

Virginia Relay is offered through the Virginia Department for the Deaf and Hard of Hearing. This 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, DeafBlind, 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 Service (CTS). This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 to connect with Virginia 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 conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays any response given by typing them back to the TTY user. Specialized relay services are also available for individuals with difficulty speaking including Spanish-speaking residents.

Captioned Telephone Service

Captioned Telephone Service is ideal for any individual that has experienced a loss of hearing but can still 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 Technology Assistance Program (TAP), which is offered through the Virginia Department for the Deaf and Hard of Hearing (VDDHH) provides specialized telecommunications equipment to those who are eligible and qualify. Virginia Veterans with a hearing or speech loss may also qualify for TAP equipment at no cost (with documentation of their Honorable Discharge, form DD-214 or NGD-22). For more information on TAP, visit vddhh.virginia.gov, email tap@vddhh.virginia.gov or call 800-552-7917 (Voice).

Dial 711 to access Virginia Relay

Virginia Relay Customer Care
VARelay@HamiltonRelay.com

Virginia Department for the Deaf and Hard of Hearing
www.vddhh.virginia.gov
804-662-9502

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