

MassRelay Service

Telecommunication Relay Services

Individuals who are deaf, hard of hearing, late deafened, or speech disabled may access any of the Department of Mental Health's offices via the Massachusetts Relay Service (MassRelay). MassRelay is open 24 hours a day, 7 days a week, 365 days a year, enabling hearing people or people who do not use a text telephone (TTY) to communicate over regular telephone lines with people who are deaf, hard of hearing, late deafened, or speech disabled.

A Relay Operator (OPR) will complete your call, dialing the party you wish to contact and then stay on the line to relay messages electronically via a TTY or verbally to people who can hear.

Relay Operators provide exact transcriptions of what they hear and speak what is typed to them, unless the caller directs them to do otherwise. All relay calls are confidential.

MassRelay Numbers

Universal Access	711
TTY	1-800-439-2370
Voice/Speech to Speech Relay (STS)	1-800-439-0183

To Place a Call Using MassRelay

1. Dial **711** in Massachusetts or **1-800-439-0183** from anywhere. TTY users should dial **1-800-439-2370**.
2. A Relay Operator will answer the call. Inform the Relay Operator either verbally or via the TTY of the number of the person you are calling and the connection will be made.
3. The Relay Operator will type the spoken words to the TTY and read/voice the typed words from the TTY back to the other party.
4. Both the caller and the called parties should use "GA" or "Go Ahead" when they are finished typing/talking and are ready for the other person's response. GA or Go Ahead indicates that it is the other person's turn to converse.
5. For further information contact MassRelay Customer Service at 1-800-720-3480 (TTY) or 1-800-720-3479 (Voice), or email to CustServ@MassRelay.org. Visit the MassRelay website at: www.mass.gov/massrelay