



1 Science Park
Frostburg, MD 21532
voice/TTY 866.269.9006
fax 301.689.5197

website: www.mdrelay.org
email: mdrelay@hamiltonrelay.com

BullsEye Telecom, Inc.
25925 Telegraph Rd Ste 210
Southfield, MI 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 Maryland 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 Maryland 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 Maryland 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.

Maryland 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 Maryland 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 Maryland 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



Important Information Regarding Maryland Relay

Maryland Relay:

Maryland Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a 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), Virtually Assisted Speech-to-Speech (VA STS), Remote Conference Captioning (RCC), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How Maryland Relay works:

Dial 711 or the toll-free number listed to connect with Maryland Relay. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. The OPR will voice the typed message from the text telephone (TTY) user to the person on the other end. The OPR then relays the spoken words by typing any responses back to the TTY user.

Specialized Services:

Maryland Relay offers specialized services for individuals with speech disabilities and for Spanish-speaking residents which includes Spanish to English translation. Specially trained OPRs are on hand to assist in these types of calls. Since Maryland Relay offers a variety of services please refer to the website provided or call Maryland Relay Customer Care for more details.

Captioned Telephone:

Captioned Telephone is ideal and available for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being 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 while trying to reach Maryland Relay, please call Maryland 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 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish speaking individuals within Maryland, across the United States and even internationally. Conversations are handled with strict confidentiality.

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

Voice: 800-201-7165
TTY/HCO (Hearing Carry-Over): 800-735-2258
VCO (Voice Carry-Over): 888-826-9673
Speech-to-Speech (STS): 800-785-5630
Virtually Assisted STS: 855-828-6465
2-Line VCO: 877-258-9854
Spanish: 800-877-1264

Customer Care Information:
866-269-9006 V/TTY

MDRelay@HamiltonRelay.com

Captioned Telephone

Customer Service: 888-269-7477
Spanish Customer Service: 866-670-9134
To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

Maryland residents who have difficulty hearing or speaking that require the use of a text telephone (TTY), TeleBraille or amplification equipment may be eligible for the Maryland Accessible Telecommunications Program (MAT).

To see if you or someone you know qualifies for this program, call 800-554-7724 (Voice) or visit the website For Telecommunications Access of Maryland (TAM) at: MDRelay.org

Emergency Calls

Please note that 711 can only be used to reach Maryland Relay. In an EMERGENCY you should continue to use 911. In an emergency, 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. Maryland 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.



Maryland Relay

Dial 7-1-1

What is Maryland Relay? Maryland Relay is a free public service that allows people, unable to use a standard telephone, to both make and receive calls.

How does Relay work? Dial 711 or the toll-free number listed below to connect with Maryland Relay. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. The OPR 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 any responses back to the TTY user.

Captioned Telephone Service Captioned Telephone is ideal and available for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being said to them.

MAT Program (Maryland Accessible Telecommunications) The MAT program distributes State-provided telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

Customer Service:

800-552-7724 (Voice/TTY)
443-453-5970 (Video Phone)
moreinfo@mdrelay.org

Visit:

mdrelay.org

Write:

Maryland Relay/MAT Program
Dept. of Information Technology
301 W. Preston Street, Ste. 1008-A
Baltimore, MD 21201

To Place a Call through Maryland Relay: Dial 711 OR

Voice: 800-201-7165

TTY/HCO (Hearing Carry-Over): 800-735-2258

VCO (Voice Carry-Over): 888-826-9673

Speech-to-Speech (STS): 800-785-5630

Visually Assisted STS: 855-828-6465

2-Line VCO: 877-258-9854

Spanish: 800-877-1264

To call a Captioned Telephone user,

dial: 711 or 877-243-2823

IN AN EMERGENCY: PLEASE DIAL

9-1-1 DIRECTLY



Telecommunications
Access of Maryland



Maryland Relay

Dial 7-1-1

What is Maryland Relay? Maryland Relay is a free public service that allows people, unable to use a standard telephone, to both make and receive calls.

How does Relay work? Dial 711 or the toll-free number listed below to connect with Maryland Relay. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. The OPR 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 any responses back to the TTY user.

Captioned Telephone Service Captioned Telephone is ideal and available for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being said to them.

MAT Program (Maryland Accessible Telecommunications) The MAT program distributes State-provided telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

Customer Service:

800-552-7724 (Voice/TTY)
443-453-5970 (Video Phone)
moreinfo@mdrelay.org

Visit:

mdrelay.org

Write:

Maryland Relay/MAT Program
Dept. of Information Technology
301 W. Preston Street, Ste. 1008-A
Baltimore, MD 21201

To Place a Call through Maryland Relay: Dial 711 OR

Voice: 800-201-7165

TTY/HCO (Hearing Carry-Over): 800-735-2258

VCO (Voice Carry-Over): 888-826-9673

Speech-to-Speech (STS): 800-785-5630

Visually Assisted STS: 855-828-6465

2-Line VCO: 877-258-9854

Spanish: 800-877-1264

To call a Captioned Telephone user,

dial: 711 or 877-243-2823

IN AN EMERGENCY: PLEASE DIAL

9-1-1 DIRECTLY



Telecommunications
Access of Maryland



Maryland Relay

Dial 7-1-1

What is Maryland Relay? Maryland Relay is a free public service that allows people, unable to use a standard telephone, to both make and receive calls.

How does Relay work? Dial 711 or the toll-free number listed below to connect with Maryland Relay. A qualified Operator (OPR) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. The OPR 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 any responses back to the TTY user.

Captioned Telephone Service Captioned Telephone is ideal and available for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being said to them.

MAT Program (Maryland Accessible Telecommunications) The MAT program distributes State-provided telephones and other assistive telecommunication devices to qualified applicants who have difficulty using a standard phone.

Customer Service:

800-552-7724 (Voice/TTY)
443-453-5970 (Video Phone)
moreinfo@mdrelay.org

Visit:

mdrelay.org

Write:

Maryland Relay/MAT Program
Dept. of Information Technology
301 W. Preston Street, Ste. 1008-A
Baltimore, MD 21201

To Place a Call through Maryland Relay: Dial 711 OR

Voice: 800-201-7165

TTY/HCO (Hearing Carry-Over): 800-735-2258

VCO (Voice Carry-Over): 888-826-9673

Speech-to-Speech (STS): 800-785-5630

Visually Assisted STS: 855-828-6465

2-Line VCO: 877-258-9854

Spanish: 800-877-1264

To call a Captioned Telephone user,

dial: 711 or 877-243-2823

IN AN EMERGENCY: PLEASE DIAL

9-1-1 DIRECTLY



Telecommunications
Access of Maryland