

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. 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.

Filing a complaint

If you are having a problem completing a 911 call using TTY, you can file a complaint with the FCC. You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322)
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number above, or send an email to fcc504@fcc.gov.

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