

Everything you need **TO STAY CONNECTED.**

*Changing the lives of Marylanders who have
difficulty using a standard telephone.*



Maryland Relay
Dial 7-1-1



Telecommunications Access of Maryland

Telecommunications Access of Maryland (TAM) is a State agency that provides equipment and services for Marylanders who have difficulty using a telephone. TAM is located within the Maryland Department of Disabilities and oversees Maryland Relay and the Maryland Accessible Telecommunications (MAT) program.



Maryland Relay

Dial 7-1-1

Maryland Relay is a free public service that enables people who are Deaf, hard of hearing, late-deafened, DeafBlind, or who have cognitive, mobility or speech difficulty to make and receive phone calls. Maryland Relay offers many free calling options in order to meet the diverse needs of the citizens of our State.

When a Maryland Relay user makes a call, he or she can use a variety of methods. Conversations are relayed between the Relay user and the other person by a specially trained Maryland Relay Operator. Maryland Relay Operators maintain strict confidentiality as mandated by FCC rules, meaning all conversations are kept confidential.

Relay services may be accessed from any phone just by dialing 7-1-1, and are available 24 hours a day, 365 days per year. There is no limit on the number or length of calls a user may make, and there are no set-up fees or charges for calls.



Maryland Accessible Telecommunications

Equipment Distribution Program

The Maryland Accessible Telecommunications (MAT) program provides Maryland residents with an opportunity to apply for free telecommunications equipment needed to independently make or receive phone calls. Skilled evaluators will work with applicants one-on-one to find an equipment solution that meets their needs. Equipment is provided by the State to qualified applicants.

MAKING THE CALL WITH MARYLAND RELAY

Want to make a call using Maryland Relay? Simply pick up the phone and dial 7-1-1. Maryland Relay Operators are available 24/7 to assist you.

FREE CALLING OPTIONS

If you, or a loved one, is Deaf, hard of hearing, late-deafened, DeafBlind, or has cognitive, mobility or speech difficulty, Maryland Relay offers many free calling options. Services include:

- Text Telephone (TTY)
- Hearing Carry-Over (HCO)
- Speech-to-Speech (STS) and Visually Assisted Speech-to-Speech
- Voice Carry-Over (VCO)
- Captioned Telephone
- Spanish Relay
- Remote Conference Captioning (RCC)



TEXT TELEPHONE (TTY)

People who are Deaf, hard of hearing, or have difficulty speaking can use a TTY to make and receive calls through Maryland Relay. A TTY has a keyboard, which allows the user to type their side of the conversation, and a text screen to read the other person's responses.

- The TTY user types their side of the conversation on the TTY's keyboard
- A Maryland Relay Operator voices the TTY user's text to the other person
- As the other person speaks in response, the Operator types the spoken words, which the TTY user reads on their device's screen

Except for their role in relaying the call, Operators do not participate in conversations for any reason. Furthermore, all conversations are kept confidential by law.

To make a TTY call...

1. Dial 7-1-1 or 800-735-2258 to initiate a TTY call through Maryland Relay.
2. The Maryland Relay Operator's typed greeting, including the Operator's identification number, will display on your TTY.
3. When the Operator is finished typing, you will see the letters "GA." This means "Go Ahead."
4. Type the number of the person you want to call, along with any special calling instructions. Then type "GA."
5. The Operator will type to you that the phone is "DIALING", "RINGING", OR "BUSY."
6. When the other person answers, the Operator types the greeting spoken by that person, and then types (m) if the person is male or (f) if the person is female.
7. Wait until you see "GA" before typing your response. Do not forget to type "GA" when you are finished with your response.
8. When the conversation is over, type "GA to SK", or "SK SK" to hang up. "SK" stands for "Stop Keying."
9. If you would like to make another call, do not hang up. The Operator will remain on the line, ready to assist you, the moment your conversation ends.

