



What is the 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 and Captioned Telephone. This helps ensure the ability to connect with family, friends, or businesses with ease.

How does relay work?

Simply dial 711 or the toll-free number listed below 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 relays your voiced message response by typing it to the TTY user.

Captioned Telephone (CTS)

Captioned Telephone is ideal for people 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 word-for-word captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?

The Kentucky Commission on the Deaf and Hard of Hearing's (KCDHH) Telecommunications Access Program (TAP) caters to residents of Kentucky who are deaf, hard of hearing, have difficulty speaking or have both hearing and vision loss. They help provide the required land line or wireless equipment, which makes easily accessible connections on the phone possible for the occupant. For more information, visit www.kcdhh.ky.gov/oea/howapply.html or call 502-573-2604 (Voice) or 502-416-0607 (VP).

Access Numbers:

Dial 711 or

TTY: 800-648-6056

Voice: 800-648-6057

Spanish: 866-557-5762

Speech-to-Speech: 888-244-6111

Customer Care:

888-862-2406 V/TTY

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www.KentuckyRelay.com

There is no charge to access Kentucky Relay.