



Important Information Regarding Kentucky Relay

What is Kentucky Relay?

Kentucky Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a 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. This helps ensure the ability to connect with family, friends or businesses with ease.

How does the Kentucky Relay work?

Simply dial 711 or the toll-free number listed to connect with Kentucky Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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 then relays your voiced message response 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 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:

Captioned Telephone is ideal and available for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being 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 while trying to reach Kentucky Relay, please call Kentucky 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 8:00 a.m. to 12:00 a.m. EST or 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Kentucky, across the United States, and even internationally. By law, each conversation is handled with strict confidentiality.

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: 866-490-4403

Speech-to-Speech: 888-244-6111

Customer Care Information:

888-662-2406 V/TTY

866-744-7471 Spanish V/TTY

1006 12th Street

Aurora, NE 68818

KYRelay@HamiltonRelay.com

KentuckyRelay.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 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.ky.gov/oea/howapply.html or call 800-372-2907 (Voice) or 502-416-0607 (VP).

Emergency Calls

Please note that 711 can only 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 and not 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.