



California Relay Service

711 Choice Instructions



With 711 Choice, quickly reach CRS using the type of communication, language and/or CRS provider you select.

California Relay Service is a program of the California Public Utilities Commission and funded by the Deaf and Disabled Telecommunications Program.

How to register your 711 Choice preferences:

1. *Call* one of the toll-free numbers below at any time. You **must** call from the phone number being registered.

GoAmerica CRS Customer Service

TTY/VCO/HCO/ASCII 1-800-735-0193
Voice/STS/Spanish 1-800-735-0373

Nordia CRS Customer Service

TTY/Voice/VCO/HCO/STS/ASCII 1-866-734-2833
Spanish 1-866-734-2844

Sprint CRS Customer Service

TTY/Voice/VCO/HCO/STS/ASCII 1-800-676-3777
Spanish 1-800-676-4290

Note: Some phone numbers, such as phones that work through some business telephone systems, cannot be registered with 711 Choice. If you are not sure, call any Customer Service number above and check.

2. *Be ready* to provide the following information and choices:

- **Your telephone number (REQUIRED).** If you make relay calls from more than one telephone number, register your 711 Choices for each number separately. Call separately from each telephone number.

- **Your name (OPTIONAL)**

- **At least one (or both) of the following (REQUIRED):**

a. Preferred relay provider

If you do not choose a CRS provider, when you dial 711, your call will be answered in random order by one of the three providers.

b. Type of communication used.

Your calls will be answered more quickly when you choose a type of communication.

Choose one:

- GoAmerica
- Nordia
- Sprint
- No Preference

Choose one:

- TTY
- Voice
- Hearing Carry Over (HCO)
- Voice Carry Over (VCO)
- Speech to Speech (STS)
- ASCII
- No Preference

- **Preferred language. (OPTIONAL)** Your calls will be answered more quickly if you select your preferred language.

Choose one:

- English
- Spanish

Optional: You can also provide the answer to a security question. This will allow you to change your choices anytime by calling Customer Service again from any phone number.