

Dial 711: Kentucky Relay

What is the 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 and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does relay work?

Simply dial 711 or the appropriate toll-free number provided below 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.

Captioned Telephone (CTS)

Captioned Telephone is 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. 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) provides residents of Kentucky who are deaf, hard of hearing, have difficulty speaking or have both 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 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:

V/TTY: 888-662-2406

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www.KentuckyRelay.com