



IP Relay Service

Internet Protocol Relay Service allows persons with a hearing or speech disability to use Telecommunications Relay Service through a computer or web-enabled device to communicate through the telephone system with hearing persons.

How IP Relay Service works

IP Relay is accessible through the Internet rather than a TTY or telephone, allowing users to communicate by text.

Unlike traditional TRS - where a TTY user contacts a TRS center via telephone lines and a communications assistant calls the receiving party via voice telephone - the first leg of an IP Relay call goes from the caller's computer or other Web-enabled device to the IP Relay Center via the Internet, usually through a webpage interface. The second leg of the call, as with traditional TRS, is from the communications assistant to the receiving party via voice telephone through the public switched telephone network.

There are no additional costs to consumers for IP Relay beyond a computer or Web-capable device and an Internet connection. IP Relay service providers are compensated from the Interstate TRS Fund, which the FCC oversees.

10-digit geographic numbers

Users must register with an IP Relay provider to receive a ten-digit geographic number from which they can make or receive calls. The ten-digit number enables location information to be included with calls to 911 operators, helping them route calls to the nearest emergency services providers.

Benefits of IP Relay

There are several consumer benefits of IP Relay:

- **Availability** – IP Relay is available to anyone who has access to the Internet via a computer, personal digital assistant (PDA), Web-capable telephone or other device.
- **Convenience** – Consumers do not need to go to a separate TTY or log off the Internet to use a TTY telephone line. IP Relay lets consumers make relay calls even when there is no TTY handy. In addition, consumers often say that using a computer screen and keyboard is easier than using a TTY. IP Relay permits much faster typing and allows users to see much more of the conversation on their computer screens than they can see with a TTY LCD window. IP Relay also allows users to print out and save conversations.
- **Multiple Calls** – IP Relay users can initiate multiple calls simultaneously, make conference calls or browse the Internet while making a call.
- **Quality** – Transmission quality may be faster via IP Relay than via a TTY.
- **Multivendoring** – Like users of most other telecommunications services, IP Relay users can choose among any of the relay providers and are not limited to their state's selected relay providers. Providers therefore compete for consumers, which enhances service quality.



Filing a complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to fcc504@fcc.gov.

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