



Office of the Deaf and Hard of Hearing Aging and Long-Term Support Administration

Transforming Lives

Dear Stakeholders,

ODHH is announcing two new services provided under the Washington Telecommunications Relay Service (WATRS). These services are offered through our contracted Telecommunications Relay Service (TRS) provider in Washington State, Hamilton Relay.

The Remote Conference Captioning (RCC) services will provide captioning services to conferences established in virtual or audio formats, including Zoom, Microsoft Teams, Skype and other conference formats. Please see the [official announcement](#) to learn more. Questions? Contact Hamilton Relay customer care at info@hamiltonrelay.com or at 800-974-1548 V/TTY.

The Real-Time Text (RTT) technology trial is currently being developed and will be officially begin in August 2021. Please see the [official announcement](#) to learn more. If you'd like to participate in the trial, please Contact Hamilton Relay at email: info@hamiltonrelay.com or via phone at 800-618-4781.

We are sincerely looking forward to providing both service features to the deaf, hard of hearing, deafblind and speech-disabled community members and conveniently enhancing communication access.

Sincerely,

Deborah O'Willow

Deborah O'Willow,
ODHH Director