



**California  
Relay  
Service**

*The power to connect us all.*

## Important Information Regarding California Relay Service

### **California Relay Service (CRS):**

CRS is a public service which 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 text telephone (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone in English and Spanish in order to more easily connect with family, friends or businesses.

### **How does California Relay Service work?**

Simply dial 711 or the appropriate toll-free number provided to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and 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 relays your spoken message by typing it to the TTY user.

### **Specialized Services:**

California Relay Service 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 associated number provided. Since CRS offers a variety of services, please refer to the website listed or call Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone:**

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A Captioned Telephone is like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

### **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 to reach California Relay Service, please contact 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 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English and Spanish speaking persons within California, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.



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[www.DDTP.org](http://www.DDTP.org)



**Speech-to-Speech**  
California Relay Service  
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California Relay Service (CRS) is funded by the Deaf and Disabled Telecommunications Program (DDTP), a program of the California Public Utilities Commission.

**To place a call using California Relay Service, dial 711 or one of the toll-free numbers below:**

**English TTY/Voice:** 800-855-7100  
**Spanish TTY/Voice:** 800-855-7200  
**Speech-to-Speech:** 800-855-7300  
**Visually Assisted STS:** 800-855-7400

### **Customer Care Information:**

**English V/TTY:** 877-632-9095  
**Spanish V/TTY:** 877-419-8440

P.O. Box 285

Aurora, NE 68818

**Email:** [california@hamiltonrelay.com](mailto:california@hamiltonrelay.com)

**Web:** [www.ca-relay.com](http://www.ca-relay.com)

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### **Captioned Telephone**

**Customer Care:** 888-402-4018

**To call a Captioned Telephone user, dial:**  
866-399-9050

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### **Special points of interest:**

#### **Equipment Distribution Program**

The California Telephone Access Program (CTAP) offers free specialized phones including: amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are deaf, deaf-blind, hard of hearing, have difficulty speaking or a cognitive disability. For more information you can visit [www.californiaphones.org](http://www.californiaphones.org) or call 800-806-1191 (voice) or 800-806-4474 (TTY).

#### **Emergency Calls: Please note that 711 is only to be used to reach California Relay. In an EMERGENCY you should continue to use**

**911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. California Relay 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.