



## 24 Hour, Toll Free Telephone Service for the Hard of Hearing

MassRelay is a free, 24/7 communication service provided by the Massachusetts Equipment Distribution Program (MassEDP). It allows individuals who are hard of hearing to communicate over the phone using relay operators and methods tailored to their needs.

### How to Use MassRelay

#### 1. 1. Choose Your Preferred Relay Service

- TTY (Text Telephone) Relay:

Dial 711 or 1-800-439-2370. Type your message to the relay operator, who will speak it aloud to the other party and type back their response.

- Captioned Telephone (CapTel):

Use a CapTel phone that shows written captions of speech. To get a CapTel phone, contact MassEDP: <https://www.mass.gov/massedp>

- Speech-to-Speech (STS) Relay:

For users with mild speech difficulties. Dial 1-866-645-9870.

- Voice Carry Over (VCO):

You speak directly to the other person and read their response typed by the relay operator. Call 1-866-645-9870.

- Video Relay Service (VRS):

For ASL users. Communicate through a video interpreter using a VRS-enabled device or app (e.g., Sorenson, ZVRS).

#### 2. 2. Inform the College

If you use MassRelay regularly and need accommodations, notify:

- Accessibility Services Office (for students)
- Human Resources or your department chair (for faculty/staff)

Consider including your preferred relay method in your email signature or contact information.

### Example Message Format When Using Relay

"Hello, this is John via MassRelay. I'm calling about my class schedule. GA (Go Ahead)"

### Tips

- Always identify yourself and the service (e.g., "This is Jane using MassRelay").
- Practice ahead of time for smoother communication.
- Ensure your equipment is up to date and functioning properly.