

Rhode Island Relay

What is Rhode Island Relay?

Rhode Island Relay is a public service which 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/ TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with Rhode Island Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/ TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/ TTY user. Specialized relay services are also available for individuals with difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. To call a Captioned Telephone user, dial: 7-1-1 or 1-877-243-2823.

How do I apply for specialized equipment?

The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL) provides telephone equipment to qualified individuals who have hearing and/or speech difficulties, or who suffer from neuromuscular damage or disease. Individuals can apply online for this type of assistance. The application form can be found at <http://www.atel.ri.gov>. For more information on ATEL, contact: Adaptive Telephone Loan Equipment Program (ATEL) C/O Office of Rehabilitation Services, 40 Fountain Street, Providence, RI, 02903. You may also call 1-401-222-1679 (TTY) or 1-401-421-7005 ext. 357 (Voice).

Access Numbers:

Dial 7-1-1 or
TTY: 1-800-745-5555
Voice: 1-800-745-6575
ASCH: 1-800-745-1570
Spanish: 1-866-355-9214
Speech-to-Speech: 1-866-355-9213

Customer Service:

V/TTY: 1-866-703-5485
rirelay@hamiltonrelay.com
www.hamiltonrelay.com

To place a call using

Hamilton Relay Internet, visit
www.hamiltonrelay.com.

There is no charge to access Rhode Island Relay, although standard long distance charges apply.

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