



## Wisconsin Relay Makes Telecommunications Accessible for Nonstandard Phone Users

### What is Wisconsin Relay?

Wisconsin Relay is a no-cost, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.



### How does Wisconsin Relay work?

The person dials the toll-free Wisconsin Relay number and gives the relay operator the area code and number of the person receiving the call. An example of a Wisconsin Relay service is a highly trained relay operator who voices the typed comments by the TTY (text telephone) user and types the spoken comments by the other person back to the TTY user. Wisconsin Relay provides several options to meet the needs of people who do not use the standard telephone.

### How to connect to Wisconsin Relay

Dial: 711 \*

TTY: 1-800-947-3529

Voice: 1-800-947-6644

ASCII: 1-800-267-8867

Voice Carry-Over: 1-877-490-3724

Hearing Carry-Over: 1-800-947-3529

Speech-to-Speech: 1-800-833-7637

Spanish-to-Spanish: 1-800-833-7813

Spanish-to-English: 1-877-490-3723

\* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 711 not possible. The above 800 numbers can be dialed when not able to get through to 711.

### Services supported by surcharge

A few cents per telephone bill surcharge makes Wisconsin Relay services possible for the citizens of Wisconsin. T-Mobile is the provider of the relay services for Wisconsin.

### 711 is not an emergency number

Some people might assume it is okay to call 711 for emergencies. The 711 Wisconsin Relay number is for relay service calls only. The Americans with Disabilities Act (ADA) requires that 911 centers be prepared to handle emergency calls from people who use the text telephone. Wisconsin Relay will make every effort to assist a person during an emergency but cannot serve in the same function as 911 centers. Wisconsin Relay does not assume responsibility for handling emergency calls.

