

Service Accessibility for Customers with Disabilities

Telecommunications Relay Service

Relay Texas provides telephone interpreting service between people who can hear and those who are deaf, hard of hearing, deaf-blind and speech impaired. Relay Texas agents relay calls between those using a TTY or other assistive device and those who can hear. Specially trained personnel are available 24/7 to relay calls. There is no extra charge for this service. There is no charge for Relay calls made within your local calling scope. A 50% discount is provided on all in-state long distance calls.

To use Relay Texas, call toll free: 7-1-1. If you have a TTY: 1+800+RELAYTX (1+800+735-2989) If you do not have a TTY: 1+800+RELAYVV (1+800+735-2988)

If you need more information about RELAY TEXAS, call 512-936-7425 (voice)

e-mail: relaytx@puc.texas.gov

website: www.puc.state.tx.us/relaytexas/overview.aspx

Specialized Telecommunications Assistance Program (STAP)

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network.

For more information, contact the Texas Commission for the Deaf and Hard of Hearing at 512-407-3250 (voice)

website: <https://hhs.texas.gov/services/disability/deaf-hard-hearing>

This program is open to all individuals who are residents of Texas and have a disability. If additional information or assistance is needed, please contact us at 800-422-2387.

