



What is MassRelay?

MassRelay is a public service that guarantees all citizens access to prompt, professional and accurate communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with MassRelay. A qualified Relay Operator will ask for the area code and the number of the person you wish to call before relaying the conversation. Generally, the Relay Operator will voice the typed message from the text telephone (TTY) user to the person on the other end. The Relay Operator then relays the spoken response by typing them back to the TTY user.

Captioned Telephone:

Captioned Telephone is ideal for individuals with hearing loss who can still speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents, who have a permanent disability, access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to www.mass.gov/massedp or call 800-300-5658 V/TTY.

Access Numbers:
Dial 711 or
TTY: 800-439-2370
Voice: 800-439-0183
VCO: 866-887-6619
Spanish: 866-930-9252
Speech-to-Speech: 866-645-9870

Customer Care:
Voice: 800-720-3479
TTY: 800-720-3480
CustomerService@MassRelay.com
Mass.gov/MassRelay



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