voice) or 866-268-0579 (TTY).

### Access Numbers:
- Dial 711 or TTY: 800-654-5984
- Voice: 800-654-5988
- STS: 844-308-9292
- Spanish: 844-308-9291

### Pennsylvania Relay Customer Care:
- PARElay@HamiltonRelay.com
- PARElay.net

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