



# Consumer Guide

## Telecommunications Relay Service

### Background

Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. TRS providers – generally telephone companies – are compensated for the costs of providing TRS from either a state or a federal fund. There is no cost to the TRS user.

### How TRS Works

TRS uses operators, called communications assistants (CAs), to facilitate telephone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such disability. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party that he or she wants to call. The CA in turn places an outbound traditional voice call to that person. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party.

### What Forms of TRS Are Available?

There are several forms of TRS, depending on the particular needs of the user and the equipment available:

**Text-to-Voice TTY-based TRS** – With this type of “traditional” TRS, a person with a hearing or speech disability uses a TTY to call the CA at the relay center. TTYs have a keyboard and allow people to type their telephone conversations. The text is read on a display screen and/or a paper printout. A TTY user calls a TRS relay center and types the number of the person he or she wishes to call. The CA at the relay center then makes a voice telephone call to the other party to the call, and relays the call back and forth between the parties by speaking what a text user types, and typing what a voice telephone user speaks.

**Voice Carry Over** – Voice Carry Over (VCO) is a type of TRS that allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the called party and receive responses in text from the CA. No typing is required by the calling party. This service is particularly useful to senior citizens who have lost their hearing, but who can still speak.

**Hearing Carry Over** – Hearing Carry Over (HCO) is a type of TRS that allows a person with a speech disability, but who wants to use his/her own hearing, to listen to the called party and type his/her part of the conversation on a TTY. The CA reads these words to the called party, and the caller hears responses directly from the called party.

**Speech-to-Speech (STS) Relay Service** – This form of TRS is used by a person with a speech disability. A CA (who is specially trained in understanding a variety of speech disorders) repeats what the caller says in a manner that makes the caller's words clear and understandable to the called party. No special telephone is needed. For more information regarding STS visit [www.fcc.gov/guides/speech-speech-relay-service](http://www.fcc.gov/guides/speech-speech-relay-service).

**Shared Non-English Language Relay Services** – Due to the large number of Spanish speakers in the United States, the FCC requires interstate TRS providers to offer Spanish-to-Spanish traditional TRS. Although Spanish language relay is not required for intrastate (within a state) TRS, many states with large numbers of Spanish speakers offer this service on a voluntary basis. The FCC also allows TRS providers who voluntarily offer other shared non-English language interstate TRS, such as French-to-French, to be compensated from the federal TRS fund.



**Captioned Telephone Service** – Captioned telephone service, like VCO, is used by persons with a hearing disability but some residual hearing. It uses a special telephone that has a text screen to display captions of what the other party to the conversation is saying. A captioned telephone allows the user, on one line, to speak to the called party and to simultaneously listen to the other party and read captions of what the other party is saying. There is a “two-line” version of captioned telephone service that offers additional features, such as call-waiting, \*69, call forwarding, and direct dialing for 911 emergency service. Unlike traditional TRS (where the CA types what the called party says), the CA repeats or re-voices what the called party says. Speech recognition technology automatically transcribes the CA’s voice into text, which is then transmitted directly to the user’s captioned telephone text display.

**Internet Protocol (IP) Relay Service** – IP Relay is a text-based form of TRS that uses the Internet, rather than traditional telephone lines, for the leg of the call between the person with a hearing or speech disability and the CA. Otherwise, the call is generally handled just like a TTY-based TRS call. The user may use a computer or other web-enabled device to communicate with the CA. IP Relay is not required by the FCC, but is offered by several TRS providers. For more information regarding IP Relay, visit [www.fcc.gov/guides/internet-protocol-ip-relay-service](http://www.fcc.gov/guides/internet-protocol-ip-relay-service).

**Video Relay Service (VRS)** – This Internet-based form of TRS allows persons whose primary language is American Sign Language (ASL) to communicate with the CA in ASL using video conferencing equipment. The CA speaks what is signed to the called party, and signs the called party’s response back to the caller. VRS is not required by the FCC, but is offered by several TRS providers. VRS allows conversations to flow in near real time and in a faster and more natural manner than text-based TRS. Beginning January 1, 2006, TRS providers that offer VRS must provide it 24 hours a day, seven days a week, and must answer incoming calls within a specific period of time so that VRS users do not have to wait for a long time. For more information regarding VRS visit [www.fcc.gov/guides/video-relay-services](http://www.fcc.gov/guides/video-relay-services).

**IP Captioned Telephone Service** – IP captioned telephone service, one of the newest forms of TRS, combines elements of captioned telephone service and IP Relay. IP captioned telephone service can be provided in a variety of ways, but uses the Internet – rather than the telephone network – to provide the link and captions between the caller with a hearing disability and the CA. It allows the user to simultaneously both listen to, and read the text of, what the other party in a telephone conversation is saying. IP captioned telephone service can be used with an existing voice telephone and a computer or other Web-enabled device without requiring any specialized equipment. For more information regarding IP captioned telephone service, visit [www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service).

## 711 Access to TRS

Just as you can call 411 for information, you can dial 711 to connect to certain forms of TRS anywhere in the United States. Dialing 711 makes it easier for travelers to use TRS because they do not have to remember TRS numbers in every state. Because of technological limitations, however, 711 access is not available for the Internet-based forms of TRS (VRS and IP Relay).

For more information regarding 711, visit [www.fcc.gov/guides/711-telecommunications-relay-service](http://www.fcc.gov/guides/711-telecommunications-relay-service).

