



Important Information Regarding Kansas Relay Center

Kansas Relay Center

Powered by Hamilton Relay

What is Kansas Relay?

Kansas 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 Relay and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does Kansas Relay work?

Simply dial 711 or the appropriate toll-free number to connect with Kansas 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.

Captioned Telephone:

Captioned Telephone 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.

Speech-to-Speech (STS):

STS is especially useful for people who have difficulty speaking or being understood on the phone. STS involves a specially-trained CA who is familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Spanish Relay:

Kansas Relay allows Spanish-speaking relay users to access all relay call types. Calls can be translated between Spanish and English if you and the person you are calling are both in Kansas.

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 Kansas Relay, please call Kansas Relay Customer Care. All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 7:00 a.m. to 11:00 p.m. CST. By law, each conversation is handled with strict confidentiality.

Oversite for Kansas Relay is provided by Assistive Technology for Kansas. If you have questions or concern, contact: atkapps@ku.edu or call 800-526-3648.

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

TTY/Voice: 800-766-3777

Spanish: 866-305-1343

Speech-to-Speech: 866-305-1344

Customer Care Information:

866-735-2957 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: KSRelay@HamiltonRelay.com
www.KansasRelay.com

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

The Kansas Telecommunications Access Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, or who have difficulty with speech, mobility and cognitive capabilities. For more information you can visit www.atk.ku.edu/ks-tap or call 800-526-3648.

Emergency Calls

Please note that 711 is only to be used to reach Kansas Relay Center. 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. Kansas 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.