

## Kansas Relay Center

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1006 12<sup>th</sup> Street  
Aurora, NE 68818  
voice/TTY 866.735.2957  
fax 402.694.5110

website: [www.kansasrelay.com](http://www.kansasrelay.com)  
email: [ksrelay@hamiltonrelay.com](mailto:ksrelay@hamiltonrelay.com)

YourTel America, Inc.  
401 E Memorial Rd, Ste 500  
Oklahoma City, OK 73114

October 14, 2016

Attn: Directory Administrator

*This letter serves as a reminder that pursuant to FCC Regulations 47 C.F.R. § 64.604 - Mandatory Minimum Standards Subsection (c) (3) all telephone companies serving Kansas consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS).*

To make certain that all people have access to information about the various connection methods and services available through Kansas Relay Center, we find it valuable to supply the enclosed camera-ready informational page for use in your 2017 telephone directory and the camera-ready bill insert for use when distributing bill statements.

If you choose to design your own directory page or bill insert on how Kansas Relay Center works rather than use the ones provided, please follow the information presented to ensure accuracy.

*In an effort to "Go Green", we would like to send this information to you electronically in the future. Please email me at [beth.slough@hamiltonrelay.com](mailto:beth.slough@hamiltonrelay.com) and we will update our database to include your email address.*

Kansas Relay Center is a service which guarantees all citizens full communication through the telephone. Consumers of these services, specifically people who are deaf, deaf-blind, hard of hearing or who have difficulty speaking, can communicate on the telephone via specialized equipment and services in order to connect with families, friends, or businesses with ease.

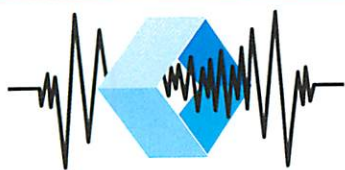
Consumers of Kansas Relay Center can access the relay 24 hours a day through either a toll-free number or by simply dialing 711. Operators called Communication Assistants (CA) process calls by voicing everything the TTY user types, and by typing everything heard from the conventional telephone user. Kansas Relay Center is available free of charge with the exception of any regular long distance charges.

If you should have any questions about the sample directory page, bill insert or about Kansas Relay Center in general, please feel free to contact me at 402-694-5101 or via email at [beth.slough@hamiltonrelay.com](mailto:beth.slough@hamiltonrelay.com).

Sincerely,

Beth Slough  
Director of Account Management and Compliance Manager





## Important Information Regarding Kansas Relay Center

### Kansas Relay Center

Powered by Hamilton Relay

#### **What is Kansas Relay?**

Kansas 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-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

#### **How does Kansas Relay work?**

Simply dial 711 or the appropriate toll-free number provided to connect with Kansas 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.

#### **Specialized Services:**

Kansas 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 associated number provided. Since Kansas Relay offers a variety of services please refer to the website listed or call Kansas Relay Customer Care for more detailed instruction on how a particular call is processed.

#### **Captioned Telephone (CTS):**

CTS is also available and 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.

#### **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 to reach Kansas Relay, please call Kansas Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kansas, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Kansas Relay, although standard long distance charges may apply.

**To place a call using Kansas Relay, dial 711 or one of the toll-free numbers below:**

**TTY/Voice:** 800-766-3777

**Spanish:** 866-305-1343

**Speech-to-Speech:** 866-305-1344

#### **Customer Care Information:**

866-735-2957 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: [KSRelay@HamiltonRelay.com](mailto:KSRelay@HamiltonRelay.com)

Web: [www.KansasRelay.com](http://www.KansasRelay.com)

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#### **Captioned Telephone**

**Customer Service:** 888-269-7477

**To call a Captioned Telephone user, dial:**  
711 or 877-243-2823

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#### **Special points of interest:**

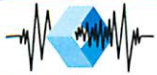
##### **Equipment Distribution Program**

The Kansas Telecommunications Access Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, or who have difficulty with speech, mobility and cognitive capabilities. For more information you can visit [www.atk.ku.edu/ks-tap](http://www.atk.ku.edu/ks-tap) or call 1-800-526-3648.

##### **Emergency Calls**

**Please note that 711 is only to be used to reach Kansas Relay Center. In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using 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. Kansas 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.





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#### **Captioned Telephone (CTS)**

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#### **How do I apply for specialized equipment?**

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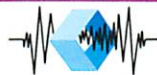
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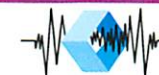
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