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web site: www.relaynevada.com
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Crexendo Business Solutions, Inc.
1615 S 52ND ST
TEMPE AZ 85281

October 16, 2014

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 Nevada 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 Nevada, we find it valuable to supply the enclosed camera-ready informational page for use in your 2015 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 Nevada 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 Nevada 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 Nevada 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 Nevada 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 Nevada 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 Nevada

What is Relay Nevada?

Relay Nevada 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-to-Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

How Relay Nevada works:

Simply dial 711 or the appropriate toll-free number provided to connect with Relay Nevada. A qualified Relay Operator (OPR) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the OPR will voice the typed message from the text telephone (TDD/TTY) user to you. The OPR relays your voiced message by typing it to the TDD/TTY user.

Specialized Services:

Relay Nevada offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained OPRs are on hand to assist in these types of calls by dialing the associated number provided. Since Relay Nevada offers a variety of services please refer to the website listed or call Relay Nevada Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

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 users to listen to their phone conversations while reading word-for-word captions of what's 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 to reach Relay Nevada, please call Relay Nevada Customer Care.

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

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

TTY/ASCII/HCO: 1-800-326-6868

Voice/711: 1-866-326-6888

Spanish: 1-800-877-1219

Speech-to-Speech: 1-888-326-5658

VCO: 1-800-326-4013

Customer Care Information:

1-888-256-5647 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: relaynevada@hamiltonrelay.com

Web: www.RelayNevada.com

Captioned Telephone

Customer Service: 1-888-269-7477

To call a Captioned Telephone user, dial:
711 or 1-877-243-2823

Special points of interest:

Equipment Distribution Program

The Deaf and Hard of Hearing Advocacy Resource Center (DHHARC) and the Northern and Southern Nevada Centers for Independent Living (NNCIL and SNCIL) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Nevada who are deaf, deaf-blind, or who have difficulty with speech. For more information on the DHHARC, visit www.dhharc.org, or call Reno at 1-775-355-8994 (V/TTY) or Las Vegas at 1-702-363-3323 (V/TTY). For more information on the NNCIL and SNCIL, visit www.nncil.org or www.sncil.org or call Sparks at 1-775-353-3599 (V/TTY) or Las Vegas at 1-702-886-4216 (V/TTY).

Emergency Calls

Please note that 711 is only to be used to reach Relay Nevada. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Nevada 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.



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Captioned Telephone (CTS)

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How do I apply for specialized equipment?

The Deaf and Hard of Hearing Advocacy Resource Center offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Nevada who are deaf, deaf-blind, hard of hearing, or have difficulty with speech. For more information, visit <http://www.dharc.org> or call Reno at 1-775-355-8994 (V/TTY) or Las Vegas at 1-702-363-3323 (V/TTY)

Access Numbers:

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STS: 1-888-326-5658
VCO: 1-800-326-4013

Customer Care:

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relaynevada@hamiltonrelay.com
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