



What is Wyoming Relay?

Wyoming Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, or hearing.

How does Wyoming Relay work?

When a call is placed through Wyoming Relay, a Relay Operator - also known as a Communication Assistant (CA) - facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties. CAs do not comment on the conversation, answer any questions, or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved. If you pick up the phone and hear "This is Wyoming Relay..." don't hang up! It's not a telemarketer. It's a customer, business associate, or acquaintance who wants to talk to you.

Captioned Telephone Service

Wyoming Relay is pleased to offer this service in which the CA utilizes voice recognition technology to send verbatim captions of the conversation to the user's CapTel® display. The captioned telephone user can both listen to and read what the other person is saying.

How to connect to Wyoming Relay:

Dial: 7-1-1*	To reach a CapTel® user: 1-877-243-2823	*Reaching Wyoming Relay through 7-1-1 may not be possible in some buildings with a PBX telephone system (often in hotels and offices that have extension numbers). The listed toll-free numbers can be dialed when not able to get through to 7-1-1.
TTY/ASCII: 1-800-877-9965	Spanish-to-Spanish: 1-800-829-2783	
Voice: 1-800-877-9975	(includes Spanish-to-Spanish and translation from English-to-Spanish)	
Speech-to-Speech: 1-877-787-0503		
Voice Carry-Over: 1-877-877-1474		

How do I apply for specialized telephone equipment?

The State of Wyoming provides the following equipment at no charge to Wyoming citizens who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who meet the financial eligibility requirements: amplified telephones, TTYs, Voice Carry Over devices (VCO), captioned telephones, telephone signaling devices, and more. To determine eligibility, participate in the loan program, or to receive more information, please call 1-800-452-1408 V/TTY or email WY Relay EDP at: DWS-WYRelay@wyo.gov.

Learn more about Wyoming Relay

Wyoming Relay Website

www.wyomingrelay.com

Wyoming Relay Customer Service

1-888-694-4450 English (TTY/Voice)
1-800-676-4290 Spanish (TTY/Voice)
Sprint.TRSCustServ@sprint.com

CapTel® Customer Service

1-888-269-7477 English (Voice/CapTel®)
1-866-670-9134 Spanish (Voice/CapTel®)
CapTel@CapTel.com

Compliments, Concerns or Complaints:

You may contact Wyoming Relay Customer Service listed above; Wyoming Relay State Administration Office at 1-800-452-1408 TTY/Voice or DWS-WYRelay@wyo.gov; or the FCC through their website at www.FCC.gov/complaints. We would love to hear from you.

Emergency Calls:

For emergencies, call 9-1-1. The Americans with Disabilities Act (ADA) requires that 9-1-1 centers be prepared to handle emergency calls from people who use a TTY. If you dial 7-1-1 or any of the other Wyoming Relay phone numbers, the CA will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 9-1-1 centers and do not assume responsibility for emergency calls.
