

# Large Filing Separator Sheet

Case Number: 08-439-TP-COI

File Date: 2/ 2/2009

Section: 3 of 4

Number of Pages: 200

Description of Document: TRS proposal

- Manage marketing and operations budgets related to VRS; responsible for growing revenues and cutting expenses to ensure profitability.
- Evaluate and recommend modifications and improvements to Hamilton Relay's VRS technology, marketing and service delivery, and work with technical and marketing management as well as contracted service provider to implement agreed upon improvements.
- Manage all aspects of product testing including communication flow between testers and technical staff.
- Manage contracted third-party mystery shopper program related to VRS.
- Develop marketing programs/materials designed to increase Hamilton Relay's VRS market share.
- Organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services, analyze user input and make recommendations for modifications/improvements/enhancements.
- Interface with current relay users to help determine current and future relay needs.
- Maintain awareness of industry competitors and their technological advances.
- Manage job performance of VRS Technician.
- Manage outreach activities of the District of Columbia Relay Service through direction of the part-time Outreach Coordinator/Intern.

**Hamilton Telecommunications, Aurora, NE • July 2005– August 2006**

*District of Columbia Outreach/VRS Coordinator*

- Conducts relay education and outreach which targets the general public, potential and current TTY users and professionals in all areas.
- Communicate with employees and relay users about new developments and service enhancements.
- Coordinate and conduct programs on accessing and using relay services and assistive telecommunications equipment.

**Society's Assets, Inc. • Middleton, WI • October 2003 – July 2005**

*Customer Service Representative*

- Customer Service for Hamilton Relay.
- Provide and schedule presentations, home visits, and referrals to new and existing relay customers statewide.

- Represents WTRS on various external events related to Relay for communities that may benefit from Relay Services.

**National Association of the Deaf Youth Leadership Camp • Sioux Falls, SD • July 16, 2003 – August 12, 2003**

*Camp Counselor*

- Oversaw the health and safety of 64 campers
- Promote leadership through workshops, classes and activities
- Assisted in teaching outdoor living skills

**Gallaudet University Campus Life • Washington, DC • August 2002 – February 2003**

*Community Facilitator*

- Coordinate two programs for residents in residence halls
- Provide valuable information on bulletin boards per monthly basis
- Enforce University policies
- Ensure the safety of residents within the residence halls

**Gallaudet University Health and Wellness Program • Washington, DC • May 2001 – May 2002**

*Peer Health Advocate*

- Educate the University community about various health issues
- Provide workshops, presentations to community
- Provide resources and referrals upon requests

**Gallaudet University Judicial Affairs • Washington, DC • May 2001 – May 2002**

*Hearing Coordinator*

- Meet with students to discuss case of grievance or charges
- Prepare and run hearings with a board
- Ensure appropriate decision of the board for violation of Code of Conduct stated in Gallaudet University Student Handbook

**Crescent Cities Center • Hyattsville, MD • February 2001 – April 2001**

*Social Work Internship*

- Promote knowledge of needs of Deaf Clients in Nursing home
- Provide In-Service training for staff

## Presentations

- Drug and Alcohol Awareness

- Judicial Board Duties
- First Year Experience

## Community Involvement

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- Junior National Association of the Deaf – 1994-1998
- Judicial Affairs Judicial Board – 2000-2001
- National Association of Social Workers Metro Chapter BSW Representative – 2001-2002
- Past President of the Delta Epsilon Sorority – 2002-2003

# Christa Cervantes

1006 Twelfth Street • Aurora, NE 68818 • (800) 618-4781 V/TTY • [christa.cervantes@hamiltonrelay.com](mailto:christa.cervantes@hamiltonrelay.com)

## Education

**Kearney State College**  
*Business Major, 1983-1985*

**Central Community College**  
*Sign Language Classes I – III, 1993-1998*

## Experience

Hamilton Telecommunications Aurora, Nebraska April 2007 to Present  
*Account Manager/Marketing Project Coordinator*

- Responsible for working with the regulatory bodies of designated states on issues related to contract compliance. Shall act as the Hamilton POC with the State Relay administrators.
- Ensures that all information requested by and provided to the Administrators and/or regulatory bodies is provided in an expeditious and efficient manner.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Coordinates and contributes to special marketing projects including, but not limited to RFP activity, print ad development and placement, tradeshow coordination, newsletter development, and national marketing projects as assigned.
- Participates in national marketing efforts, including tradeshows, etc. as required.
- Responsible for tracking quality within the centers processing designated states' calls (i.e. Communication Assistant procedures, consistent language, typing, spelling, etc.) to ensure that Hamilton's internal quality standards and all contract requirements are being met.
- Responsible for determining and recommending how best to improve overall quality of relay services, along with assisting in implementation of recommendations that improve call procedures and call processing for relay users.
- Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Responsible for representing Hamilton Relay at regulatory meetings with the TRS Advisory Councils and the Contract Administrators.
- Responsible for developing and recommending to the Operations/Center Manager new features, enhancements and services desired within the relay

community based on contact and communication with relay users. Responsible for assisting Hamilton in its leadership in the development of new relay features within the relay industry.

Hamilton Telecommunications Aurora, Nebraska October 2004 – April 2007

*Relay Outreach Specialist*

- Coordinates outreach activities and materials between all of Hamilton's outreach personnel.
- Increases outreach activities and effectiveness in all of Hamilton's states.
- Purchases and maintains an adequate supply of outreach and marketing materials for National, HIP/VRS, and state outreach.
- Coordinates all Outreach Team travel for National and HIP/VRS events.
- Responsible for pre-event communication and coordination with National and HIP/VRS event organizations.
- Coordinates shipping of all materials for National, HIP/VRS, and state events.
- Participates in weekly and monthly Outreach meetings.
- Assists with bid assembly.
- Assists in editing state monthly reports.
- Responsible for representing Hamilton Relay at outreach functions that may be applicable.
- Assesses quality and customer service in the Relay Services area.

Hamilton Telecommunications Aurora, Nebraska 1999 – October 2004

*Lead Supervisor*

- Interprets American Sign Language.
- Schedules appropriate number of Communications Assistants.
- Attends and represents the relay service at Public Utility Commissions, relay advisory committees, and appropriate national associations related to relay services.
- Develops and supervises start up and development of new projects, including staffing and projections.
- Monitors and reports on relay service quality from employee and users perspectives.
- Communicates with employees and relay users, new development and service enhancements.
- Monitors compliance with federal and state regulations related to relay system performance and develops corrective action in areas that are non-compliant.

Hamilton Telecommunications Aurora, Nebraska 1995-1999

*Supervisor*

- Coaches others on the use of computer workstations used to relay conversations.
- Insures Communication Assistant compliance with relay center policies and procedures.
- Aids in providing consumer training and public awareness related to relay services.

