

The power to  
connect us **ALL.**



**California  
Relay  
Service**

## California Relay Service

California Relay makes it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. When you connect with California Relay, a Communication Assistant (CA) will facilitate your call – promptly, professionally, accurately, and confidentially. Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator or other specialized equipment.

**TTY (Text Telephone)** allows individuals who are deaf or hard of hearing to communicate over the phone by typing their messages and reading the other party's responses.

**VCO (Voice Carry Over)** is an effective service for people who have hearing loss and use their voice on the phone.

**HCO (Hearing Carry Over)** is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone.

**DBS (Deaf-Blind Service)** allows people with combined hearing and vision loss to place and receive telephone calls.

**STS (Speech-to-Speech)** is for individuals who have difficulty speaking or being understood on the phone.

**Captioned Telephone (CapTel®)** allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

**Spanish Relay** allows Spanish-speaking relay users to access all relay call types. Calls can be translated between Spanish and English if you and the person you are calling are both within the state.

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

**TTY, VCO, HCO:** 1-800-735-2929

**Voice:** 1-800-735-2922

**Spanish:** 1-800-855-3000

**STS:** 1-800-854-7784

**VA STS:** 1-800-855-7500



If you have suggestions, comments or concerns, please contact **California Relay Customer Care:**

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

**Call:** 1-877-632-9095 (English)

1-877-419-8440 (Spanish)

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



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



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