

West Virginia Relay Services is a communications system that allows hearing persons and Deaf, hard of hearing, or speech-impaired persons to communicate by telephone. As mandated by the Public Service Commission, all providers of basic local exchange telephone service must share in the cost of providing Telecommunications Relay Service (TRS). Sprint Relay provides TRS service on behalf of all basic local exchange service providers in West Virginia.

Relay Services are fast and easy to use. There is no additional charge to use this service. Only normal telephone charges will be applied. There are no limits to the length or number of calls you place.

Communication Assistants (CA's) have had training in Deaf Culture, Deaf/blind Culture and Technology as well as exposure to American Sign Language.

Users may reach the West Virginia Relay Center at the numbers listed below or dial **7-1-1**:

**For Hearing Callers:**

- **Voice to TTY/VCO/HCO /STS**  
7-1-1 or 1-800-982-8772
- **Voice to CapTel**  
877-243-2823
- **Spanish-to-Spanish**  
7-1-1 or 1-866-519-0569
- **Spanish-to-English**  
7-1-1 or 1-877-298-3348 (NEW NUMBER)

**For Deaf Callers:**

- **TTY to Voice or ASCII to Voice**  
7-1-1 or 1-800-982-8771
- **Spanish-to-Spanish**  
7-1-1 or 1-866-519-0569
- **Spanish-to-English**  
7-1-1 or 1-877-298-3348 (NEW NUMBER)

**For Deaf-Blind Callers:**

- **TeleBraille to Voice**  
7-1-1 or 1-877-298-3349

**For Hard-of-Hearing Callers:**

- **Voice Carry-Over**  
7-1-1 or 1-877-298-3330 (NEW NUMBER)

**For Speech-disabled Callers:**

- **Speech-to-Speech**  
7-1-1 or 1-866-519-0570
- **Hearing Carry-Over**  
7-1-1 or 1-800-982-8771

**West Virginia Relay's Customer Services:**

- 1-800-676-3777 or 1-866-430-1274 (TTY/ASCII/HCO/Voice/VCO)
- 1-800-676-4290 (Español) (TTY/ASCII/HCO/Voz/VCO)

**CapTel's Customer Services:**

- 1-888-269-7477
- 1-866-217-3362 (Español)

**Sprint's TTY Operator Service:**

- 1-800-855-4000

[www.WestVirginiaRelay.com](http://www.WestVirginiaRelay.com)