



# 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, DeafBlind, 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 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 contact 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:**

711 provides toll-free access to 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.

**Dial 711 to access Relay New Mexico**

## **Customer Care Information:**

1006 12th Street  
Aurora, NE 68818

RelayNM@HamiltonRelay.com  
RelayNM.org

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## **Captioned Telephone**

**Customer Service:** 888-269-7477

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

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## **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](http://www.cdhh.state.nm.us/tedp) or call 505-228-7710 (V/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.