



1006 12th Street
Aurora, NE 68818
voice/TTY 877.463.0994
fax 402.694.5110

website: relaynm.org
email: relaynm@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 New Mexico 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 Relay New Mexico, 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 Relay New Mexico 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.

Relay New Mexico 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 Relay New Mexico 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 Relay New Mexico 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 Relay New Mexico

Relay New Mexico:

Relay New Mexico 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), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How Relay New Mexico Works:

Dial 711 or one of the toll-free numbers listed to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and the number of the individual you wish to call before beginning to relay the conversation. 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 Services:

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

Captioned Telephone:

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 is 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 in an attempt to reach Relay New Mexico, please contact Relay New Mexico Customer Care instead.

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. Consumers may place relay calls to English-speaking and Spanish-speaking people within New Mexico, across the United States and even internationally. Each conversation is handled with strict confidentiality as is required by the law.

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

TTY: 800-659-8331

Voice: 800-659-1779

VCO: 877-659-4174

Spanish: 800-327-1857

Speech-to-Speech: 888-659-3952

Customer Care Information:

877-463-0994 V/TTY

866-744-7471 Spanish V/TTY

402-694-5110 Fax

1006 12th Street

Aurora, NE 68818

RelayNM@HamiltonRelay.com

RelayNM.org

Captioned Telephone

Customer Service: 888-269-7477

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

Special points of interest:

Equipment Distribution Program

The New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Telecommunications Equipment Distribution Program distributes telecommunications equipment designed for individuals who are deaf, deaf-blind, or hard of hearing. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to www.cdhh.state.nm.us/tedp.aspx or call 505-383-6530 (Voice), 505-383-6541 (TTY) or 505-435-9319 (VP).

Emergency Calls

Please note that 711 can only be used to reach Relay New Mexico. 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. Relay New Mexico 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.



RELAY NEW MEXICO™

What is Relay New Mexico?

Relay New Mexico 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), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before they begin to relay the conversation. 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 words spoken in response by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone

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 is being said to them. To call a Captioned Telephone user, dial: 711 or 1-877-243-2823.

How do I apply for specialized equipment?

The New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Telecommunications Equipment Distribution Program distributes telecommunications equipment designed for individuals who are deaf, hard of hearing and deaf-blind. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to www.cdhh.state.nm.us/edp.aspx or call 505-383-6530 (Voice), 505-383-6541 (TTY) or 505-435-9319 (VP).

Access Numbers:

Dial 711 or
TTY: 800-659-8331
Voice: 800-659-1779
VCO: 877-659-4174
Spanish: 800-327-1857
Speech-to-Speech: 888-659-3952

Customer Care:

V/TTY: 877-463-0994
Spanish V/TTY: 866-744-7471
Fax: 402-694-5110
RelayNM@HamiltonRelay.com
www.RelayNM.org



RELAY NEW MEXICO™

What is Relay New Mexico?

Relay New Mexico 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), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before they begin to relay the conversation. 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 words spoken in response by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone

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 is being said to them. To call a Captioned Telephone user, dial: 711 or 1-877-243-2823.

How do I apply for specialized equipment?

The New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Telecommunications Equipment Distribution Program distributes telecommunications equipment designed for individuals who are deaf, hard of hearing and deaf-blind. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to www.cdhh.state.nm.us/edp.aspx or call 505-383-6530 (Voice), 505-383-6541 (TTY) or 505-435-9319 (VP).

Access Numbers:

Dial 711 or
TTY: 800-659-8331
Voice: 800-659-1779
VCO: 877-659-4174
Spanish: 800-327-1857
Speech-to-Speech: 888-659-3952

Customer Care:

V/TTY: 877-463-0994
Spanish V/TTY: 866-744-7471
Fax: 402-694-5110
RelayNM@HamiltonRelay.com
www.RelayNM.org



RELAY NEW MEXICO™

What is Relay New Mexico?

Relay New Mexico 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), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before they begin to relay the conversation. 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 words spoken in response by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone

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 is being said to them. To call a Captioned Telephone user, dial: 711 or 1-877-243-2823.

How do I apply for specialized equipment?

The New Mexico Commission for Deaf and Hard of Hearing (NMCDHH) Telecommunications Equipment Distribution Program distributes telecommunications equipment designed for individuals who are deaf, hard of hearing and deaf-blind. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to www.cdhh.state.nm.us/edp.aspx or call 505-383-6530 (Voice), 505-383-6541 (TTY) or 505-435-9319 (VP).

Access Numbers:

Dial 711 or
TTY: 800-659-8331
Voice: 800-659-1779
VCO: 877-659-4174
Spanish: 800-327-1857
Speech-to-Speech: 888-659-3952

Customer Care:

V/TTY: 877-463-0994
Spanish V/TTY: 866-744-7471
Fax: 402-694-5110
RelayNM@HamiltonRelay.com
www.RelayNM.org