



WASHINGTON RELAY

Real-Time Text (RTT)

Real-Time Text is a feature that allows the recipient to see text as it is typed into a text interface. It differs from internet instant messaging and mobile texting in that the characters appear in near real-time as they are typed or created, not as a block of text after it is written. Real-Time Text is communicating using text that is the closest to voice communication.

BENEFITS OF RTT:

- Text transmission is silent, so text and voice can co-exist on the same call.
- RTT can transmit and receive text at the same time, making the process smoother.
- Transmission speed is real time and offers the fastest text response available.
- RTT can transmit and receive any text character in any language, as well as emojis and other symbols.
- Allows a more natural, bi-directional flow of text based conversation to take place compared with the “type-enter-wait-read-response-reply” technology of IM and SMS. Characters appear as they are typed or created, not as a block of text after it is written.

THE ROAD AHEAD FOR RTT:

Many carriers have not yet set up the technology to pass an RTT call to 711 in a true RTT mode. There are other items to note:

- RTT requires a voice plan: RTT is an IP-based technology, but calls are initiated on the cellular line. Subscribers of data-only plans that lack a voice calling option will be unable to use RTT.
- Internet access: Many rural areas in the U.S. still lack internet access and/or access to cell towers, limiting the availability of RTT to these populations.



How Real-Time Text Will Transform Relay

RTT will usher text relay into the digital age. And with its availability on most cell phones, RTT allows Relay to serve a larger and more diverse audience, including:



People with disabilities



Those with a wide range of hearing loss



People communicating with emergency services



Anyone who prefers to use simultaneous text and voice communication

For Assistance with RTT, please contact Washington Relay Customer Care at:

Email: warelay@hamiltonrelay.com

Call: 800-974-1548 (Voice/TTY)

Visit: washingtonrelay.com



Office of the Deaf and Hard of Hearing
Serving the Deaf, DeafBlind, DeafPlus, Hard of Hearing and Late Deafened Community
Aging and Long-Term Support Administration