

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

**Get Connected**  
with Puerto Rico Relay!

*Puerto Rico*



**RELAY**

[PuertoRicoRelay.com](http://PuertoRicoRelay.com)



**Junta**  
REGLAMENTADORA  
de Telecomunicaciones  
DE PUERTO RICO



# Bring people together

## with PUERTO RICO RELAY

711 or

TTY: 866-280-2050 (Spanish) / 866-280-2053 (English)

Voice: 866-280-2051 (Spanish) / 866-280-2054 (English)



### HOW DOES VOICE TO TTY RELAY WORK?

Read spoken words and type when speaking your words.

- 1** The voice caller dials 711 and is connected to a relay operator. The caller then speaks, "Hello, how are you? GA."
- 2** The relay operator types what the voice caller speaks.
- 3** The TTY user reads what is spoken on a device.



## RELAY NUMBERS

### TTY or TeleBraille

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

### Voice

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

### Voice Carry-Over

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

### Hearing Carry-Over

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

### Speech-to-Speech

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

### Accessibility Care

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

## 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 **866-280-2052** (Spanish)

**866-280-2055** (English)

**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.

## STS Call Setup

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Puerto Rico Relay offers **STS Call Setup**. 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.

[puertoricorelay.com/sts](http://puertoricorelay.com/sts)

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

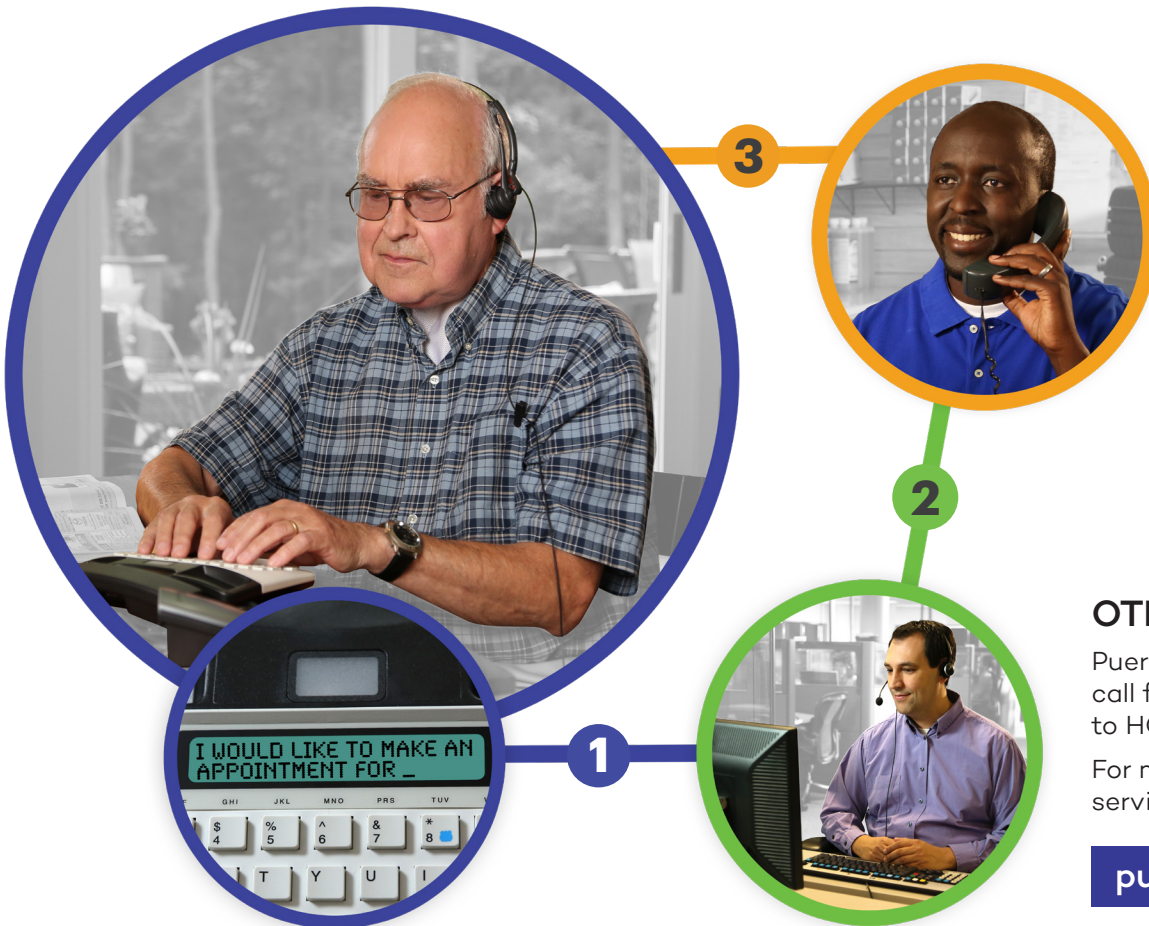
# Hearing Carry-Over

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

- 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](http://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](http://puertoricorelay.com/vco)



# Other Relay Features

## TeleBraille for Deaf-Blind

711 or 866-280-2050 (Spanish)

866-280-2053 (English)

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.

## 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.

## TTY Payphone

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

## 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](http://puertoricorelay.com/profile).

Español

Accessibility Care 911 Info FAQ Display Settings

### < Frequently Dialed

Frequently dialed numbers are phone numbers that you would like speed dial (e.g., 911, etc.). Up to 100 frequently dialed numbers can be stored.

ID	NAME	PHONE NUMBER
1	Mom	(312) 555-2587
2	Dr. Gold	(410) 555-4789
3	Main Street Pharmacy	(443) 555-0120

There are 3 Frequently Dialed Numbers in your profile.

Add number

# 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.



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### Internet Relay (IP)

- [t-mobile.com/iprelay](http://t-mobile.com/iprelay) (Spanish & English)

### Voice

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

### Hearing Carry-Over

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

### International Calling

- 605-224-1837 (Spanish & English)

### T-Mobile Accessibility Care

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