# Barbara "Babs" Williams

## Education

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**Southern University – Baton Rouge, Louisiana**

*Mass Communications Studies*

**University of Phoenix – Baton Rouge Campus**

*Business Communications*

## Experience

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**Hamilton Relay Services • Baton Rouge, Louisiana • 2008 to Present**

*Maryland TRS/Captioned Telephone Contract Manager*

- Manage contract between Hamilton Telecommunications and Maryland Relay Regulatory Bodies to ensure federal and state contractual compliance.

**Hamilton Relay Services • Baton Rouge, Louisiana • 2007 to 2008**

*Outreach Planning Coordinator*

- Research, lead development, and scheduling of outreach activities as identified in state specific outreach plans in which Hamilton provide relay services. Required to travel throughout various states as needed.

**Hamilton Relay Services • Baltimore, Maryland • 2007 to 2007**

*Captioned Telephone Outreach Coordinator*

- Provide and gather information to help improve the quality of the CapTel® service and the number of customers served by Maryland Relay.
- Deliver presentations to prospective relay users using presentation skills, visual aids, and written proposals.

**Hamilton Relay Services • Baton Rouge, Louisiana • 2005 to 2007**

*Customer Service / Outreach Coordinator*

- Answer customer service calls and enter all customer service information into a database. Perform customer follow up.

**Hamilton Relay Services • Baton Rouge, Louisiana • 2004 to 2005**

*Administrative Assistant*

- Receptionist and secretarial responsibilities. Assist HR Representative with screening and testing prospective applicants.

**Hamilton Relay Services • Baton Rouge, Louisiana • 2003 to 2004**

*Communications Assistant*

- Relay TTY and voice telephone calls. Conveys messages of all types to TTY users from voice users and vice versa.

**WNDC Radio Station • 1995 to 2003**

*Station Manager/ Program Director*

- Produce programs and commercials for air play. Manage station contracts for FCC compliance and supervise staff.

- Attends and makes presentations at relay related meetings.
- Develops and conducts evaluations of Communications Assistants based on their performance.

Hamilton Telecommunications Aurora, Nebraska 1990-1995

*Communications Assistant*

- Conveys messages of all types to TTY users from voice users and vice versa.
- Enters and reads type written text on a standard computer monitor and keyboard.
- Stresses quality in all work situations.
- Types accurately, keeps pace with the voice party and uses proper relay procedures.
- Relays calls in a conversational manner using voice inflection, speech patterns, tone of voice, and user's intent.



# Gregory E. Stephens

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## Education

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**Academy X, San Francisco, CA**  
*Java Fundamentals, 2005*

**New Horizons Training Center, Lincoln, NE**  
*Microsoft's Course 1013 Mastering Visual Basic, 1999*

**Breanau University, Gainesville, GA**  
*Masters of Business Administration-Maintained 3.5+ GPA while at a sea going command in the Navy, 1995*

**University of Nebraska, Lincoln, NE**  
*BS, Physics*

## Experience

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**Hamilton Telecommunications • Aurora, NE • April, 2006 to Present**  
*Relay Technical Manager*

- Responsible for technical operations at assigned Relay Centers

**Hamilton Telecommunications • Aurora, NE • February, 2000 to April, 2006**  
*Software Developer*

- Team member for the first SIP & MPEG4 based Video conferencing system in the country.
- Convinced Senior Management on the need for additional programming talent; recruited a developer from Bell Labs.
- First relay provider to utilize AOL's AIM service for telecommunications (beating MCI and Sprint)
- Designed, implemented a Video conference system based on Netmeeting API's.
- Designed, implemented, tested a JAVA enabled web client into an existing telecommunications network, utilizing a COM+ architecture. This required developing and extending my skill set into JAVA, C, COM
- Developed applications utilizing Dialogic/Intel's API's (C, C++) to telephony control boards.
- Improvement of Legacy system: Worked out bugs and added enhancements to better position ourselves in the market.

**Baldwin Filters • Kearney, NE • January 1995 to February 2000**

*Programmer/Analyst*

- Project management: worked with a software vendor bringing a multi million dollar warehouse expansion on-line. Duties ranged from initial design and vendor selection to implementation as Microsoft SQL DBA and working with the vendor on resolving problems and conflicts.
- Designed and implemented an application (full Life cycle responsibilities) that is used by sales fleet (100+ salesmen) for surveying end users equipment for potential sales, using Visual basic and Access, and the WIN 32 API.
- Report writing for various manufacturing needs.
- WAN administration on legacy system. 3 Remote sites-responsible for communications between sites and all HP peripherals. Also dealt with System management functions for legacy systems, such as determining need for memory and disk upgrades. As well as planning for disaster recovery, backups/restores etc.

## Tools/Platforms

- Visual Basic/ .NET
- C/C++
- Java
- ATL
- COM
- DCOM
- MTS
- COM+
- WIN NT
- WIN 2000/03
- MS Access
- SYBASE
- MYSQL
- MSSQL Server
- SQL
- HP3000
- IBM PC
- CITRIX

# Fred Hackett

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## Education

**University of Iowa, Iowa City, IA**

*Masters in Business Administration, May 1995*

**Minnesota State University, Mankato, MN**

*Bachelor of Science (Double Major) - Computer Science and Electronic Engineering Technology, June 1984*

## Experience

**Hamilton Telecommunications, Aurora, NE • May 2003 - Present**

*Information Technology Services Director*

- Currently a director overseeing a department of 13 full time (three remotely) and 3 part time IT staff providing services to 5 business lines.
- Routinely acted as interface between non-IT employees and IT Services at all levels.

**Independent Contractor • January 2002 - May 2003**

- Performed a review and analysis of an Internet Service Provider's help desk and developed and implemented improvements to better their customer service.
- Performed a risk analysis and documented an initial business continuity plan.
- Analyzed, developed and implemented plans to deploy a value added service to the ISP subscribers including developing marketing and informational documentation.
- Performing the requirements analysis and preparing a detailed project plan with cost estimates to publish an accounting and service tracking application executing on an AS/400 using Citrix MetaFrame XP.

**Mutual of Omaha, Omaha, NE • January 2000 - January 2002**

*Senior Project Manager*

- Developed new processes, procedures and testing that reduced the failure rate of automated software deployments from 30% to less than 2%.
- Created new processes to manage the migration of software into a 6,000 machine environment reducing errors by more than 80%.

- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Manage projects utilizing formal project management methodologies.
- Instrumental in developing standards for hardware and software.

