



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, 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 does relay work?

Dial 711 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 DeafBlind. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to <https://www.cdhh.nm.gov/tedp/> or call 505-228-7710 (V/TTY) or 505-435-9319 (VP).

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Customer Care:
RelayNM@HamiltonRelay.com
RelayNM.org



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