

FCC Consumer Advisory

Use of TTY Devices With Digital Wireless Phones

Text telephone devices (TTYs or TDDs) are used by people with hearing or speech disabilities to send and receive text messages over telephone networks. In the past, wireline telephone and analog cellular networks generally were compatible with TTYs, but digital wireless networks were not. Since July 1, 2002, as a result of FCC rules to ensure that TTY users can complete emergency 911 calls, wireless service providers have upgraded their digital networks to be compatible with TTYs. Consumers are now generally able to use TTYs to complete calls with their digital wireless phones, including 911 calls, if the phone itself is TTY-compatible. To find a TTY-compatible digital wireless phone, contact your wireless service provider or handset retailer.

In certain limited areas, the FCC granted additional time to specific wireless carriers to make their digital wireless services compatible with TTY devices. Such wireless service providers may not yet provide TTY-compatible digital wireless service in these areas. For a list of the specific areas and wireless service providers granted additional time, visit the FCC's Disability Rights Office Web site at http://www.fcc.gov/cgb/dro/e911_appendix_a.html. You can also check with your wireless service provider.

For further information about TTY devices and digital wireless phones, visit our Web site at <http://www.fcc.gov/cgb/dro/e911tty.html>. You may also send an e-mail to FCC504@fcc.gov; call our Consumer Center at 1-888-CALL-FCC (1-888-225-5322) voice, or 1-888-TELL-FCC (1-888-835-5322) TTY; send a fax to 1-866-418-0232; or write to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
455 12th Street, SW
Washington, DC 20554.

For more information about wireless 911 services in general, visit our Web site at <http://www.fcc.gov/911/enhanced> or see our consumer fact sheet at <http://www.fcc.gov/cgb/consumerfacts/wireless911srv.html>.

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For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to FCC504@fcc.gov.

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on <http://www.fcc.gov/cgb/contacts/>.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

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