

Text Telephone/Teletypewriter (TTY) Relay Service

711 or

800-548-2546 for English

800-548-8317 for Spanish

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You can use a text telephone/teletypewriter (TTY) to communicate with anyone and anytime on the phone! The relay operator reads aloud the message you typed to the other party and types the other party's voiced message and background sounds, if any, to you.

This service is designed for people who are Deaf, Hard of Hearing or have a Speech Disability.

This relay service is available in English-to-English, Spanish-to-Spanish and English-to-Spanish.

The [Customer Profile](#) allows you to store your relay call preferences that helps speed up call processing.

[Click here](#) for information about a similar Internet-based relay service called T-Mobile IP Relay.

How Does TTY Relay Work?

It's simple!

Just dial 711 (or 800-548-2546 for English / 800-548-8317 for Spanish) on your TTY and a relay operator will answer with "Alabama Relay".

Type the area code and telephone number you wish to call and type "GA" ("Go Ahead"). The relay operator will dial the number and connect you to the other party.

- 1** Type your message on the TTY. Type "GA" ("Go Ahead") at end of each message. The "GA" indicates that it is the other party's turn to respond.
- 2** The relay operator reads out loud the message you typed to the other party.

3 The other party listens, then speaks.
When they say, “Go Ahead”, it is your turn to respond.

4 The relay operator types the other party’s voiced message to you.

To conclude the call, type “GA to SK” (“Stop Keying”) to indicate that you are ready to hang up.



Video : How does a TTY Relay call work?

Here’s how a TTY user named Emeka communicates with a standard phone user, Mary, of Travel Time agency.



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Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2022 T-Mobile USA, Inc.

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