**ConAgra Foods, Omaha, NE • December 1997 - February 2000**

*Information Technology Manager*

- Managed the team responsible for 60 NT file, print and application servers and 2,000 Windows 95 and NT machines at numerous remote sites. This included responsibility for a 13-server farm running Citrix Metaframe to provide application services to 400 internal and dial up users.
- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Negotiated and approved purchases of computer equipment and consulting services ensuring conformance to corporate and business standards.
- Planned and implemented infrastructure upgrades, changes and new installations to meet the computing needs of the business.
- Integrated two division technical support staffs and their functions into one department as part of a corporate wide re-organization.

**NCS - Pearson, Iowa City, IA • June 1984 - December 1997**

*Technical Support Manager, 1994 - 1997*

- Managed teams ranging from one to 22 technical and clerical people providing opportunities for their professional growth, assessment of performance as well as hiring and termination.
- Held full "red line" responsibility and kept within budget for budgets to nearly three million dollars.
- Coordinated support team and Ethernet conversion project activities and managed migration issues and problem resolution between conversion team, support staff, network staff, contractors and non-IS employees.
- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Negotiated and approved purchases of computer equipment and consulting services ensuring conformance to corporate and business standards.
- Planned and implemented infrastructure upgrades, changes and new installations to meet the computing needs of the business.

*Programmer, Senior System Analyst, Database Administrator,  
1984 - 1994*

- Database Administrator providing support, consultation and training for more than 40 DB2 and IMS databases including logical and physical modeling and standards.
- Introduced the use of PC based modeling tools to design, document and manage databases.
- Developed logical and physical schemas for new database applications.
- Developed internal training for database access and design, ER modeling and normalization SQL programming, database security and application coding to access databases.
- Analysis, design, implementation, maintenance, support and consultation for assembler and Cobol programs written for real-time, batch and online systems in the operational, development, financial and customer service areas in a mainframe environment.

# Wayne Hahn

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## Education

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### **Central Community College - Hastings**

*Associate of Applied Science in Computers and Automation, August, 1988*

*Associate of Applied Science Degree in Digital Electronics, August 1988*

## Experience

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### **Hamilton Telecommunications • Aurora, Nebraska • 1988 to Present**

*Network Administrator*

*PBX Technician*

- Installed and maintain relay system for Nebraska and Idaho
- Engineered and connected long-distance carriers to operator system for toll operator assistance
- Shared in the responsibility of the creation, upgrading and maintenance of all new relay related software and hardware

## Skills

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- UNIX System Administration
- T1 installation and troubleshooting
- C programming
- TCP/IP networking
- UNIX Shell programming
- PC troubleshooting
- X25 networking

# Amy Miller

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## Education

### **Nebraska Wesleyan University**

*Bachelor of Science, May 2003*

*Major: Business Administration, Minor: Communication*

*Emphases: Marketing, Management & Human Resource Management*

## Experience

### **Hamilton Telecommunications • Aurora, Nebraska •**

*Human Resource Manager*

*January 2007 - Present*

- Coordinate, plan, and implement all phases of human resource activities
- Responsible for payroll and employee benefit administration, recruiting, screening, hiring, and evaluations of employees
- Oversee educational programs and resources including the coordination and development of on-site educational opportunities for personnel
- Supervise personnel within human resource department

### **Information Technology, Inc. • Lincoln, Nebraska •**

*Human Resources Coordinator*

*May 2003 – January 2007*

- Payroll & Benefits administration for 600+ employees
- Coordinate hiring and new employee orientation
- Process terminations; Conduct exit interviews
- Affirmative Action Coordinator
- Employee Relations
- Communicate with Executive Council regarding HR issues

### **Lincoln Benefit Life • Lincoln, Nebraska •**

*Retention Analyst*

*January 2003 – May 2003*

- Process term applications for conservation
- Maintain databases utilizing Microsoft Access
- Provide assistance to conservation unit
- Communicate with agents & clients

*Human Resources Intern*

*June 2002 – December 2002*

- Facilitate online selection process by processing resumes and coordinating online applications
- Communicate with applicants regarding employment status
- Schedule interviews
- Complete paperwork for recruiters; Prepare new employee orientation packets

**Dillard's • Lincoln, Nebraska •**

*Sales Associate*

*February 2001 – June 2002*

- Sell merchandise and provide assistance to customers
- Promote sales through attractive visual merchandising
- Assist in opening and closing the store
- Process sales; reconcile register

**Nebraska Wesleyan University • Lincoln, Nebraska •**

*Phonathon Representative*

*October 2000 - February 2001*

- Contacted alumni seeking donations for NWU

## **Activities & Honors**

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Outclass the Competition Training – Information Technology, Inc.

Chosen to speak at Information Technology, Inc.'s Annual Business Meeting

Wellness Committee – Information Technology, Inc.

Nebraska Wesleyan University Student Ambassador

Collegiate Business Association

Wesleyan Communication Association

Founding member of NWU's Society for Human Resource Management Chapter

Nebraska Wesleyan University Academic Honors List

Nebraska Wesleyan University Leadership Nominee

Volunteered & attended 2002 State Society for Human Resource Management Conference



# **Jerry D. Petermann**

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## **Education**

### **Kearney State College**

*Bachelor of Science in Business Administration, 1978*

### **Central Community College**

*Associates of Applied Science in Business Administrations, 1975*

## **Experience**

### **Hamilton Telecommunications • Aurora, Nebraska • 1995 to Present**

#### *Accounting Manager*

- Manage the accounting department including the supervision of four employees
- Develop and enhance financial reporting systems for four operating entities
- Direct and coordinate the preparation of financial statements, budgets, and all related activity
- Interpret operating results affecting financial aspects of four operating entities

### **Mid-Nebraska Truck & Trailer Sales, Inc. • Grand Island, Nebraska • 1992 to 1995**

#### *Controller*

- Managed the accounting department including supervision of five clerical employees
- Administered Novell Computer Network
- Administered flexible benefits and 401(K) plan
- Prepared monthly financial statements and various timely management reports

### **Central Mortgage Corporation • Grand Island, Nebraska • 1987 to 1989**

#### *Financial Reporting Manager*

- Managed the accounting functions of the regional administration office and six branch offices
- Computer support person for regional administration office

# Pat Shaw

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## Education

### **Aurora High School**

*High School Diploma, 1982*

## Experience

### **Hamilton Telecommunications, Aurora, NE • October 2004 - Present**

#### *Plant Manager*

- Supervises all plant and central office personnel
- Oversees the installation, maintenance and repair of telephone cable and switching facilities, as well as a cable TV distribution system
- Develops the short and long term plans for telephone and cable television
- Develops and guides a continuous improvement plan for the outside plant and central office which is customer focused
- Oversees the efficient operation of a reliable telephone network in order to maintain the availability of the network at the lowest long-term cost
- Maintains proper records of all outside plant and service department records
- Participates in facility and network planning, including coordination with other carriers and large customers
- Oversees the maintenance and repair of buildings and grounds in the Hamilton Telephone Company's service area, as well as vehicle upkeep

