

# Keep in Touch Through Maryland Relay



Maryland Relay is a free public service that enables anyone to place phone calls to a person who is deaf, hard of hearing, speech disabled or DeafBlind and who uses specialized telephone equipment.

Maryland Relay can keep you connected to anyone over the telephone network, worldwide, 24/7/365. Maryland Relay operators process your calls and, by law, maintain strict confidentiality. To ensure equal access, operators type everything they hear, including background noise and voices.

## **Maryland Relay**

### **TTY (Text Telephone)**

People who are deaf, hard of hearing, DeafBlind, or have a speech disability are able to use a TTY to place or receive calls to or from anyone.

### **VCO (Voice Carry-Over)**

People who are hard of hearing or deaf are able to speak directly to the other party. A relay operator types the response back to the VCO user to read on the screen of a VCO phone.

### **HCO (Hearing Carry-Over)**

People who can hear and have a speech disability use a TTY to type their side of the conversation. An operator voices the text word-for-word to the other party.

### **(STS) Speech-to-Speech**

People who have a mild to moderate speech disability are able to place phone calls with the support of a specially-trained operator who revoices their words as needed.

### **Spanish Relay**

People who speak Spanish and use a TTY are able to place phone calls to anyone. Callers can request Spanish-to-English or English-to-Spanish translation via relay.

## **Captioned Telephone**

People who are hard of hearing or deaf and have understandable speech are able to communicate on the phone with the support of captions.

## **MAT Program (Maryland Accessible Telecommunications)**

The MAT program distributes free telephones and other assistive telephone devices to qualified applicants who have difficulty using a standard phone.



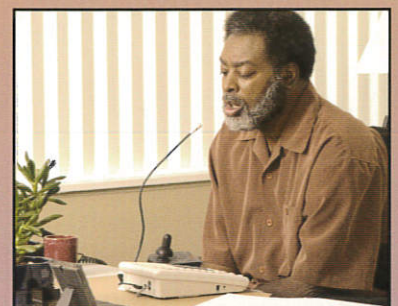
TTY User



VCO User



Captioned Phone User



Hands-free Phone User



## **ALWAYS ON,** Always Trusted

Maryland Relay is always available. There is no limit on the numbers of calls placed, or their duration. No set-up fee is charged and local calls are free. Long distance charges are billed by the caller's chosen long distance provider. If no provider has been registered, charges will be processed at Maryland Relay's current long distance rate.

***Please complete a Customer Profile form to register your long distance provider today.***

### **To Learn More**

About Maryland Relay, captioned telephone, or the Maryland Accessible Telephone programs:

**Call:** 1-800-552-7724 (Voice/TTY/VP)

**E-Mail:** [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

**Visit:** [www.mdrelay.org](http://www.mdrelay.org)

**Write:** Maryland Relay/MAT Program  
301 West Preston Street, Suite 1008A  
Baltimore, MD 21201

### **How to Place a Call through Maryland Relay**

**Voice:** 1-800-201-7165

**TTY:** 1-800-735-2258

**(VCO) Voice Carry-Over:** 1-888-VCO-WORD  
(1-888-826-9673)

**(HCO) Hearing Carry-Over:** 1-800-735-2258

**(STS) Speech-to-Speech:** 1-800-785-5630

**Captioned Telephone Service:** 1-877-243-2823

**Two-line VCO:** 1-877-258-9854

**ASCII:** 1-877-735-5151

**Spanish:** 1-800-877-1264

**OR DIAL 7-1-1**

**IN AN EMERGENCY,  
PLEASE DIAL 9-1-1 DIRECTLY!**

