



## Important Information Regarding Kentucky Relay

### **What is Kentucky Relay?**

Kentucky Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

### **How does the Kentucky Relay work?**

Simply dial 711 or the appropriate toll-free number provided to connect with Kentucky Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message by typing it to the TTY user.

### **Specialized Services:**

Kentucky Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided. Since Kentucky Relay offers a variety of services please refer to the website listed or call Kentucky Relay Customer Care for more detailed instruction on how a particular call is processed.

### **Captioned Telephone (CTS):**

CTS is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

### **Access to Services:**

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Kentucky Relay, please call Kentucky Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kentucky, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Kentucky Relay.

**To place a call using Kentucky Relay, dial 711 or one of the toll-free numbers below:**

**TTY:** 800-648-6056

**Voice:** 800-648-6057

**Spanish:** 866-557-5762

**Speech-to-Speech:** 888-244-6111

### **Customer Care Information:**

888-662-2406 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: [KYRelay@HamiltonRelay.com](mailto:KYRelay@HamiltonRelay.com)

[www.KentuckyRelay.com](http://www.KentuckyRelay.com)

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### **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**

711 or 877-243-2823

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### **Special points of interest:**

#### **Equipment Distribution Program**

The Kentucky Commission on the Deaf and Hard of Hearing's (KCDHH) Telecommunications Access Program (TAP) provides residents of Kentucky who are deaf, hard of hearing, have difficulty speaking or have both a hearing and vision loss, with landline or wireless equipment to make communication on the telephone more accessible. For more information, visit [www.kcdhh.org/oea/tddprog.html](http://www.kcdhh.org/oea/tddprog.html) or call 502-573-2604 (Voice) or 502-416-0607 (VP).

#### **Emergency Calls**

**Please note that 711 is only to be used to reach Kentucky Relay. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Kentucky Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.