### **Hamilton Telecommunications, Aurora, NE • October 1995 – October 2004**

#### *Central Office and Transmission Technician*

- Installed, repaired, tested and maintained hardware and software for local telephone company central office digital switch, operator and relay switch, and work station terminals
- Installed, repaired and maintained all transmission facilities on both copper and fiber optic cable, along with digital cross-connect equipment and digital loop carrier equipment
- Installed, repaired and maintained central office data lines and customer high capacity circuit in central offices and on customer premise
- Installed, repaired and maintained all Central Office Power, Back-up power and Ground equipment, including gas and natural gas generators

- Communicated with internal and external customers to resolve questions and service concerns

**Hamilton Telecommunications, Aurora, NE • January 1988 – October 1995**

*Troubleshooter/Installer*

- Communicated with internal and external customers to resolve service concerns and service questions
- Installed, tested, repaired and maintained outside plant facilities for telephone
- Installed, repaired and maintained copper and fiber facilities
- Installed, repaired, operated and maintained necessary test equipment for the testing of the outside plant
- Obtained schooling and attended seminars relating to technical skills, customer service skills and management skills
- Installed, tested, repaired and maintained cable TV facilities
- Bonded and grounded all types of telephone and coaxial cable
- Participated and developed understanding of quality of service concepts in conjunction with overall company continuous improvement efforts
- Responsible for buildings and grounds maintenance and appearance

## Activities

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Aurora Public Schools, Board Member

Aurora Optimist Club, Member

# Keith L. Penner

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## Education

**Aurora High School**  
*High School Diploma, 1964*

## Military Service

**United States Marine Corps**  
*Honorable Discharge, 1967*

## Experience

**Hamilton Telecommunications • Aurora, Nebraska • 1968 to Present**

### *Central Office Supervisor*

- Supervise nine exchanges and associated fiber and copper facilities
- Supervise of T1 span and central office equipment data lines and analog circuits
- Supervise toll-voice circuits
- Supervise installation and maintenance
- Oversee work scheduling and pay time
- Oversee purchasing Central Office and associated equipment
- Maintain records of Central Office functions

### *Central Office Member*

- Installation and repair of Stromberg Carlson, ITT North, Alcatel, analog and digital equipment and associated vendor equipment in nine telephone exchange offices

### *Line Crew Member*

- Cable splicer
- Telephone/television location and repair of buried cable
- Installation and repair of telephone equipment

**Position title:** Ohio Relay Outreach Coordinator

**Department:** Ohio Relay

**Reports to:** National Outreach Manager

**Position summary:** Position is responsible for Outreach, marketing, and gathering information which will help improve the quality of the relay service and the number of customers served by Hamilton. Individual will be required to travel.

**Essential functions:**

- Coordinates the outreach activities of Ohio Relay.
- Responsible for all communication and interface with relay users, including newsletter development, profile completion, and all other communication with relay users. Performs related office duties.
- Communicates with relay users on new development and service enhancements.
- Designs, coordinates and conducts programs on how to access and use the relay service.
- Coordinates convention reservations including the completion of forms, reservations, and shipping arrangements as necessary.
- Attends conventions, association meetings and other meetings as assigned which are open for attendance to the relay using community.
- Designs and coordinates training programs about relay services for businesses, residents, and any other organizations. This includes the development of general program outlines, materials, and other similar information regarding Hamilton's relay service.
- Organizes and facilitates focus / user groups for discussion of the relay services quality and effectiveness.
- Assesses focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to Hamilton to assist them in the development of new features for the relay and overall improvement of the relay services.
- Monitors and assesses reports on relay service quality from users.
- Stays abreast of technological changes occurring in the relay industry.
- Increases outreach activities and effectiveness to the end goal of increasing the number of relay minutes.

- Implements marketing services and promotions designed to increase the awareness and use of the relay service.
- Delivers presentations to prospective relay users using presentation skills, visual aids, and written proposals.
- Provides input for the design of program materials such as videos, brochures, etc.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Assesses quality and customer service in the relay services area.
- Stresses quality in all work situations.

**Other responsibilities:**

- Performs other work related duties as assigned.
- Travels to current and potential customer locations.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing skills.

**Preferred education, experience and skills:**

- Communicates fluently through the use of American Sign Language and written English.
- Associate or Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a driver's license and ability to travel alone.

**Position title:** Vice President of Relay

**Department:** Relay

**Reports to:** President of Hamilton Relay

**Position Summary:** Responsible for the management of all areas of the Relay business line, including operations, marketing, account management, and technical services. Responsible for the overall financial results of this corporate entity.

**Essential Functions:**

- Responsible for financial outcome of this business line, including profit and loss for its operations.
- Develops operating budget each fiscal year.
- Manages expenses within the fiscal year's budget.
- Directs operational manager to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs technical manager to ensure operational 24 hours a day and that competitive products are released to the market place in a timely fashion to increase overall usage of Hamilton Relay.
- Directs marketing manager to ensure fulfilling all state outreach requirements and to ensure that national marketing efforts increase overall usage of Hamilton Relay.
- Directs account manager to ensure all FCC and state contract requirements are met.
- Provides timely, concise and accurate reports to senior management and the Company's Board of Directors.
- Manages the overall business line in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers.
- Performs corporate development activity to continue the growth of the division. Researches and recommends new features and services.
- Develops effective compensation plans and strategies for relay management and ensures the same is carried out throughout the division.

- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.

**Other Requirements:**

- Develops strategic plans making use of company-wide input mechanisms.
- Actively participates in company-wide strategic and long term planning efforts.
- Demonstrates a high level of leadership and visibility in relay management and Hamilton Telecommunications management.
- Performs similar work related duties as assigned.
- Hold a valid driver's license and have the ability to travel alone.

**Preferred education, experience and knowledge:**

- Bachelors degree in business, marketing, telecommunications or related field.
- Two to three years experience in relay management or related field preferred.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Ability to handle multiple projects and meet multiple deadlines.
- Strong computer skills including knowledge of computer networks, word processing software, spreadsheet software, and telecommunications networks.



