

Everything you need to stay connected.



Changing the lives of Marylanders who have difficulty using a standard telephone.

DO YOU, OR SOMEONE YOU KNOW, HAVE DIFFICULTY USING A STANDARD PHONE?

Communicating by telephone is an important part of living an independent life. That is why **Maryland Relay** was created.

Administered by the Maryland Department of Disabilities, **Maryland Relay** is a free public service that offers a wide variety of calling options and solutions designed for those who have difficulty using a standard phone. Discover all the ways you, and others, can use **Maryland Relay** to stay connected.

MULTIPLE CALLING OPTIONS

- Traditional Relay enables callers who are Deaf, hard of hearing, late-deafened, or have difficulty speaking to communicate by phone using a TTY (text telephone).
- Captioned Telephone enables individuals who are hard of hearing to have clearer conversations by reading captions of what the other person is saying.
- Hearing Carry-Over (HCO), Speech-to-Speech (STS) and Visually Assisted STS are designed for those who can hear clearly, but have difficulty speaking.
- Voice Carry-Over is ideal for Relay users who have hearing loss but prefer to use their own voice in phone conversations.
- Spanish Relay, includes both Spanish-to-Spanish and Spanish-to-English translation for all calling options.

ASSISTIVE EQUIPMENT

From amplified phones to tablets, there are many equipment options available today that can make it easier for you to keep in touch. The **Maryland Accessible Telecommunications (MAT)** program will work with you one-on-one to find an equipment solution that meets your needs. Equipment is provided by the State to qualified applicants.

Please see page 2 for instructions on how to apply!

Need Assistance?

Please call Maryland Relay at:
800-552-7724 or 410-767-6960 (Voice/TTY)
or 443-453-5970 (Video Phone) or visit mdrelay.org



HOW TO APPLY FOR EQUIPMENT

Use the **interactive links** in this document to complete your steps. All links and information can also be found by visiting the “Equipment” section of our website: mdrelay.org.

- 1 Review the **qualification criteria and application process**.
- 2 **Complete your application on our website** or **download, print, and fill out your application**.
- 3 Download and submit your **Disability Certification form** electronically to the Maryland Accessible Telecommunications program at mat.program1@maryland.gov.
This form must be filled out by a practicing Maryland licensed physician, audiologist, rehabilitation counselor, or speech pathologist acting within the scope of his or her license, or by an authorized representative of the State agency or educational institution approved by Telecommunications Access of Maryland.
- 4 Gather the required documentation. **Review the list of accepted documents here.**
- 5 Submit your forms and required documents to MAT.
To expedite the process of your application, we recommend submitting your application, certification forms, and documents electronically by scanning or taking a photo of your paperwork.

Apply now!

SUBMIT BY MAIL

State of Maryland – MAT Program
301 W. Preston St., Suite 1008A
Baltimore, MD 21201

SUBMIT ELECTRONICALLY

mat.program1@maryland.gov

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