



How to use Bell Relay Service (BRS)

The Bell Relay Service (BRS) allows deaf, deafened and hard of hearing customers or those with speech disabilities to communicate with hearing persons or non-TTY users by phone. Bell has specially trained operators who act as intermediaries and who are available 24 hours a day, 7 days a week.

There is no charge for using the BRS. However, there are toll charges for long distance calls placed using BRS. Note that for TTY users, **there is a 82% rebate** on calls within Canada.

[More about BRS](#)

By phone

1 800 268-9243

For TTY/teletypewriter users

Ontario: 1 800 268-9242

Québec: 1 800 361-6476

Hours of operation

Monday to Friday, 8:30 a.m. to 5 p.m. (ET)

If you require further assistance, please [contact customer service](#).

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