TTY User



Operator



Standard Telephone User

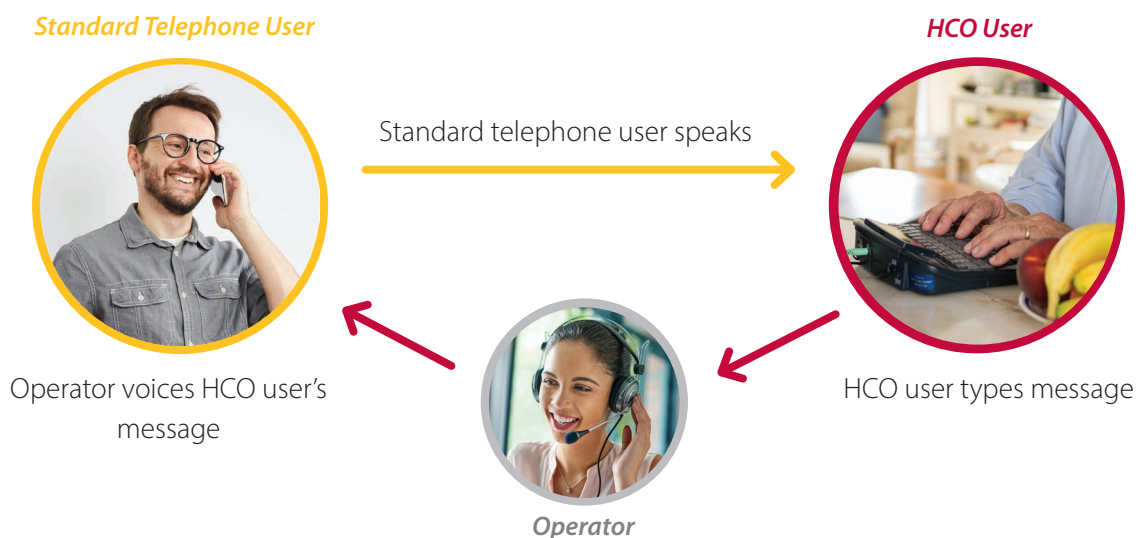
HEARING CARRY-OVER (HCO)

HCO is a Maryland Relay service for people who can hear clearly, but have difficulty speaking or being understood over the telephone.

- The HCO user types their side of the conversation on a TTY or HCO phone
- A Maryland Relay Operator voices the typed words to the other person
- When that person speaks, the HCO user listens directly to what is said

To make an HCO call...

1. Dial 7-1-1 or 800-735-2258.
2. A Maryland Relay Operator's greeting, including the Operator's identification number, will display on your TTY or HCO phone.
3. Type "HCO PLS GA" (HCO Please. Go Ahead.) to indicate an HCO call.
4. At the prompt, enter the number you wish to call. The Maryland Relay Operator will type "HCO on GA," indicating that the HCO feature is on.
5. When the person you are calling answers, you can listen directly to them.
6. When it is your turn to respond, type your message for the Operator to voice to the other person. Remember to type "GA" (Go Ahead) when you are ready to hear that person's response.
7. If you would like to make another call, do not hang up. The Operator will remain on the line, ready to assist you.



SPEECH-TO-SPEECH (STS)

STS assists individuals who have mild to moderate speaking difficulties and can hear clearly on the phone. Users speak with their own voice or with an assistive device. A Maryland Relay Operator listens and re-voices what is said, as needed, to the other person while the STS user listens. STS is ideal for, but not limited to, anyone living with:

