



California Telephone Access Program (CTAP) and California Relay Service (CRS)

CTAP is a state-mandated program which provides FREE specialized telephone equipment to any qualifying California resident with a disability that makes using the telephone difficult.

Who Is Eligible?

To qualify, you must:

- Be a California resident with current residential telephone service.
- Complete a simple form and have it signed by your doctor, audiologist or other professional, certifying your disability.

How Do You Reach Us?

For information and a certification form, contact the CTAP Call Center at the number listed below. Or, you may visit one of our Service Centers listed below – no appointment is needed.

CTAP Call Center (Mon.-Fri., 7am - 9pm & Sat.: 9am-5pm)* Program Questions (English)

Voice English . . . 1-800-806-1191 TTY English . . . 1-800-806-4474

Preguntas del Programa (Español)

Voz Español . . . 1-800-949-5650

CTAP Service Centers (Mon.-Fri., 9am - 6 pm)**

CTAP Burbank Service Center
303 N. Glenoaks Blvd., Suite L-130, Burbank, CA 91502

CTAP Fresno Service Center
1320 East Shaw, Suite 130, Fresno, CA 93710

CTAP Oakland Service Center
1970 Broadway, Suite 650, Oakland, CA 94612

CTAP Riverside Service Center
6370 Magnolia Avenue, Suite 310, Riverside, CA 92506

CTAP Sacramento Service Center
2033 Howe Avenue, Suite 150, Sacramento, CA 95825

CTAP San Diego Service Center
2878 Camino Del Rio South, Suite 400, San Diego, CA 92108

CTAP Santa Ana Service Center
2677 North Main Street, Suite 130, Santa Ana, CA 92705

California Relay Service (CRS)

CRS uses relay operators/communications assistants to enable TTY users to call non-TTY users and vice versa. Specially trained operators are available 24 hours a day, 365 days a year to relay calls. The service is free. You pay only for the price of the call. To use the California Relay Service (CRS), call toll free:

Nordia	1-866-734-2888 (TTY)	1-866-734-2777 (Voice)
Sprint	1-877-735-2929 (TTY)	1-888-877-5379 (Voice)
MCI	1-866-735-2929 (TTY)	1-866-735-2922 (Voice)

* call to verify hours

** check website (www.ddtp.org) to confirm locations

711

You can dial **711** anywhere in the United States to reach relay service.

Instructions for making a relay call from a payphone:

For Local Calls:

1. Dial **711**
2. Provide the Relay Operator (RO)/Communications Assistant (CA) with the area code and phone number you wish to dial
 - Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial **711**
2. Provide the RO/CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.
 - Calling card calls cost no more than if you paid with coins
 - Prepaid calling card rates vary. Check with your card provider about their rates

For Toll or Long Distance Calls using the "collect" calling method:

1. Dial **711**
2. Provide the RO/CA with your name, the area code and phone number you wish to dial.

Speech To Speech Service (STS)

STS uses relay operators/communications assistants who serve as "re-voicers" to assist people with speech disabilities in making calls using their own voice or voice synthesizer. There is no charge to use this service. You pay only for the price of the call. And anyone may use STS to initiate a call to a person with a speech disability.

Speech To Speech Service:	1-800-854-7784
Nordia	1-866-734-2304
Sprint	1-888-877-5302
MCI	1-866-854-7784

Special Services

- **CTAP Outreach Hotline**
1-800-995-6831 **Voice and TTY**
To request a group training, event or presentation, call toll free.
- **CTAP Materials Hotline**
1-866-821-3733 **Voice and TTY**
To request multiple copies of our marketing materials, call toll free.
- **Visit our CTAP Website:** www.ddtp.org