What is Relay Connecticut?
Relay Connecticut 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, DeafBlind, 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-to-Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does Relay Connecticut work?
Simply dial 711 to connect with Relay Connecticut. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced message response by typing it to the TTY user.

Specialized Services:
Relay Connecticut offers specialized services for individuals who have difficulty speaking and for Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the number provided. Since Relay Connecticut offers a variety of services please refer to the website listed, or contact Connecticut Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:
Captioned Telephone is ideal and available for individuals with hearing loss that can 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’s being said to them.

Access to Services:
711 provides toll-free relay calling. If you are experiencing trouble dialing 711 while trying to reach Relay Connecticut, please contact Relay Connecticut 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 Connecticut, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.