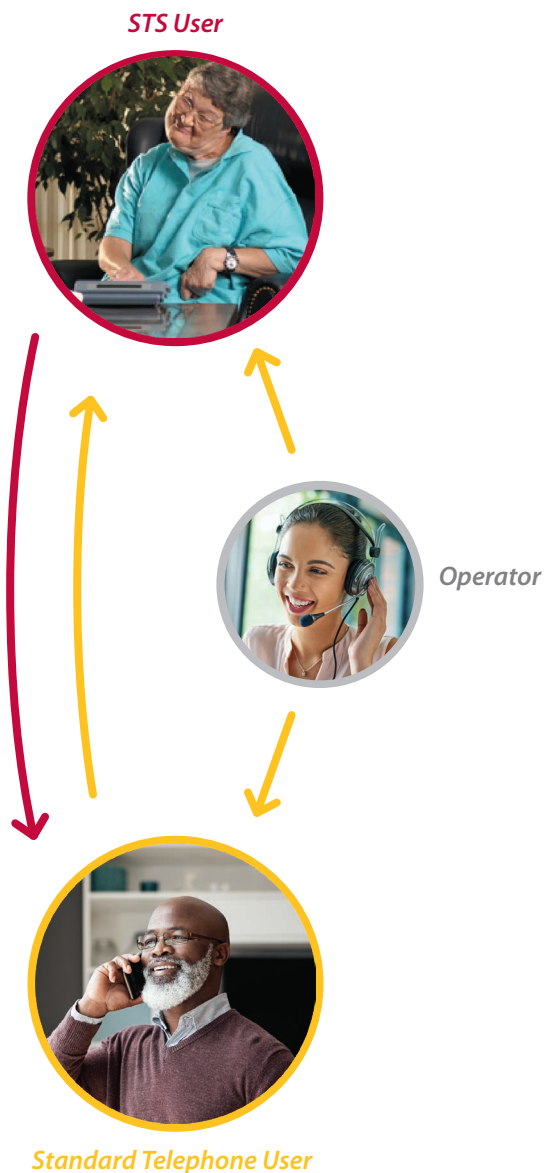
- Cerebral palsy
- Multiple sclerosis
- Muscular dystrophy
- Parkinson's disease
- Stroke
- Stuttering
- Traumatic brain injury
- Laryngectomy

Visually Assisted Speech-to-Speech

With Visually Assisted STS, Maryland Relay Operators use speech and visual cues to facilitate conversations. Connecting with live video, the Operator observes the Visually Assisted STS user's mouth movements, facial expressions, and gestures and re-voices the user's words, as needed, to the other person. The user listens directly to the other person's response.

To make a STS call...

1. To begin a call, dial 800-785-5630 for STS or 855-828-6465 for Visually Assisted STS.
2. A Maryland Relay Operator will greet you and provide their Operator identification number.
3. Tell the Operator that you'd like to make a "Speech-to-Speech" or "STS" call.
4. Tell the Operator the number you wish to call.
5. Inform the Operator if you wish for them to re-voice everything you say, or just when speech is difficult to understand. You can instruct them to intervene upon request from you or the other person.



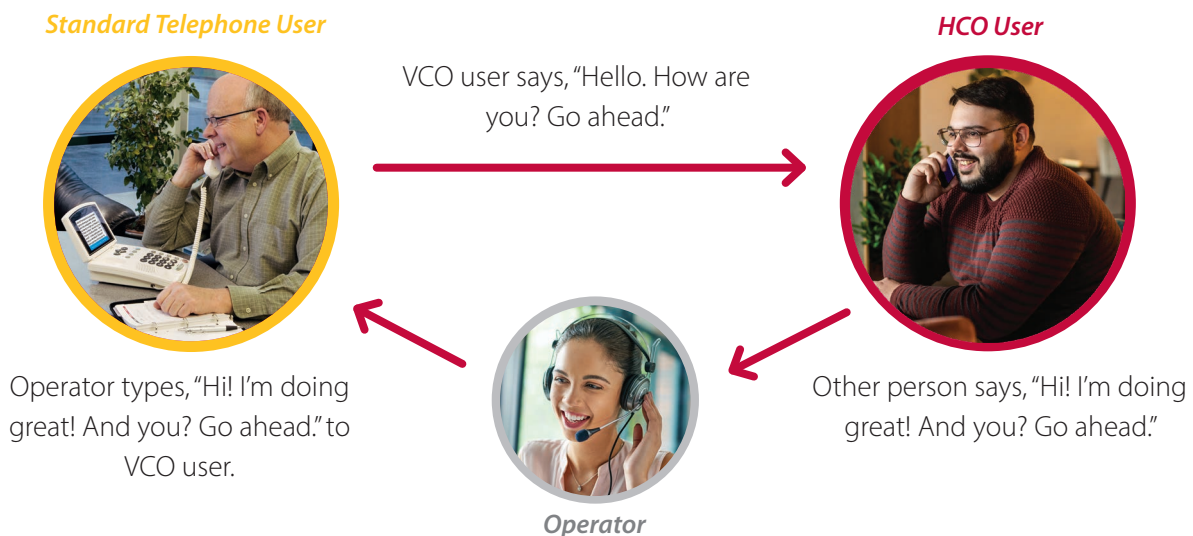
VOICE CARRY-OVER (VCO)

VCO is a service for people who can speak clearly but have difficulty hearing what is being said over the phone. Using a VCO phone or a TTY, the user speaks directly to the other person.

