



What is California Relay Service (CRS)?

CRS is a public service that guarantees all citizens access to prompt, professional and accurate communication through the 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 allows individuals to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with CRS. 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 relays your voiced message by typing it to the TTY user.

Captioned Telephone (CTS)

Captioned Telephone is ideal for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what’s said to them. To call a Captioned Telephone user, dial: 711 or 866-399-9050.

How do I apply for specialized equipment?

The California Telecommunications Access Program (CTAP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones, and other equipment to eligible individuals in California who are Deaf, Deaf-Blind, Hard of Hearing, have difficulty speaking or any cognitive disability. For more information, visit <http://ddtp.cpuc.ca.gov> or call 800-806-1191 (voice) or 800-806-4474 (TTY).

Access Numbers:

Dial 711 or
English TTY/Voice: 800-855-7100
Spanish TTY/Voice: 800-855-7200
Speech-to-Speech: 800-855-7300
Visually Assisted STS: 800-855-7400

Customer Care:

English V/TTY: 877-632-9095
Spanish V/TTY: 877-419-8440
california@hamiltonrelay.com
ca-relay.com



California Relay Service (CRS) is funded by the Deaf and Disabled Telecommunications Program (DDTP), a program of the California Public Utilities Commission.



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