**Position title:** Director of Operations

**Department:** Relay

**Reports to:** Vice President of Relay

**Location:** Baton Rouge, LA

**Position Summary:** Directs all relay operations and related operations activities for all of Hamilton's relay centers and business lines (traditional relay, internet relay, wireless relay and video relay) with primary emphasis on quality and efficiency. Oversees the development of Relay Senior Managers, Relay Center Managers and all other staff to ensure success of the company. Has primary responsibility for ensuring that relay services, features, and quality standards meet the expectations of all types of relay users. This new position has become an integral part of the Relay management team.

**Essential Functions:**

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on the financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.
- Conducts and assists with performance evaluations and wage calculations.
- Responsible for decreasing employee turnover.
- Works with Technical manager to improve workstation functionality with the end goal of higher efficiency.
- Analyze report data and recommend improvements.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.
- Be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.

- Ability to work a flexible schedule when needed.
- Assume other duties and responsibilities as assigned.

**Preferred education, experience and skills:**

- Bachelor's Degree or equivalent work experience. Multiple years of experience managing multiple call centers.
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.
- Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.
- Must have the ability to communicate effectively in both oral and written English.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Senior Relay Center Manager

**Department:** Relay

**Reports to:** Director of Operations

**Position Summary:** Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.

**Essential Functions:**

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Communication Assistant quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.
- Monitors compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Reviews relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Responsible for scheduling and meeting staffing requirements. Continuously develops contingency plans to meet peaks and valleys of relay traffic.
- Develops incentive programs that allow us to meet the needs of our customers as well as motivate employees.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion. Sets "rules" of decorum, etc. on the relay floor and for general activity within the center.
- Manage, mentor and coordinate supervisory staff, quality assurance staff, and Communication Assistants. Supports activities of Human Resource Representative.

- Conduct performance evaluations for Assistant Relay Center Manager and Trainer. Oversees performance evaluation process for Communication Assistants.
- Computes proposed wage rate changes for all personnel and does so in a highly confidential manner.
- Implement and oversee programs that decrease employee turnover.
- Manage and develop new programs to reduce absenteeism and continuously make suggestions to improve these programs.
- Participates in outreach activities to gain feedback from relay user community.
- Communicates with employees and relay users about new development and service enhancements.
- Assists in the start-up and development of new projects, including staffing and operating estimates and projections.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge. Provides on-going training and supervision to improve employee abilities.
- Provides a strong source of motivation to Supervisors and Communication Assistants. Develops and fosters a positive, energetic, enthusiastic work atmosphere that stresses team above self.
- Participates as an active team member with other Senior Relay Managers and with other company leadership.

**Other responsibilities:**

- Develops and implements special projects as needed.
- Performs other work-related duties as assigned.
- Ability to work a flexible schedule when needed.
- Makes efficient use of technology for optimum production results.
- Works consistently with minimal supervision.

**Preferred education, experience and skills:**

- Bachelor's Degree or equivalent work experience
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Ability to organize and prioritize work.
- Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Two to three years management experience in a call center, relay or telecommunications environment.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Center Manager

**Department:** Louisiana Relay

**Reports to:** Director of Operations

**Position Summary:** Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users as well as the State of Louisiana.

**Essential Functions:**

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Communication Assistant quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.
- Monitors compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance. Will be the primary contact with the State of Louisiana. Will act as Account Manager.
- Reviews relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Responsible for scheduling and meeting staffing requirements. Continuously develops contingency plans to meet peaks and valleys of relay traffic.
- Develops incentive programs that allow us to meet the needs of our customers as well as motivate employees.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion. Follows and establishes "rules" of decorum, etc. on the relay floor and for general activity within the center.

- Manage, mentor and coordinate supervisory staff, quality assurance staff, and Communication Assistants. Supports activities of Human Resource Representative.
- Conduct performance evaluations. Oversees performance evaluation process for Communication Assistants. Computes proposed wage rate changes for all personnel and does so in a highly confidential manner.
- Implement and oversee programs that decrease employee turnover. Manage and develop new programs to reduce absenteeism and continuously make suggestions to improve these programs.
- Communicates with employees and relay users about new development and service enhancements.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge. Provides on-going training and supervision to improve employee abilities.
- Provides a strong source of motivation to Supervisors and Communication Assistants. Develops and fosters a positive, energetic, enthusiastic work atmosphere that stresses team above self.
- Participates as an active team member with other company leadership.

**Other responsibilities:**

- Develops and implements special projects as needed.
- Performs other work-related duties as assigned.
- Ability to work a flexible schedule when needed.
- Makes efficient use of technology for optimum production results.
- Works consistently with minimal supervision.

**Preferred education, experience and skills:**

- Bachelor's Degree or equivalent work experience. Two to three years management experience in a call center, relay or telecommunications environment.
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Ability to organize and prioritize work. Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Assistant Relay Center Manager

**Department:** Nebraska Relay Center

**Reports to:** Senior Relay Center Manager

**Position Summary:** Assists in the management of Supervisors and Communication Assistants within the Nebraska Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and Communication Assistants to ensure the needs and desires of individuals who are Deaf, Hard of Hearing or Speech Disabled are met. Has responsibility for insuring that the Communication Assistants are skilled to meet the expectations of relay users.

**Essential Functions:**

- Assists the Senior Relay Center Manager in developing and fostering a positive, energetic, enthusiastic work atmosphere that stresses team above self. Actively participates on the relay floor.
- Oversees quality on the relay floor. Assists and supports all related Quality Programs. Is responsible for assuring that each Communication Assistant has the needed skills (strong verbal skills, typing skills, spelling, procedures, language, etc.) to meet the needs of relay users. Cultivates an environment that expects quality.
- Identifies problems and areas of weakness on the relay floor and in call processing for individual Communication Assistants and for the entire team. Communicates these issues with the appropriate administrative staff and implements solutions.
- Manages all personnel issues in a manner that follows center policies and procedures. Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.
- Provides on-going training and supervision to improve Supervisors and Communication Assistants abilities. Encourages individuals to continue to develop their skills and knowledge and assists Communication Assistants in reaching the next skill "level."
- Responsible for ensuring all Communication Assistants are trained on new technical enhancements as implemented.
- Manage, mentor and coordinate supervisory staff. Trains supervisors and provides them with additional educational opportunities.
- Assists Customer service personnel and oversees the customer service database.