- As the other person responds, a Maryland Relay Operator types the response
- The VCO user reads the response on the text screen of their phone

To make a VCO call...

1. Dial 7-1-1 or 888-826-9673.
2. The Maryland Relay Operator's greeting, including the Operator's identification number, will display on your TTY or VCO phone.
3. Type "VCO PLS GA" (VCO Please. Go Ahead.) or press the RLY MSG button to indicate a VCO call.
4. The Operator will notify you that the VCO feature is on and prompt you for the number to dial. Speak or type the number you wish to call.
5. When the person you are calling answers, speak directly to them. Say "Go Ahead" each time you are ready for your caller's response.
6. If you would like to make another call, do not hang up. The Operator will remain on the line, ready to assist you, the moment your conversation ends.

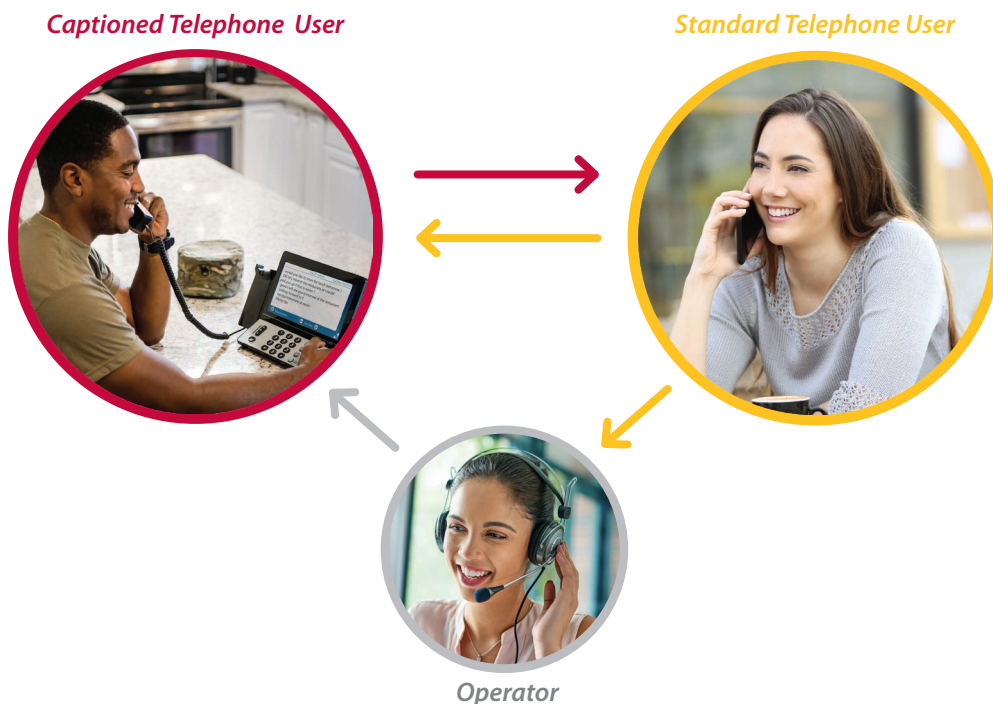


CAPTIONED TELEPHONE

Individuals who have difficulty hearing over the phone can enjoy clearer conversations with Captioned Telephone. A Captioned Telephone works just like a standard phone, with one important difference: it displays captions on the device's screen of what the other person says throughout the conversation. For clarity, the Captioned Telephone user can read the captions while listening to the other person's spoken words.

To make a call with Captioned Telephone...

