

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

Standard Phone User



711 or

800-421-1220 for English

877-662-4886 for Spanish

You, as a standard phone user, can easily call individuals who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability!

No special equipment is needed!

It's wise to ask the person how they would like to be reached over the phone.

If the answer is New York Relay, then dial 711 (or 800-421-1220 for English or 877-662-4886 for Spanish) to reach a relay operator. Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to them.

If needed, the relay operator will explain the process before connecting the call.

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

“Please, Don’t Hang Up” on your Relay Customers

Thousands of people who are deaf, hard-of-hearing, deafblind, or who have a speech difference call businesses and organizations like yours every day. They call through New York Relay Service. Often people hang up on Relay calls because they think a telemarketer is calling.

When a call comes through saying, “This is New York Relay,” it is a call from someone with a hearing loss or a speech disability.

These hang-ups are frustrating for deaf, deafblind, hard-of-hearing, and speech-disabled callers. But just as significant, they mean a loss of business and bad customer relations for the business or organization being called.

So, the next time you get a Relay call, remember: if you hang up, you may be hanging up on the most important call that you receive all day!



For more information, visit nyrelay.com/voice