- Conduct performance evaluations for Supervisors. Computes raises for all personnel reporting to the Assistant Relay Center Manager and does so in a highly confidential manner.
- Oversees the Supervisors to ensure that performance evaluation and monitoring for CAs are completed in a timely fashion.
- Assists Senior Relay Center Manager in setting “rules” of decorum, etc. on the relay floor and for general activity within the center.
- Provides input into programs designed to reduce absenteeism and continuously makes suggestions to improve these policies. Assist Senior Relay Center Manager in developing programs that decrease employee turnover.
- Reviews and analyzes state reports on a monthly basis.
- Reviews relay statistics on a daily basis to monitor compliance with federal and state requirements related to relay system performance and assists the Senior Relay Center Manager in developing corrective actions in areas that are in noncompliance.
- Reviews and analyzes a variety of reports on a daily basis to monitor CA activity, quality and productivity. Makes suggestions for improvement as necessary.
- Assists Senior Relay Center Manager with assessing and meeting staffing requirements including forecasting human resource needs.
- Continuously develop contingency staffing plans to meet peaks and valleys of relay traffic.
- Presents a professional image to customers, clients, and co-workers on and off the telephone.
- Participates in outreach activities to gain feedback from relay community.
- Participates as an active team member with other Senior Relay Center Managers and with other company leadership.

**Other responsibilities:**

- Provides direct assistance to the Senior Relay Center Manager
- Performs other work-related duties as assigned.
- Ability to work a flexible schedule.
- Makes efficient use of technology for optimum production results.
- Works consistently with minimal supervision.

**Preferred education, experience and skills:**

- Associate or Bachelor's Degree in Business Administration or two to three years work experience at a relay center or comparable management work experience.
- Experience and knowledge of Deaf Community is helpful.
- Ability to organize and prioritize work.
- Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Training Coordinator

**Department:** Louisiana Relay

**Reports to:** Relay Center Manager

**Position Summary:** Prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing Communication Assistants.

**Essential functions:**

- Constructs training programs designed to provide Communication Assistant trainees with the skills and knowledge necessary to succeed in their positions.
- Gains and maintains a strong understanding of all relay related information relevant to Communication Assistants and the training of Communication Assistants.
- Manages Monitoring Supervisor and Quality Assurance Department for center.
- Identifies shortcomings in trainees and informs the Quality Assurance Department and Supervisors of these weaknesses.
- Responds to Quality Assurance Department and Supervisor feedback on existing Communication Assistants and determines an appropriate training based solution for improvement.
- Assesses the abilities of each Communication Assistant Trainee and determines a realistic timeframe for beginning full CA responsibilities.
- Utilizes existing presentation and training materials in a creative and effective manner and creates new training materials aimed at improving training relevance and effectiveness.
- Trains on a multitude of topics such as Deaf Culture, relay procedures, and company policies.
- Adjusts training program to fit the continually changing needs of the relay environment.
- Measures recruiting and training methods and reports information to the Human Resources Manager and Relay Center Manager.
- Organizes training programs in conjunction with the Outreach Coordinator aimed at teaching Communication Assistants the translation of American Sign Language to spoken English, and the reverse.

- Solicits and utilizes recommendations for training topics from many resources including the Relay Center Manager, Monitoring Supervisor, Supervisors, and external resources.
- Utilizes a variety of methods to aid the improvement of each Communication Assistant as it relates to call processing.
- Works with Supervisors and Quality Assurance Department to identify training needs and will assist Supervisors and Quality Assurance personnel in training Communication Assistants as call handling weaknesses are identified.
- Develops and fosters a positive, energetic, enthusiastic work atmosphere that stresses team above self.
- Develops and initiates professional Communication Assistant call processing techniques and directs all CAs in applying the same standards and techniques to their calls.
- Develops training programs and implements training techniques to shortening the amount of training time as well as increase the effectiveness of the training program.
- Communicates with CAs, floor supervisors and all other management personnel in a positive manner.

**Other Responsibilities:**

- Maintains the ability to work flexible hours as will teach day and evening training classes.
- Performs other work-related duties as assigned by the Relay Center Manager.
- Responsible for all center communication including procedure books, training manuals, newsletters, and all other Communication Assistant communication.
- Carries out “special project” needs as assigned.
- Willingness to act as a Communication Assistant when needed.

**Preferred education, experience and skills:**

- A combination of three to five years work experience or schooling related to education or training is desirable.
- Experience working with the deaf and hard of hearing community or relay experience is desirable.
- The ability to develop a comprehensive understanding of relay policies and procedures.

- Strong verbal, interpersonal and presentation skills.
- Ability to organize and prioritize work.
- Ability to maintain strict confidentiality.
- Proficient with computers and software programs.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

## **POSITION DESCRIPTION**

**Position Title:** Monitoring Supervisor

**Department:** Louisiana Relay

**Reports to:** Assistant Relay Center Manager

**Position Summary:** Maintains LRS Quality Assurance Program to facilitate continued quality improvement within the Relay Center. Identifies areas needing attention in individual Communication Assistant performance and reports this to the Assistant Relay Center Manager.

### **Essential Functions:**

- Responsible for the Monitoring Program including calculation of scores and monthly reports.
- Systematically and routinely monitors relay calls on a daily basis to make individual and overall quality assessment for each CA and to ensure Level System maintenance.
- Will provide input and feedback to the Assistant Relay Center Manager in how to develop and implement Quality Assurance tools that facilitate continued quality improvement within the Relay Center.
- Works with the Trainer and Supervisors to identify training needs and coaches Communication Assistants as call handling weaknesses are identified.
- Completes Quality Feedback Forms so Supervisors can provide quality improvement feedback to Communication Assistants.
- Provides feedback to the Assistant Relay Center Manager in implementing professional call processing techniques, and directs CAs in the application of consistent standards and techniques.
- Identifies procedures, policies, language issues, etc. that are problematic in the relay center and report this information to the Assistant Relay Center Manager weekly.
- Communicates with all Relay Center personnel in a positive manner. Cultivates an environment that expects and encourages quality.
- Administers and grades typing tests for levels testing and FCC requirements.

**Other Responsibilities:**

- Will work weekdays and will work every other weekend and every other holiday. Hours on weekends and holidays to be set by the Assistant Relay Center Manager.
- Performs other work-related duties as assigned by the Senior Relay Manager or Assistant Relay Center Manager.
- Acts as a Communication Assistant as needed.
- Acts as a Supervisor when working weekends and holidays if needed.

**Preferred education, experience and skills:**

- One to two years of work experience in supervision or training is preferred.
- Experience working with the deaf and hard of hearing community or relay experience is desirable.
- Possesses strong verbal, interpersonal, analytical and presentation skills.
- Ability to organize and prioritize work.
- Ability to perform similar tasks over and over, day in and day out.
- Ability to maintain strict confidentiality.
- Ability to type 60 wpm.
- Proficient with computers and software programs.

**Position Title:** Senior Supervisor

**Department:** Louisiana Relay

**Reports to:** Relay Center Manager

**Position Summary:** Supervise, assist in training, and evaluate Communication Assistants. Promotes the activities of the relay service to customers. Collaborates with Assistant Relay Center Manager in staffing and general performance and operations of the relay floor.

