

What is PA Relay and 7-1-1?

The Pennsylvania Relay Service is an AT&T phone service regulated by the Public Utility Commission offering persons who are hearing, deaf, hard of hearing or speech disabled three ways to communicate using the telephone: Traditional Relay, Video Relay, and Internet Relay. Users simply dial 7-1-1 to connect to a trained Communications Assistant, or CA, who follows a strict code of ethics and confidentiality. The CA then relays your messages to the other person. PA Relay is available 24 hours a day, seven days a week making the telephone an easily accessible means of communication.

Whether you are communicating for business or pleasure, you can benefit from knowing how to use PA Relay.

One out of every 12 Pennsylvanians is deaf, hard of hearing, or has a speech-related disability.

www.PARELAY.net

1-800-682-8706

Don't hang up!
Learn about **7-1-1**

www.PARELAY.net



Traditional Relay

Traditional Relay connects calls between voice telephone users and teletypewriter (TTY) users. A TTY has a keyboard and screen for typing and reading messages. Callers dial 7-1-1, follow the prompts and connect with a CA, who then reads text messages aloud to hearing persons and types messages to TTY users. Other variations of Traditional Relay include Voice Carry Over (VCO), Hearing Carry Over (HCO) and Speech to Speech (STS). These variations enable telephone users and those who use relay services, but have speech or hearing abilities, to communicate more efficiently.

Internet and Video Relay

Internet Relay allows users to place text relay calls. Instead of using a TTY, relay users connect to a CA through the Internet, type messages on the computer keyboard and read incoming messages on the computer screen.

Video Relay enables users to place calls using a web camera and a high-speed Internet connection. Video Relay users communicate with sign language through a CA who speaks the message to a hearing person, then signs the hearing person's response back to the relay user.

How to Receive a Traditional Relay Call Using a Standard Telephone

- 1 Your phone rings and you answer it. A CA says, "Hello, this is the Pennsylvania Relay Service, Communications Assistant #1234 with a relay call for this number."
- 2 You realize that you are getting a call from a person who has hearing or speech loss and tell the CA to "go ahead."
- 3 Speak as if you were talking directly to the person you are calling. When you are finished speaking, say "go ahead."
- 4 The CA types your message to the TTY user and reads the reply to you.
- 5 Continue steps 3 and 4 throughout your call. When you are done, say "signing off" and then hang up.



How to Make a Traditional Relay Call Using a Standard Telephone

- 1 Dial 7-1-1.* Follow the prompts. Give the CA the telephone number you are calling.
- 2 The CA places your call, types your spoken message and reads the TTY user's message to you.
- 3 Proceed with your call as described above in steps 3, 4 and 5.

* Para hablar con un asistente de comunicacion en espanol, marca 1-800-855-2885.

Remember...
**Don't
hang up!**