

## Florida Relay Service (FRS)

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Individuals with hearing impairments, when trying to call Communities Connected for Kids or a Communities Connected for Kids Service Center, should use the Florida Relay Service.

### *Things to Remember*

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- To make a call through the FRS, you only need a regular telephone and a TDD.
- Your call is answered by a communication assistant at the FRS Center in Miami. The assistant will serve as liaison as you call the person you wish to reach. Each spoken word is typed into the TDD by the communications assistant. Your TDD response is relayed to the communications assistant who speaks to the hearing person whom you called.
- There is no charge for this service, except on long distance calls, which are offered at discount rates.
- The service is available 24 hours a day, 365 days a year.
- The service should not be used in an emergency. Dial 911 first.
- All relay users should have their numbers ready when they call FRS.
- Hearing persons can reach individuals who are deaf, deaf-blind, hard of hearing and speech impaired by using the service.
- FRS should not handle TDD-to-TDD calls. Direct TDD calls should be made without FRS assistance.

### *More Information*

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#### **To make an FRS call, simply dial**

1-800-955-8771 (TDD)  
1-800-955-8770 (V)