**Essential Functions:**

- Produces and oversees weekly schedules for Communication Assistants and fellow Supervisors.
- Ensures efficiency of relay floor and reports any concerns to Assistant Relay Center Manager.
- Assists in the development of goals and objectives for fellow Supervisors.
- Responsible for training new supervisor's and oversees Lead Communication Assistants.
- Coaches others on the use of computer workstations used to relay conversations, including call routing related to the end users carrier of choice.
- Ensures Communication Assistant compliance on the relay center policies and procedures related to relaying conversations, the deaf culture, and communication modes.
- Provides feedback to the trainer on issues needing greater attention during the training processes.
- Monitors and maintains Communication Assistant compliance with relay center policies and procedures.
- Provides direct supervision to Communication Assistants when resolving difficult or unusual call situations.
- Aids in providing consumer training and public awareness related to relay service activities.
- Attends and makes presentations at relay related meetings; responds to customer questions and resolves complaints regarding relay service activities.



- Develops and conducts numbers of Communication Assistants to each shift; monitor and report on staffing efficiency.
- Monitors compliance with state and federal guidelines related to relay service performance standards.
- Develops measurement tools designed to monitor the relay services quality and satisfaction from the user perspective.
- Design and implement plans related to increasing relay services quality and customer satisfaction.

**Other responsibilities:**

- Assists with publications of newsletters and outreach programs.
- Performs similar work related duties as assigned.
- Preferred education, experience and skills:
- Knowledge of the deaf culture and the ability to interpret American Sign Language to English is desirable.
- Experience in public relation activities.
- Possess good written communications skills.
- High School education or equivalent.
- Computer experience is desirable; the ability to type is required.
- Experience working with the deaf and hard of hearing community or relay experience is desirable.
- Hold a valid driver's license and have the ability to travel alone.

**Position Title:** Supervisor

**Department:** Relay

**Reports to:** Assistant Relay Center Manager

**Position summary:** Supervise, train, and evaluate communications assistants. Promotes the activities of the relay service to customers.

**Essential functions:**

- Coaches others on the use of computer work stations used to relay conversations, including call routing related to the end users carrier of choice.
- Ensures Communication Assistant compliance on the relay center policies and procedures related to relaying conversations, the deaf culture, and communication modes.
- Provides feedback to the trainer on issues needing greater attention during the training processes.
- Monitors and maintains communication assistants compliance with relay center policies and procedures.
- Provides direct supervision to communication assistants when resolving difficult or unusual call situations.
- Aids in providing consumer training and public awareness related to relay service activities.
- Attends and makes presentations at relay related meetings; responds to customer questions and resolves complaints regarding relay service activities.
- Develops and conducts evaluations of communications assistants based on their performance.
- Schedules appropriate numbers of communications assistants to each shift; monitor and report on staffing efficiency.
- Monitors compliance with state and federal guidelines related to relay service performance standards.
- Develops measurement tools designed to monitor the relay services quality and satisfaction from the users perspective.
- Design and implement plans related to increasing relay services quality and customer satisfaction.

**Other responsibilities:**

- Assists with publications of newsletters and outreach programs.
- Performs similar work related duties as assigned.
- Acts as a Communication Assistant

**Preferred education, experience and skills:**

- Knowledge of the deaf culture and the ability to interpret American Sign Language to English.
- Experience in public relation activities.
- Possess good written and oral communications skills.
- High School education or equivalent.
- Computer experience is desirable, the ability to type 60 wpm is required.
- Must have sufficient speech and hearing skills to be a Communication Assistant.
- Experience working with the deaf and hard of hearing community or relay experience is desirable.

**Position Title:** Lead Communication Assistant

**Department:** Relay Services

**Reports to:** Relay Supervisor

**Position Summary:** Assists Supervisors and Communication Assistants.

**Essential Functions:**

- Conveys messages of all types to TT users from voice users and vice versa.
- Solves routine problems and directs non-routine problems to the relay Supervisor.
- Sets and assures conformance of standard policy and procedure.
- Understands the use of computer work stations used to relay conversations, including call routing related to equal access.
- Assists in comprehensive training of Communication Assistants.
- Provides leadership and motivation for Communication Assistants.
- Stresses quality in all work situations.
- Provides quality Customer Service
- Assists in the organization and management of the Relay Floor
- Understands hourly reports and reader board to ensure answer performance compliance

**Other responsibilities:**

- Carries out job duties with minimal supervision.
- Works scheduled hours.
- Provides guidance to a variety of workers.
- Performs similar work related duties as assigned.
- Provides leadership and motivation

**Preferred education, experience and skills:**

- High school education or equivalent..
- Ability to organize and prioritize work and meet deadlines.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.
- Ability to understand and carry out written and oral instructions.

**Position title:** Communication Assistant

**Department:** Relay

**Reports to:** Relay Supervisor

**Position summary:** Relay TTY and voice telephone calls.

**Essential functions:**

- Conveys messages of all types to TTY users from voice users and vice versa.
- Enters and reads type written text on a standard computer monitor and keyboard.
- Adheres to strict confidentiality rules and standards.
- Must be 18 years of age or older.
- Stresses quality in all work situations.
- Works a variety of shifts.
- Types accurately, keep pace with the voice party and uses proper Relay procedures.
- Adheres to and uses written procedural language.
- Relays calls in a conversational manner using voice inflection, speech patterns, tone of voice, and user intent.
- Relays correct phrasing by waiting for the TTY user to type complete sentences before voicing.
- Sees situations from the relay user point of view.
- Acts in a pleasant and patient manner at all times when dealing with relay users.
- Understands directions and information given by the relay user.
- Uses common sense approaches to handling situations.
- Gives concise and accurate information to the relay user.
- Understands all concepts, techniques and requirements of the job.
- Uses "down time" to review procedures and languages, and to construct tools to help understand and reference procedures and languages.

- Offers solutions and options when presenting problems or concerns to supervisors.
- Displays a willingness to make necessary adjustments as we change or add services to relay.
- Handles crisis and emotional upset in a professional manner.
- Resolves conflict directly, quickly and completely and discuss unpleasant issues with courtesy and tact.

**Other responsibilities:**

- Arrives on time to all scheduled shifts.
- Works well without constant supervision.
- Volunteers for extra hours when needed.
- Actively participates in training events including Communication Assistant meetings and seminars offered by the company.
- Works well as a team member.
- Performs similar work related duties as assigned.

**Education, experience and skills:**

- Minimum 60 words per minute typing speed with 95% accuracy.
- Minimum requirement of a GED or Equivalency.
- Ability to read, write, speak, hear and understand English well.
- Ability to read and interpret information on a standard computer monitor.
- Proficiency with computer keyboards and terminals and a basic understanding of computer terminology.
- Strong communications skills, including verbal, written and interpersonal skills.

