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March 14, 2013

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Consumer & Governmental Affairs Bureau  
Federal Communications Commission  
445 12th St., SW  
Washington, DC 20554

Via email to Helen Chang [Helen.Chang@fcc.gov](mailto:Helen.Chang@fcc.gov)

Ms. Chang,

This letter is to confirm that The Kentucky Relay Service does indeed provide HCO-to-HCO service in accordance with §64.604(a)(3). Attached is a copy of a brochure page that explains HCO-to-HCO service.

Sincerely,

A handwritten signature in cursive script that reads "Jim Stevens".

Jim Stevens  
Kentucky Public Service Commission



# Listen With Clarity



## Hearing Carry-Over

**Hearing Carry-Over (HCO)** allows speech-disabled users with hearing to listen to the person they are calling. The

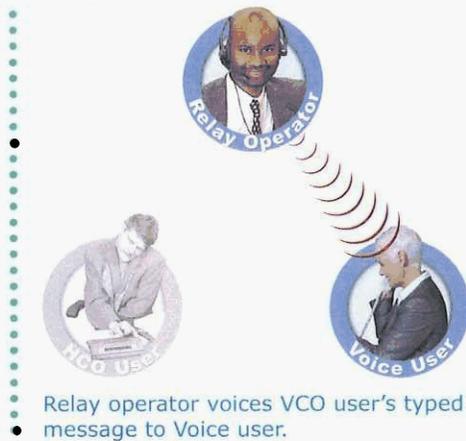
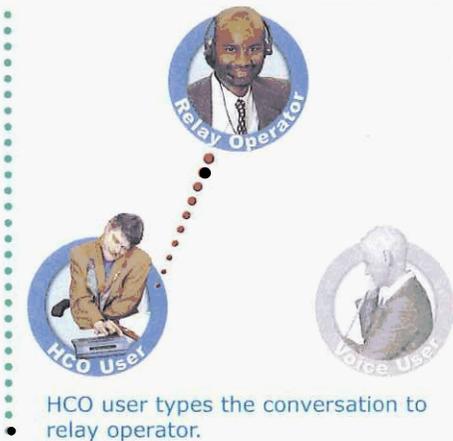
HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

1•800•648•6056

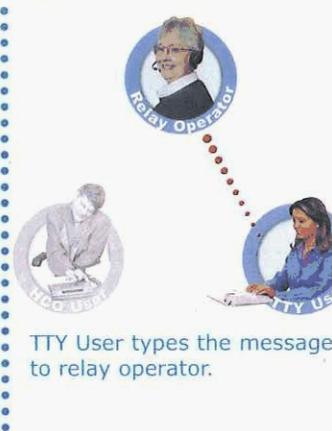
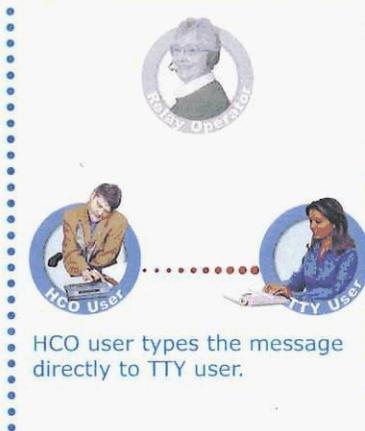
[kentuckyrelay.com/hco](http://kentuckyrelay.com/hco)

### How to Make an HCO Phone Call:



## HCO to TTY

HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



## HCO to HCO

HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.

