

What is the **Analog to Digital Transition**, and how does it affect me?

The telephone industry is in the process of replacing traditional telephone service (copper telephone lines/analog) with internet-based service (fiber lines/digital) – this is what’s called the Analog to Digital Transition. The benefits of the transition include increased speed, longer lifespan of the technology and greater security.

How the Analog to Digital Transition May Affect Telecommunications Relay Services

When telephone lines are upgraded to digital, relay services and the use of relay devices can be affected. If you experience garbling, loss of text or gaps in your communication while using your assistive equipment – such as a TTY, VCO (Voice Carry Over) phone, HCO (Hearing Carry Over) phone or CapTel® 840 phone – it may be a result of the upgrade.

How do I know if I have analog or digital lines?

If you are not sure if changes have been made to your telephone lines and you are experiencing issues with your connection to Relay, contact your telephone service provider to inquire about possible changes in your area.

What solutions can keep me connected to Relay?

With the transition from analog to digital lines, you may need to consider acquiring internet service. This may necessitate that you update your Relay equipment to a device that is compatible with a digital (internet) line.

If you are experiencing issues with your TTY or HCO phone, one possible solution could include Real-Time Text (RTT)/TTY accessibility on a mobile device. More information can be found at fcc.gov.

If you are experiencing issues using a VCO phone or a CapTel 840 phone, possible solutions include:

- CapTel 840i
- CapTel 2400i
- Hamilton Mobile™ CapTel® app
- Hamilton Web™ CapTel®

There are programs and organizations available to assist individuals in acquiring internet and compatible equipment. (Please see reverse side.)



Programs that support the **Analog to Digital Transition**

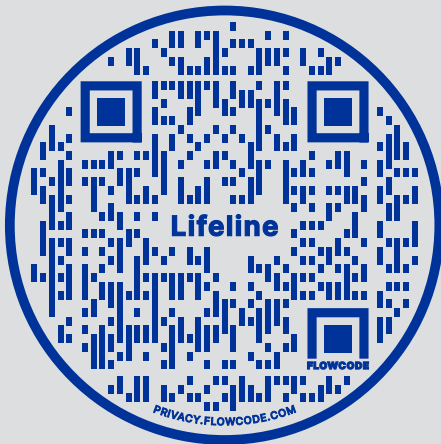
What assistance is available in making the transition?

It is generally recognized that high-speed internet is a basic necessity in today's world. Many communities lack access to internet service, and many people can't afford it or don't know how to use it. In an effort to create digital equity, programs have been established to help low-income households obtain discounted internet service.

There are programs and organizations that provide financial assistance towards phone and internet services for eligible households. Please note that eligibility and benefits offered may vary.

- Visit your local library to find information online about nonprofit organizations and local community resources.
- Phone and internet services providers may offer discounted rates or payment assistance options.

Lifeline: A federal program that offers a monthly discount for internet or phone service. Learn more by visiting lifelinesupport.org or calling the Lifeline Support Center at (800) 234-9473.



For more information about Relay services in your area, contact Relay New Mexico Customer Care at 877-463-0994 or relaynm@hamiltonrelay.com.