



What is 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.

How does relay work?

Dial 711 or the appropriate toll-free number provided below to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and 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 (TDD/TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TDD/TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is 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 users to listen to their phone conversations while reading word-for-word captions of what's 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 <http://www.cdhh.state.nm.us/tedp.aspx> or call 1-505-383-6530 (Voice), 1-505-383-6541 (TTY) or 1-505-435-9319 (VP).

Access Numbers:

Dial 711 or

TTY/ASCII: 1-800-659-8331

Voice: 1-800-659-1779

VCO: 1-877-659-4174

Spanish: 1-800-327-1857

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

Customer Care:

V/TTY: 1-877-463-0994

Fax: 1-402-694-5110

relaynm@hamiltonrelay.com

www.relaynm.org

There is no charge to access Relay New Mexico, although standard long distance charges apply.