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Granite Telecommunications, LLC
100 Newport Ave Ext 1
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December 21, 2012

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 2013 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 which 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 families, friends, or businesses with ease.

Consumers of Relay New Mexico can access the relay 24 hours a day through either 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. Relay New Mexico is available free of charge with the exception of any regular long distance charges.

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 800-618-4781 or via email at beth.slough@hamiltonrelay.com.

Sincerely,

Beth Slough
National TRS Contract Manager

Important Information Regarding Relay New Mexico

Relay New Mexico is a public service which 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/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Relay New Mexico works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and number of the individual you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Relay New Mexico offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in 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 Service for more details.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Relay New Mexico, please call Relay New Mexico Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within New Mexico, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Relay New Mexico, although standard long distance charges apply.

**To place a call using
Relay New Mexico, dial 7-1-1**
or dial one of the toll free numbers below:

Voice: 1-800-659-1779

VCO: 1-877-659-4174

Spanish: 1-800-327-1857

TTY/ASCII: 1-800-659-8331

Speech-to-Speech: 1-888-659-3952

Customer Service Information:

1-877-463-0994 V/TTY

1-301-689-5197 Fax

One Science Park

Frostburg Business Park

Frostburg, MD 21532

Email: relaynm@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone:

Dial: 7-1-1 or 1-877-243-2823

Customer Service: 1-888-269-7477

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 <http://www.cdhh.state.nm.us/> or call 1-505-881-8824 (Voice/TTY/VP).

Emergency Calls

Please note that 7-1-1 is only to be used to reach Relay New Mexico.

In an EMERGENCY you should continue to use 9-1-1

For emergencies, call 9-1-1 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

Relay New Mexico

What is Relay New Mexico?

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How does relay work?

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How do I apply for specialized equipment?

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