

### Standard Phone User

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**711** or

**800-982-8772** for English

**866-519-0569** for Spanish-to-Spanish

**877-298-3348** for Spanish-to-English



You, as a standard phone user, can easily call individuals who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Difference!

No special equipment is needed!

It's wise to ask the person how they would like to be reached over the phone.

If the answer is West Virginia Relay, then dial 711 (or 800-982-8772 for English, 866-519-0569 for Spanish-to-Spanish or 877-298-3348 for Spanish-to-English) to reach a relay operator. Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to them.

If needed, the relay operator will explain the process before connecting the call.

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

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### “Please, Don’t Hang Up” on your Relay Customers

Thousands of people who are Deaf, Hard of Hearing, DeafBlind, or who have a Speech Difference call businesses and organizations like yours every day. They call through West Virginia Relay service. Often people hang up on relay calls because they think a telemarketer is calling.

When a call comes through saying, “This is West Virginia Relay,” it is a call from someone with a hearing loss or a speech difference.

These hang-ups are frustrating for callers who have hearing loss or speech differences. But just as significant, they mean a loss of business and bad customer relations for the business or organization being called.

So, the next time you get a relay call, remember: if you hang up, you may be hanging up on the most important call that you receive all day!



For more information, visit [westvirginiarelay.com/voice](http://westvirginiarelay.com/voice)