

Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Puerto Rico Relay!



Junta
REGLEMENTADORA
de Telecomunicaciones
DE PUERTO RICO



Bring people together

with PUERTO RICO RELAY

HOW DOES VOICE TO TTY RELAY WORK?

Read spoken words and type when speaking your words.



RELAY NUMBERS

TTY or TeleBraille

- 711 or
- 866-280-2053 (English)
- 866-280-2050 (Spanish)

Voice

- 711 or
- 866-280-2054 (English)
- 866-280-2051 (Spanish)

Voice Carry-Over

- 711 or
- 866-280-2656 (Spanish)
- 866-280-2657 (Spanish-English)

Hearing Carry-Over

- 711 or
- 866-280-2053 (English)
- 866-280-2050 (Spanish)

Speech-to-Speech

- 711 or
- 866-280-2055 (English)
- 866-280-2052 (Spanish)

Customer Service

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Spanish TTY/Voz)

PUERTO RICO RELAY can offer calling freedom!

Making calls through **Puerto Rico Relay** is liberating, enjoyable and convenient. **Puerto Rico Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deaf-blind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Puerto Rico Relay**.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or 866-280-2055 (English)

866-280-2052 (Spanish)

Puerto Rico Relay Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.



- 1** The STS user speaks directly to the other party.
- 2** The relay operator repeats the STS user's spoken words if needed.
- 3** The other party talks directly to the STS user.

ENHANCED STS

This feature makes call set-up much easier for STS users.

In order to speed up the set-up of the call, Puerto Rico Relay offers **STS Call Set Up**. You can fill out call instructions or information online 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

For more information on STS services:

puertoricorelay.com/sts

For people with **can hear**
but are **unable to speak**.

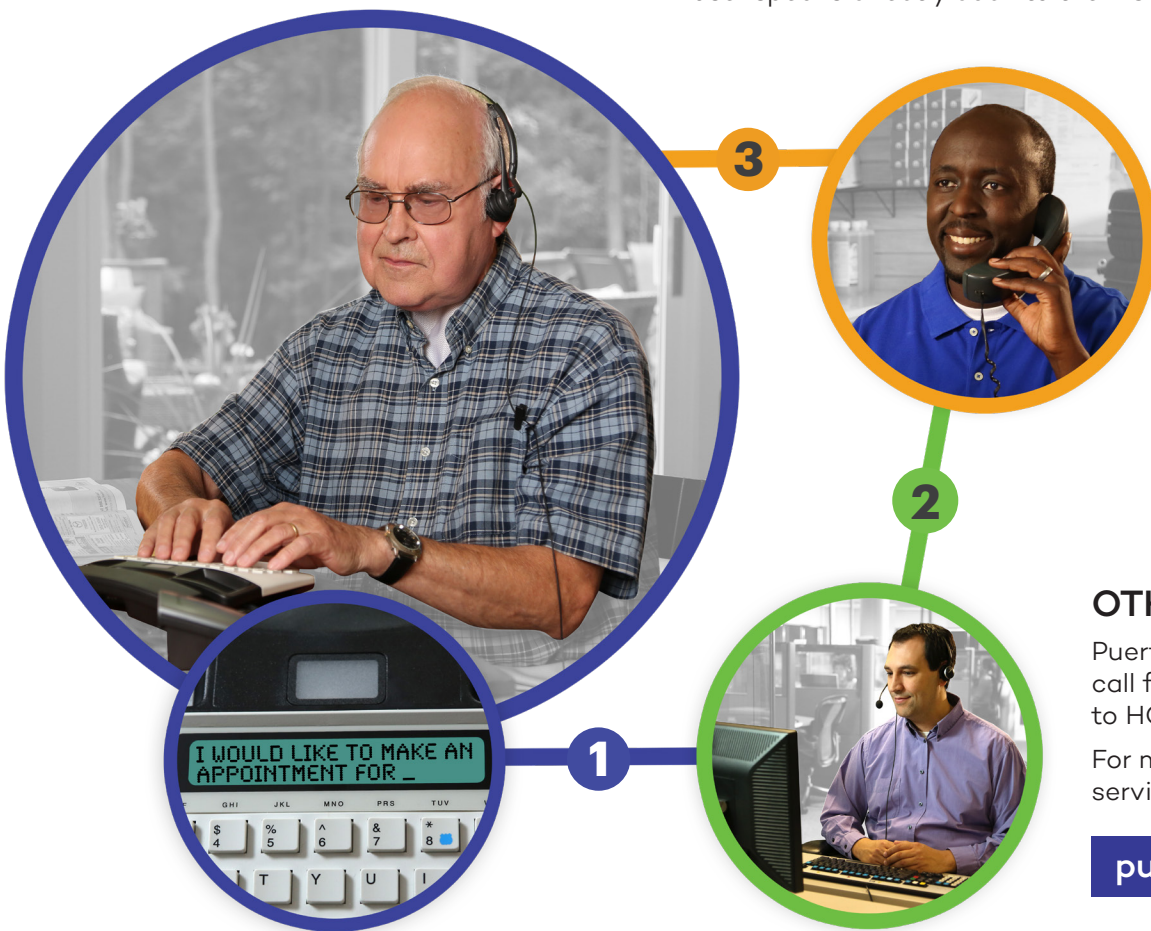
Hearing Carry-Over

711 or 866-280-2053 (English) / **866-280-2050** (Spanish)

- 1** The HCO user types his words to the relay operator.
- 2** The relay operator voices the typed message to the other party.
- 3** The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Puerto Rico Relay Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Puerto Rico Relay also offers two call features: HCO to TTY and HCO to HCO.

For more information on HCO services:

puertoricorelay.com/hco

For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or **866-280-2656** (Spanish only)
866-280-2657 (Spanish-English translation)

Puerto Rico Relay offers Voice Carry-Over (VCO) a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1** Mother speaks to her son directly.
- 2** The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3** The mother reads on a TTY screen what her son speaks.

OTHER VCO FEATURES

Puerto Rico Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

puertoricorelay.com/vco



Other Relay Features

TeleBraille for Deaf-Blind

711 or 866-280-2053 (English)

866-280-2050 (Spanish)

Deaf-blind relay users often use TTYs equipped with TeleBraille. Specially-trained relay operators are familiar with deaf-blind users' needs and can provide effective solutions for their calling needs.

TTY Payphone

TTY users using a TTY payphone can use Puerto Rico Relay to assist in connecting calls.

International Calls

605-224-1837

Puerto Rico Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish.

Directory Assistance

Puerto Rico Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Puerto Rico Relay or dial directly using a TTY.

IMPORTANT

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

NOTE: Puerto Rico Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



Customer Profile

Customer Profile makes relay services better for you.

The Customer Profile feature allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences online at any time.

For more information, visit:
puertoricorelay.com/profile.

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- 711 or
- 866-280-2656 (Spanish)
- 866-280-2657 (Spanish-English translation)

Speech-to-Speech

- 711 or
- 866-280-2055 (English)
- 866-280-2052 (Spanish)

Internet Relay (IP)

- t-mobile.com/iprelay (English & Spanish)

Voice

- 711 or
- 866-280-2054 (English)
- 866-280-2051 (Spanish)

Hearing Carry-Over

- 711 or
- 866-280-2053 (English)
- 866-280-2050 (Spanish)

International Calling

- 605-224-1837 (English & Spanish)

Accessibility Care

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Spanish TTY/Voz)
- 877-787-1989 (Speech-to-Speech)