1. Using a special Captioned Telephone, the caller dials the number of the person they wish to speak to. The phone automatically connects to the captioning service.
2. Once connected, the Captioned Telephone user speaks to the other person, just like they would on a standard phone.
3. As that person responds, a Captioned Telephone Operator uses the latest voice recognition technology to generate captions of the response.
4. The Captioned Telephone user is able to listen while reading captions on the phone's screen.



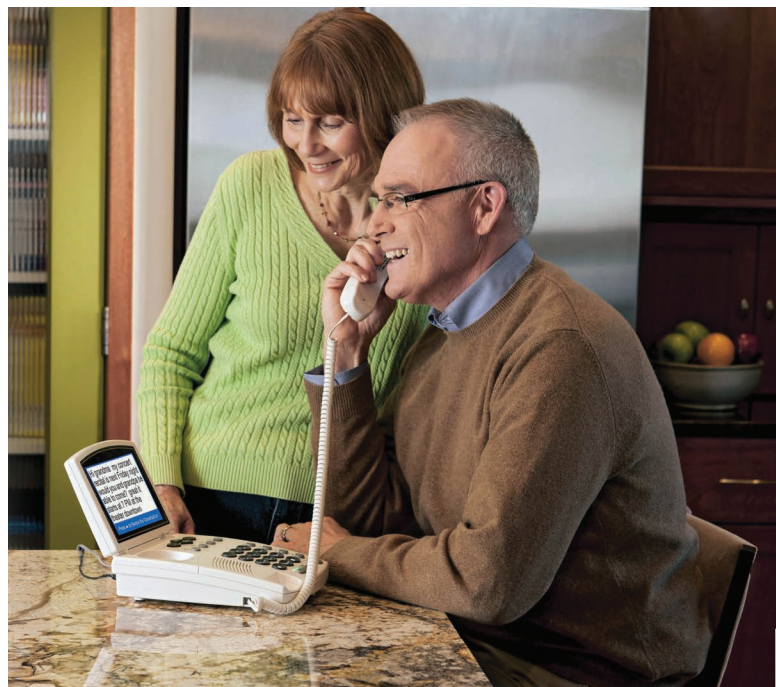
CapTel is a registered trademark of Ultratec, Inc. Third-party charges may apply: the CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov.

MARYLAND RELAY FOR VOICE USERS

Voice users can use their standard telephone or mobile phone to connect with Maryland Relay users. No special equipment is needed, and there is no charge to use Maryland Relay!

To call a Maryland Relay user...

1. Dial 7-1-1 or 800-201-7165 to initiate your call.
2. A Maryland Relay Operator will greet you and provide their identification number.
3. The Operator will ask you for the number you wish to call. If you know, please indicate the type of Relay call you would like to make (for example, "I am calling a Voice Carry-Over user").
4. Once you are connected, the Operator will relay your conversation word for word. Say "Go Ahead" or "GA" each time you have finished speaking. This lets the Operator know that you are ready for the Relay user's reply.
5. If the person you are calling speaks for themselves, you will hear their voice over the phone. If that person does not speak for themselves, the Operator will voice the person's typed response to you.
6. If you would like to make another call, do not hang up. The Operator will remain on the line, ready to assist you, the moment your prior conversation ends.



MAKING THE MOST OF YOUR RELAY EXPERIENCE

7-1-1 is the national three-digit number for Relay access. Simply dial 7-1-1 from wherever you are in Maryland to be connected with Maryland Relay.

