

Kansas Relay Makes Telecommunications Accessible for Nonstandard Phone Users



What is Kansas Relay?

Kansas Relay makes using the telephone possible for thousands of citizens and visitors who are deaf, hard of hearing, deafblind, or speech-disabled. It is a no-cost, completely confidential service that is available 24 hours a day.

How does Kansas Relay work?

The person dials the toll-free Kansas Relay number and gives the Communications Assistant the area code and number of the person receiving the call. Kansas Relay service has highly trained Communications Assistants who voice the typed comments by the TTY (text telephone) user and type the spoken comments by the other party back to the TTY user. Kansas Relay provides several options for people who do not use a standard telephone.

How to connect to Kansas Relay

Dial:	711 *	TeleBraille:	800-766-3777
TTY:	800-766-3777	Voice Carry-Over:	866-479-7566
Voice:	800-766-3777	Hearing Carry-Over:	800-766-3777
Spanish:	866-305-1343	Speech-to-Speech:	866-305-1344

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 711 not possible. The 800 numbers can be dialed when not able to get through to 711.

How do I apply for specialized telephone equipment?

Kansas Telecommunications Access Program (TAP) is an equipment distribution program. The purpose of the program is to provide free specialized telephones and other telecommunications devices to Kansans with disabilities who can't use traditional home telephones.

A qualified citizen can apply to get a free specialized equipment by visiting atk.ku.edu/ks-tap.

For more information, visit kansasrelay.com/outreach-program/tap.

Learn more about Kansas Relay

Kansas Relay Website: kansasrelay.com
Accessibility Care: 800-676-3777 (TTY/Voice)
Spanish Accessibility Care: 800-676-4290 (TTY/Voice)
Speech-to-Speech Accessibility Care: 877-787-1989
Voice Carry-Over Accessibility Care: 866-931-9027
Accessibility Care Email: access@t-mobile.com

Services supported by surcharge

A small surcharge per telephone bill makes Kansas Relay services possible for the citizens of Kansas.

711 is not an emergency number

Some people might assume it is okay to call 711 for emergencies. The 711 Kansas Relay number is for relay service calls only. The Americans with Disabilities Act (ADA) requires that 911 centers be prepared to handle emergency calls from people who use the text telephone. Kansas Relay will make every effort to assist a person during an emergency but cannot serve in the same function as 911 centers. Kansas Relay does not assume responsibility for handling emergency calls.

