

Telecommunications Relay Service Information

(7-1-1)

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A Communications Assistant reads the typed message of the TTY user to the person using a regular telephone. The Communications Assistant then types the response of the regular telephone user to the TTY user. All calls are handled with strictest confidentiality.

- TRS is available 24 hours a day, every day of the year.
- TTY users can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5984. (Para asistencia in Espanol para usuarios de TTY, llamando 1-800-855-2884).
- People who do not have a TTY, can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5988. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885).

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services.

- Devices available include the following: TTY, Amplifier, TTY with Braille Display, Voice-Carryover TTY, and TTY with large visual display. For a complete list of the devices available and to obtain information on applying for the program contact:

TDDP Program Manager

Pennsylvania's Initiative on Assistive Technology (PIAT)

1755 North 13th Street
Student Center, Room 411S

Philadelphia, PA 19122

Voice: 800-204-7428

TTY: 866-268-0579

FAX: 215-204-9371

Email: TDDP@temple.edu

Or visit the PIAT site at: <http://disabilities.temple.edu/programs/assistive/tddp/>

To learn more about PA TRS and 711, you can go to the PA Public Utility Commission's website at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

A note to all PA Relay Users:

Please note that 7-1-1 is only to be used to reach the PA TRS.
For EMERGENCIAS you should continue to use 9-1-1.