

Full Telephone Accessibility with Relay North Carolina



Enables people who are Deaf,
Hard of Hearing or DeafBlind to
place and receive phone calls.



Need Special Equipment?

Equipment Distribution Services, operated by the North Carolina Division of Services for the Deaf and Hard of Hearing (DSDHH), provides specialized telecommunication devices to eligible North Carolinians to communicate due to hearing loss.

For more information about the equipment distribution services, visit this website:

- relaync.com/equipment-distribution

911 Emergency Calls

In the event of an emergency, dial 911 directly using any phone, including a TTY or VCO phone.*

You may use any relay services to call 911, but that will not be as fast as dialing 911 directly.

Be prepared to provide your full name, phone number, location and description of emergency.

*For VCO users, inform 911 that you are a VCO user.

TTY (Teletypewriter Relay)

711 or 800-735-2962

You can use a teletypewriter (TTY) to communicate with anyone and anytime on the phone. relaync.com/tty

How does TTY Relay work?

- 1** You type your conversation to the Relay Operator.
- 2** The Relay Operator then voices your typed message to the other party.
- 3** After you finish typing, it is the other party's turn to respond.
- 4** The Relay Operator relays the other party's spoken words by typing them back to you.



Voice Carry-Over (VCO)

711 or 877-735-8260

VCO is the ideal solution for you if you like to talk and read captions during your phone calls. relaync.com/vco

How does VCO Relay work?

- 1** The VCO user speaks to the other party.
- 2** The other party listens and speaks.
- 3** The Relay Operator types the other party's voiced message to the VCO user.
- 4** The VCO user reads the other party's voiced words on the VCO phone or teletypewriter (TTY).



TeleBraille Relay for DeafBlind

711 or 800-735-2962

You can use a TeleBraille device or TTY with a large visual display to make relay calls. relaync.com/telebraille

How does TeleBraille Relay work?

- 1** The other party's conversation to a DeafBlind caller goes through a Relay Operator.
- 2** The Relay Operator types the other party's conversation to the DeafBlind caller.
- 3** The DeafBlind caller reads the conversation through a Telebraille device.



Accessibility Care Information

- access@t-mobile.com
- 800-735-0533 (Customer Support - TTY)
- 800-735-0341 (Customer Support - Voice)
- 800-676-4290 (Atención al cliente - Español)
- 866-931-9027 (Voice Carry-Over)
- relaync.com

Trainings & Webinars Available

Webinars, trainings, or support on how to use Relay North Carolina is available virtually or in-person.

Contact us today if interested.

- bola.desalu@t-mobile.com
- 919-324-3795 (Voice/Videophone)
- 919-238-4137 (TTY)
- relaync.com/webinar
- relaync.com/outreach



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Services for the
Deaf and Hard of Hearing



Relay North Carolina (Relay NC) is funded by a surcharge on landlines and wireless connections in North Carolina and administered by the North Carolina Division of Services for the Deaf and the Hard of Hearing. ncdhhs.gov/divisions/dsdh. NCDHHS is an equal opportunity employer and provider.

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