## Mandatory Minimum Standards for TRS

TRS providers must offer service that meets certain mandatory minimum standards set by the Federal Communications Commission (FCC). These include:

- The CA answering or placing a TRS call must stay with the call for a minimum of 10 minutes to avoid disruptions to the TRS user (15 minutes for STS calls);
- Most forms of TRS must be available 24 hours a day, seven days a week;



- TRS providers must answer 85 percent of all calls within 10 seconds (but there are different answer speed rules for VRS);
- TRS providers must make best efforts to accommodate a TRS user's requested CA gender;
- CAs are prohibited from intentionally altering or disclosing the content of a relayed conversation and generally must relay all conversation verbatim unless the user specifically requests summarization;
- TRS providers must ensure user confidentiality and CA's (with a limited exception for STS) may not keep records of the contents of any conversation;
- The conversation must be relayed in real time;
- CAs must provide a minimum typing speed for text-based calls and VRS CAs must be qualified interpreters;
- For most forms of TRS, the provider must be able to handle emergency (911) calls and relay them to the appropriate emergency services;
- Emergency call handling procedures have been established for all kinds of TRS.

Users of Voice over Internet Protocol (VoIP) service, also can access relay services by dialing 711.

### Don't Hang Up!

Some people hang up on TRS calls because they think the CA is a telemarketer. If you hear, "Hello. This is the relay service..." when you pick up the phone, please don't hang up! You are about to talk, through a TRS provider, to a person who is deaf, hard-of-hearing, or has a speech disability.

### Filing a Complaint

If you have a complaint about lack of or improperly functioning TRS, first try to resolve it with the provider. If you are unable to resolve it directly, you can file a complaint with the FCC. There is no charge for filing a complaint. You can file your complaint using an online complaint form found at [www.fcc.gov/complaints](http://www.fcc.gov/complaints). You can also file your complaint with the FCC's Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) for TTY; or writing to:

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

### What to Include in Your Complaint

The best way to provide all the information the FCC needs to process your complaint is to thoroughly complete the online complaint form. When you open the online complaint form, you will be asked a series of questions that will take you to the particular section of the form you need to complete. If you do not use the online complaint form, your complaint, at a minimum, should indicate:

- your name, address, email address and phone number where you can be reached;
- whether you are filing a complaint on behalf of another party, and if so, the party's name, address, email address, day time phone number and your relationship to the party;



- preferred format or method of response (letter, fax, voice phone call, email, TRS, TTY, ASCII text, audio recording or Braille);
- that your complaint is about TRS;
- the name, address and telephone number (if known) of the company or companies involved with your complaint; and
- a brief description of your complaint and the resolution you are seeking, and a full description of the equipment or service you are complaining about, including date of purchase, use or attempt to use.

### **For More Information**

For more information about TRS or to learn more about FCC programs to promote access to telecommunications services for people with disabilities, visit the FCC's Disability Rights Office website at [www.fcc.gov/disability](http://www.fcc.gov/disability).

For information about other communications issues, visit the FCC's Consumer website at [www.fcc.gov/encyclopedia/consumer-publications-library](http://www.fcc.gov/encyclopedia/consumer-publications-library), or contact the FCC's Consumer Center using the information under File a Complaint.

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*For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print or audio), please write or call us at the address or phone number below, or send an email to [FCC504@fcc.gov](mailto:FCC504@fcc.gov).*

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### 711 for Telecommunications Relay Service

The Federal Communications Commission adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the [FCC's consumer guide](#) or visit the [website of our Disability Rights Office \(DRO\)](#).



#### Quick Links

- [Consumer Guide: Telephone Relay Service \(TRS\)](#)

## Making TRS Calls

If you want to call someone using TRS, use your TTY or dial 711 on your telephone, and you will automatically be connected to a TRS operator. If you're a TRS user traveling out of state and want to make a call, there is no longer a need to learn the state's TRS provider's telephone number. Just dial 711. It's fast, functional and free.

The 711 code is not just for use by persons with disabilities. Both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a seven or ten-digit access number. For persons who have been using TRS for years, the convenience of dialing three digits is obvious.

711 dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) relay or IPCTS Relay calls, because such calls are initiated through the Internet. Hearing persons initiating a VRS or IP Relay call may do so by calling a provider's 800 number. IPCTS users just call their party directly, and a Communications Assistant (CA) is automatically connected to the call.

## Dialing 711 from a Private Branch Exchange

FCC rules require all telephone companies (including wireline, wireless and payphone providers) that operate private branch exchanges (PBXs) to implement three-digit 711 dialing for access to TRS. A PBX is a private telephone system within an organization that switches calls between internal users and allows users to share a certain number of external phone lines. PBX operators are required to modify their equipment to enable 711 dialing to ensure that everyone benefits from abbreviated dialing and consumers have easy access to TRS.

Callers from locations served by PBXs may be required to dial 9 or another prefix before entering the 711 code or placing an outside call. The FCC encourages PBX operators to work with telephone companies and TRS providers to facilitate 711 dialing for users.

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### Connect

The FCC determined that providers of interconnected Voice over Internet Protocol (VoIP) service also must offer 711 abbreviated dialing.

## 911 and 711

Dialing 911 is the most familiar and effective way Americans have to find help in an emergency. The Americans with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their emergency response services for people with disabilities who use TTYs or other devices. Therefore, in the event of an emergency, TTY users should call 911 directly and not make a TRS call via 711.

If you are unable to reach a TRS operator by dialing 711, you can file a complaint with the FCC. There is no charge for filing a complaint

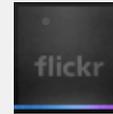
## How to File a Complaint with the FCC

You must include your name, address, contact information and as much detail about your complaint as possible. To file a complaint, please visit [www.fcc.gov/complaints](http://www.fcc.gov/complaints). You can also file your complaint with the FCC's Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) for TTY; or writing to:

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## For More Information

For information about other communications issues, visit the [FCC's Consumer website](#) or contact the FCC's Consumer Center using the information provided for filing a complaint.



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