



1006 12th Street
Aurora, NE 68818
voice/TTY 800.368.6185
fax 402.694.5110

website: www.idrelay.org
email: relay@hamiltonrelay.com

BullsEye Telecom, Inc.
25925 Telegraph Rd Ste 210
Southfield, MA 48033

October 28, 2020

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 Idaho 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 Idaho Relay, we find it valuable to supply the enclosed camera-ready informational page for use in your 2021 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 Idaho Relay 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 and we will update our database to include your email address.

Idaho Relay is a service that 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 family, friends or businesses with ease.

Consumers of Idaho Relay can access the relay 24 hours a day either through 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.

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

Sincerely,

Beth Slough
Director of Account Management and Compliance Manager



What is Idaho Relay?

Idaho Relay is a public service that 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 and Captioned Telephone to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number below to connect with Idaho Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking or who are Spanish speaking.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who can 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 captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 877-243-2823.

Are there any charges to access relay?

There are no charges to access relay and consumers may place relay calls to English and Spanish-speaking people within Idaho, across the United States and even internationally. Contact Idaho Relay Customer Care for more information.

Emergency Calls

In case of an emergency, call 911 or your local emergency service TTY number directly. It is important to understand that relay centers are not 911 centers. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY prepared to handle emergency calls placed in this manner.

Access Numbers:

Dial 711 or
TTY: 800-377-3529
Voice: 800-377-1363
Spanish: 866-252-0684
Speech-to-Speech: 888-791-3004
Visually Assisted STS: 800-855-9400

Customer Care:
V/TTY: 800-368-6185
Spanish V/TTY: 866-744-7471
Relay@HamiltonRelay.com
IDRelay.org



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Important Information Regarding Idaho Relay

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Specialized Services:

Idaho Relay offers specialized services for individuals who have difficulty speaking and Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Idaho Relay offers a variety of services, please refer to the website listed or call Idaho Relay Customer Care for more details.

Captioned Telephone:

Captioned Telephone is also available and ideal for individuals with hearing loss who can 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 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 in dialing 711 to reach Idaho Relay, please call Idaho Relay Customer Care. All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 6:00 a.m. to 10:00 p.m. MST or 5:00 a.m. to 9:00 p.m. PST. Consumers may place relay calls to English and Spanish-speaking persons within Idaho, across the United States and even internationally. Handling each conversation with confidentiality is a requirement by law.

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

TTY: 800-377-3529

Voice: 800-377-1363

Spanish: 866-252-0684

Speech-to-Speech: 888-791-3004

Visually Assisted STS: 800-855-9400

Customer Care Information:

800-368-6185 V/TTY

866-744-7471 Spanish V/TTY

1006 12th Street

Aurora, NE 68818

Relay@HamiltonRelay.com

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:

711 or 877-243-2823

Special points of interest:

Emergency Calls

Please note that 711 can only reach Idaho Relay. In an EMERGENCY you should continue to use 911.

For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Idaho Relay will try to assist you in any way possible during an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.