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website: [www.parelay.net](http://www.parelay.net)  
email: [parelay@hamiltonrelay.com](mailto:parelay@hamiltonrelay.com)

BullsEye Telecom, Inc.  
25925 Telegraph Rd Ste 210 Ste 210  
Southfield, MI 48033

October 28, 2020

Attn: Directory Administrator

*This letter serves as a reminder that pursuant to FCC Regulations 47 C.F.R. § 64.604 - Mandatory Minimum Standards Subsection (c) (3) all telephone companies serving Pennsylvania consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS).*

To make certain that all people have access to information about the various connection methods and services available through Pennsylvania Relay, we find it valuable to supply the enclosed camera-ready informational page for use in your 2021 telephone directory and the camera-ready bill insert for use when distributing bill statements.

If you choose to design your own directory page or bill insert on how Pennsylvania Relay works rather than use the ones provided, please follow the information presented to ensure accuracy.

*In an effort to "Go Green", we would like to send this information to you electronically in the future. Please email me at [beth.slough@hamiltonrelay.com](mailto:beth.slough@hamiltonrelay.com) and we will update our database to include your email address.*

Pennsylvania Relay is a service that guarantees all citizens full communication through the telephone. Consumers of these services, specifically people who are deaf, deaf-blind, hard of hearing or who have difficulty speaking, can communicate on the telephone via specialized equipment and services in order to connect with family, friends or businesses with ease.

Consumers of Pennsylvania Relay can access the relay 24 hours a day either through a toll-free number or by simply dialing 711. Operators called Communication Assistants (CA) process calls by voicing everything the TTY user types, and by typing everything heard from the conventional telephone user.

If you should have any questions about the sample directory page, bill insert or about Pennsylvania Relay in general, please feel free to contact me at 402-694-5101 or via email at [beth.slough@hamiltonrelay.com](mailto:beth.slough@hamiltonrelay.com).

Sincerely,

Beth Slough  
Director of Account Management and Compliance Manager



## What is Pennsylvania Relay?

Pennsylvania Relay is a public service that guarantees all citizens access to prompt, professional and precise 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), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

## How does relay work?

Simply dial 711 or the toll-free number listed below to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay the call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it back to the TTY user.

## Captioned Telephone Relay Service (CTRS)

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to 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 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 Telecommunication Device Distribution Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, deaf-blind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit [techowipa.org](http://techowipa.org) or call 800-204-7428 (Voice) or 866-268-0579 (TTY).

<b>Access Numbers:</b>	<b>Pennsylvania Relay Customer Care:</b>
Dial 711 or	V/TTY: 800-974-1253
TTY: 800-654-5984	Spanish V/TTY: 866-744-7471
Voice: 800-654-5988	Fax: 402-694-5110
STS: 844-308-9292	PA Relay@HamiltonRelay.com
Spanish: 844-308-9291	PA Relay.net



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## Important Information Regarding Pennsylvania Relay

### **Pennsylvania Relay:**

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### **How Pennsylvania Relay works:**

Simply dial 711 or the toll-free number listed below to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it to the TTY user.

### **Specialized Services:**

Pennsylvania Relay offers specialized services for individuals who have difficulty speaking, including any Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Pennsylvania Relay offers a variety of services please refer to the website listed or call Pennsylvania Relay Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone Relay Service (CTRS):**

CTRS is ideal for any individual that has experienced a loss of hearing but still can 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 captions of what is being said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 in an attempt to reach Pennsylvania Relay, please contact Pennsylvania Relay Customer Care instead.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Pennsylvania, across the United States and even internationally. Each conversation is handled with strict confidentiality, as is required by the law.

**To place a call using Pennsylvania Relay,  
dial 711 or one of the toll-free numbers below:**

**TTY: 800-654-5984**

**Voice: 800-654-5988**

**Speech-to-Speech: 844-308-9292**

**Spanish: 844-308-9291**

### **Pennsylvania Relay Customer Care Information:**

**800-974-1253 V/TTY**

**866-744-7471 Spanish V/TTY**

**PARelay@HamiltonRelay.com**

**PARelay.net**

### **Captioned Telephone**

**Customer Service: 888-269-7477**

**To call a Captioned Telephone user, dial:  
711 or 877-243-2823**

### **Special points of interest:**

#### **Equipment Distribution Program**

The Telecommunication Device Distribution Program (TDDP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania. They may be classified as being deaf, deaf-blind, experiencing speech difficulties, mobility or fluctuation concerning cognitive capabilities. For more information, visit [techowlpa.org](http://techowlpa.org) or call 800-204-7428 (Voice), 866-268-0579 (TTY).

#### **Emergency Calls**

**Please note that 711 can only be used to reach Pennsylvania Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Pennsylvania Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



[www.puc.pa.gov/](http://www.puc.pa.gov/)