

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

Text Telephone/Teletypewriter (TTY) Relay Service



711 or

800-662-1220 for English

877-662-4886 for Spanish

You can use a text telephone/teletypewriter (TTY) to communicate with anyone, anytime on the phone! The relay operator reads aloud the message you typed to the other party and types the other party's voiced message and background sounds, if any, to you.

This service is designed for people who are Deaf or Hard of Hearing.

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 TTY Relay Work?

It's simple!

Just dial 711 (or 800-662-1220 for English or 877-662-4886 for Spanish) on your TTY and a 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 you to the other party.

- 1 Type your message on the TTY. 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 aloud the message you typed to the other party.
- 3 The other party listens, then speaks. When they say, "Go Ahead", it is your turn to respond.
- 4 The relay operator types the other party's voiced message to you.

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/tty