

New York Relay. Connecting people to people... One call at a time!

Hearing Carry-Over (HCO) Service

711 or

800-662-1220 for English

877-662-4886 for Spanish



HCO is designed for those who are unable to speak but can hear.

Hearing Carry-Over (HCO) is the ideal solution for you if you want to listen and type on your phone calls. You type on your text telephone/teletypewriter (TTY) and the relay operator reads your words aloud to the other party.

This relay service is available in English-to-English and Spanish-to-Spanish.

The TRS Customer Profile allows you to store your relay call preferences and helps speed up call processing.

How Does HCO Relay Work?

Just dial 711 (or 800-662-1220 for English or 877-662-4886 for Spanish) on your text telephone/teletypewriter (TTY) and the relay operator will answer with "New York Relay".

Type the area code and telephone number you wish to call and type "GA" ("Go Ahead"). The relay operator will dial the number and connect to the other party.

- 1 Type your message on your TTY phone to the relay operator. Type "GA" ("Go Ahead") at end of each message. The "GA" indicates that it is the other party's turn to respond.
- 2 The relay operator reads your typed message aloud to the other party.
- 3 The other party listens and speaks directly to you. The other party says "Go Ahead" to indicate that it is your turn to respond.

To conclude the call, type "GA to SK" ("Stop Keying") to indicate that you are ready to hang up



For more information, visit nyrelay.com/hco