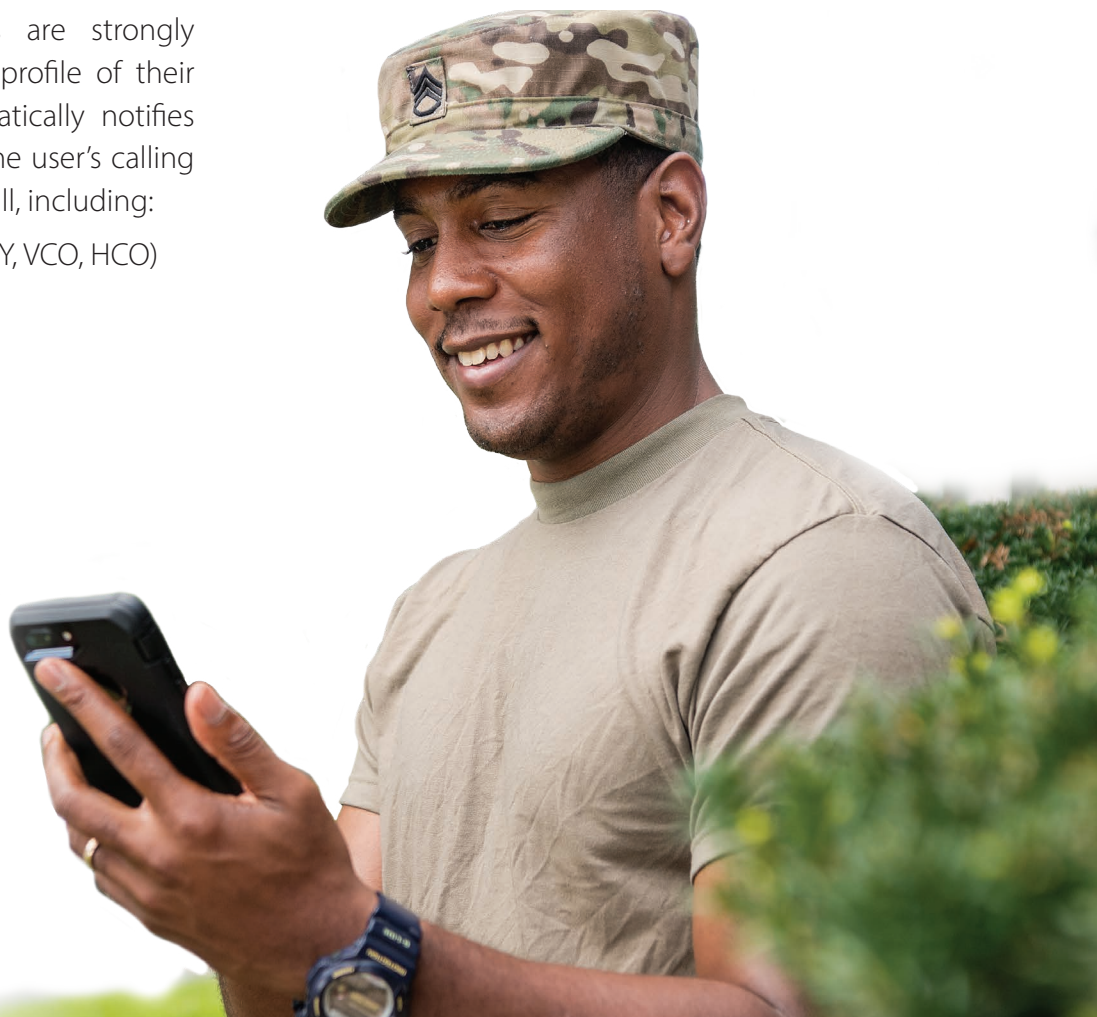
Spanish Relay makes it easy for Spanish-speaking Maryland Relay users and standard telephone users to communicate by phone. This service includes both Spanish-to-Spanish and Spanish-to-English communication. Simply dial 7-1-1 or the Spanish Relay direct access number, 800-877-1264, to initiate a call with a Spanish-speaking Maryland Relay Operator.

Remote Conference Captioning (RCC) allows users to read captions of what all participants are saying during conference calls while they listen. The instant captioning is made possible through the use of Communication Access Real-time Translation (CART) service.

Text-To-911 is available for Marylanders who are Deaf, hard of hearing, or have difficulty speaking. While a phone call is still the preferred method for contacting 9-1-1, Text-to-911 can be used in emergency situations where individuals are unable to place a call directly to 9-1-1.

