



## WISCONSIN TELECOMMUNICATIONS RELAY SERVICE (WTRS)

### What is the Wisconsin Telecommunications Relay System and how does it work?

The Wisconsin Telecommunications Relay System or WTRS is an important public service available for everyone including the thousands of people who are Deaf, Hard of Hearing, DeafBlind or Speech Disabled. The State of Wisconsin guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

The service works by providing a “link” between text telephone users and conventional telephone users. Callers can access the relay 24 hours a day through either a toll free number or by dialing 711. Operators process calls by voicing everything the text telephone user types and typing everything they hear from the conventional telephone user.

- **WTRS is a FREE service**
- **All calls are kept confidential**
- **Long distance charges apply**

### **MAKING A RELAY CALL:**

There are now several options available to connect to the Wisconsin Relay System.

**Dial 7-1-1** from any phone in Wisconsin or the appropriate WTRS toll-free number below to connect to the Wisconsin Relay System. Give the operator the area code and number you want to call. During a relay call, the operator will voice everything typed by the TTY user and type everything said by the telephone user.

#### **Dial 711 OR**

- **TTY:** 1-800-947-3529
- **Voice:** 1-800-947-6644
- **ASCII:** 1-800-272-1773
- **Fast ASCII:** 1-800-267-8867
- **Speech to Speech:** 1-800-833-7637
- **Spanish to Spanish:** 1-800-833-7813