

Appendix F:
TRS Information in Telephone Directories

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Kentucky Relay Service...

making a telephone connection for hearing, deaf, hard-of-hearing, speech-disabled, deaf-blind, and late-deafened individuals!



www.kentuckyrelay.com

*Just Dial **7-1-1*** or use these toll-free numbers:*

<i>Website</i>	<i>www.kentuckyrelay.com</i>
<i>800-648-6056</i>	<i>TTY or TeleBraille</i>
<i>800-648-6057</i>	<i>Voice</i>
<i>866-648-5926</i>	<i>Voice Carry-Over</i>
<i>800-648-6056</i>	<i>Hearing Carry-Over</i>
<i>888-244-6111</i>	<i>Speech-to-Speech</i>
<i>866-490-4403</i>	<i>Spanish-to-Spanish</i>
<i>866-648-5946</i>	<i>Spanish-to-English</i>
<i>900-230-5369</i>	<i>900 Services (not toll-free)</i>
<i>877-243-2823</i>	<i>Voice to Captioned Telephone</i>
<i>866-217-3362</i>	<i>Voice to Captioned Telephone Spanish</i>
<i>800-676-3777</i>	<i>Kentucky Relay Customer Service</i>
<i>800-676-4290</i>	<i>Spanish Kentucky Relay Customer Service</i>
<i>877-787-1989</i>	<i>Speech-to-Speech Customer Service</i>
<i>888-269-7477</i>	<i>Captioned Telephone Customer Service</i>
<i>866-670-9134</i>	<i>Spanish Captioned Telephone Customer Service</i>



* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.



kentuckyrelay.com



sprintrelay.com

November 16, 2011

Managers of phone directories and bill inserts –

This letter is a reminder that telephone companies serving Kentucky consumers must include information on the availability of Telecommunications Relay Services (commonly abbreviated as TRS) in its respective telephone directory and in every revised directory.

Kentucky Relay is a free, completely confidential 24-hour service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing. Kentucky Relay is funded by a surcharge on every telephone line in the state.

Enclosed is a camera-ready Kentucky Relay informational page for your company's next revised telephone directory and a bill insert to consider. If you choose to design your own relay service page or relay bill insert, please rely on the enclosed copies to ensure that service information is accurate. If you have questions about the enclosed samples (also available in electronic formats) or about Kentucky Relay services, please send an e-mail to me.

Thank you for including this information in your telephone directory and bills.

Emma Danielson,
Sprint Kentucky Relay Program Manager
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