Customer Profiles make calls faster and more efficient. Maryland Relay users are strongly encouraged to create a unique profile of their own. A Customer Profile automatically notifies the Maryland Relay Operator of the user's calling preferences at the start of every call, including:

- Preferred Relay service (e.g., TTY, VCO, HCO)
- Language (English or Spanish)
- Preferred Operator gender
- Frequently dialed numbers
- And more



EQUIPMENT DISTRIBUTION PROGRAM

Assistive telecommunications equipment is available through the Maryland Accessible Telecommunications (MAT) program.

How the MAT Program works:

1. Apply for equipment provided by the State

Applicants can apply online, download and print out the application and submit it, request an application by mail, or email the application to MAT. Program1@maryland.gov. If you apply and do not qualify, you may purchase equipment directly from a third-party provider. Individuals who purchase equipment may still receive a free evaluation. Visit mdrelay.org to learn more.

2. Complete the Disability Certification Form

As part of the application process, applicants must provide the required information requested on the Disability Certification form. Once you have completed your required part, give this form to your doctor, audiologist, rehabilitation counselor, or speech pathologist to complete and return directly to the MAT program.

3. Make a copy of eligibility documents and your entire application

Copied eligibility forms can be folded and taped inside of your completed application, and sent directly to the MAT program showing the pre-paid, addressed panel on the outside. In addition, applicants are encouraged to make a copy of their entire application for personal reference.

4. Schedule a free personalized evaluation

After your application is reviewed, you will be contacted to schedule a free evaluation—either virtually or in person—with one of our statewide MAT evaluation centers.

5. Get a solution that is right for you

During your evaluation, you will work one-on-one or virtually with a MAT program specialist to try out different equipment options and identify the one that works for you.

6. Start using your NEW equipment!

Equipment is shipped to you within 4-6 weeks. Each device comes with instructions for setup and use. You may also contact your MAT evaluator for additional training.



To start the application process, view a sampling of equipment, or see a list of evaluation centers, please visit mdrelay.org.

To request an application by mail

call 800-552-7724 or 410-767-6960 (Voice/TTY) or 410-801-9618 (Video Phone).



MARYLAND RELAY PARTNER

Maryland Relay Partner is a **free program** designed to reduce hang ups experienced by Relay users by educating businesses on how to identify, receive, and place Relay calls. The program is open to all Maryland-based businesses. Other than a telephone, no special equipment is required to participate. Maryland Relay Partner gives businesses the opportunity to:

- Connect with thousands of Relay users (including many in the State's booming senior population)
- Increase sales
- Grow customer loyalty among Relay users
- Generate referrals from satisfied Relay users

Businesses that enroll in Maryland Relay Partner receive:

- Free on-site or virtual training with a Maryland Relay outreach coordinator on how to place and receive Relay calls
- Free promotional materials, including:
 - Maryland Relay Partner window decal
 - Maryland Relay Partner kit
 - Calling tips poster
 - Employee handbook language
 - Article/blog post
 - Social media posts
- Free ongoing promotion of your business—and all Relay Partner businesses—by Maryland Relay to its users
- Free listing in the upcoming Maryland Relay Partner online directory



Maryland Relay Partner



Relay User



Operator



Standard Telephone User

Interested in becoming a Maryland Relay Partner?

Call 800-552-7724 or 410-767-6960 (Voice/TTY) or 443-453-5970 (Video Phone) and ask to speak to an outreach coordinator about this opportunity.



Maryland Relay

Dial 7-1-1

How to Contact Maryland Relay

Want to place a call with Maryland Relay?

Dial 7-1-1, or one of the numbers below:

TTY

800-735-2258

HCO

800-735-2258

VCO

888-826-9673

STS

800-785-5630

VA STS

855-828-6465

Captioned Telephone

877-243-2823

Spanish Relay

800-877-1264

Telecommunications Access of Maryland

800-552-7724 or 410-767-6960 (Voice/TTY)

443-453-5970 (Video Phone)

301 W. Preston Street, Suite 1008A, Baltimore, MD 21201

mdrelay.org



MarylandRelay711



MDRelay711

Maryland Relay is administered by



Telecommunications Access of Maryland

301 West Preston Street, Suite 1008A
Baltimore, Maryland 21201

800-552-7724 or 410-767-6960 (Voice/TTY)
443-453-5970 (Video Phone)
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