**Position title:** Director of Marketing

**Department:** Relay Service

**Reports to:** Vice President of Hamilton Relay, Inc.

**Position summary:** Directs and oversees Hamilton Relay's marketing objectives and initiatives. Responsible for product development from the users' perspective. This position also assists with Regulatory Affairs management. Individual required to travel as needed.

**Essential functions:**

- Responsible for establishing marketing direction and leading team toward results.
- Reviews changes to the marketplace and industry and adjusts marketing plan accordingly. Position is responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing.
- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services through the development of new relay features, enhancements, and services, which meet the demand of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services through communicating and interacting with all required departments, including but not limited to technical, marketing and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communication Assistants and Video Interpreters.
- Responsible for monitoring competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.



- Monitors and assesses reports on relay service quality from users.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

**Other responsibilities:**

- Performs other work-related duties as assigned.
- Travels to current and potential customer locations.

**Preferred education, experience and skills:**

- Outstanding communication skills required.
- Communicates fluently through the use of American Sign Language and written English.
- Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** National Outreach Manager

**Department:** Relay

**Reports to:** Director of Marketing

**Position summary:** This full-time position is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. This position is responsible for increasing minutes for all relay products and services. Individual will be required to travel as needed.

**Essential functions:**

- Manages designated outreach personnel and coordinates their activities in each applicable state. Monitors and evaluates the performance of designated outreach personnel.
- Increases outreach activities and effectiveness of marketing programs in all Hamilton states to the end goal of increasing the number of relay minutes for the states served by Hamilton.
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitor financial reports.
- Works with outreach staff to develop and give effective programs on how to access and use the relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.
- Works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states.
- Works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.
- From time to time, along with each state outreach person, attends and represents the relay service at meetings of the Public Utilities Commission, relay advisory board, and appropriate state and national associations related to relay services.
- Works with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.
- Assists outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to Hamilton to assist them in the development of new features for traditional relay, video relay and internet relay service.
- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.

- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

**Other responsibilities:**

- Effectively organizes and prioritizes multiple deadlines and projects.
- Performs other work related duties as assigned.
- Travels to current and potential customer locations to promote all relay products and services offered by Hamilton.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing marketing skills.

**Preferred education, experience and skills:**

- Communicates fluently through the use of American Sign Language and written English.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** National TRS Contract Manager

**Department:** Relay

**Reports to:** Vice President of Relay

**Position summary:** Position is responsible for the development and coordination of internal and external communication within Hamilton Relay Service.

**Essential functions:**

- Responsible for editing all external communication. Edits presentations to prospective clients using presentation skills, visual aids and written proposals.
- Will provide support and direction to account managers to ensure contract compliance.
- Will act as the primary contact with all intrastate telecommunications relay service contract decision-makers. Will keep abreast of RFP activity in all states as well as work to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Edits bid packages. This includes coordinating the bid process and completing bid documents within the designated time constraints.
- Will assist the Vice President of Relay and Director of Marketing in marketing Hamilton Relay Service to other states, along with its national services.
- Writes, designs, and/or edits internal and external company newsletters, brochures, and other related communication, including videos. Participates in product testing and development of product literature.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Shares responsibility for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Assists Director of Marketing and Vice President of Relay with the design and implementation of advertising efforts through the proper forms of media to insure maximum results.
- Assists Director of Marketing and Vice President of Relay in defining and targeting potential customer groups to help focus communication efforts.
- Project coordination of special communication projects.
- Communicates with employees and relay users on new development and service enhancements.

- Edits web page content and design for relay services.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

**Other responsibilities:**

- Provides direct assistance to the Director of Marketing and Vice President of Relay.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing marketing skills.
- Performs other work-related duties as assigned.

**Preferred education, experience and skills:**

- Bachelor's Degree in Business Administration, Communications, Marketing, Public Relations or related field or two to three years related work experience is required.
- Strong communication skills, including outstanding writing skills are required.
- Strong knowledge and or experience working with individuals or organizations within the deaf, hard of hearing and/or speech impaired community is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Experience and knowledge of American Sign Language is desirable.
- Ability to understand and carry out instructions.
- Ability to communicate in English well.
- Proficiency with computer terminals and keyboards.
- Knowledge of software such as Microsoft Word and Microsoft Publisher.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Account Manager

**Department:** Relay

**Reports to:** National TRS Contract Manager

**Position summary:** Manages the contracts between Hamilton Telecommunications and multiple state customers. Oversees the actions of all parties involved to ensure contract compliance. Responsible for ensuring that each party successfully completes all assigned duties and responsibilities. Will also assist with other projects as assigned.

**Essential functions:**

- Shall have the responsibility of working with the Regulatory Bodies on contract issues and acting as a point of contact (POC) between the contract administrators and Hamilton.
- Carries out or enforces, as may be applicable, the policies and procedures for the TRS and Captioned Telephone programs established by the Regulatory Bodies, the Contract Administrators and as contained in the contracts and RFPs. Policies and procedures include such areas as reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Responsible for representing Hamilton at regulatory meetings with Advisory Boards and the Contract Administrators required staff meetings as needed and at other outreach functions across the States served that may be applicable.
- Responsible for tracking quality within the center (i.e. Operator procedures, consistent language, typing, spelling, etc.) to determine that Hamilton's internal quality standards and all contract requirements are being met.
- Monitors the Outreach Programs for compliance with RFP and contract requirements in the states served. Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity.
- Will assist Hamilton technical personnel in assessing problems and finding solutions. Will act as a liaison between Hamilton technical personnel and states served.
- Responsible for identifying any potential conflicts or other needs within the relay Center and reporting those concerns or ideas to the TRS Contract Manager/Senior Editor.

- May participate in the marketing efforts, including tradeshow, etc. in the states served.
- May assist in the development of materials, newsletters, give-aways, etc. in the states served.

**Other responsibilities:**

- Maintains strict confidentiality of all relay calls.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Continue to obtain schooling and attend seminars that relate directly to job responsibilities.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Associate or Bachelor's Degree or comparable work experience along with a minimum of three years related experience.
- Direct work experience with a Telecommunications Relay Service preferred.
- Knowledge of American Sign Language is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and ability to travel alone.

**Position title:** Captioned Telephone Sales Manager

**Department:** Relay Service

**Reports to:** Director of Marketing

**Position summary:** Manages national Captioned Telephone sales efforts for Hamilton Relay. Responsible for the development and implementation of sales programs that contribute to the sale of CapTel phones and increase in minutes of Hamilton CapTel Service. Individual required to travel as needed.

**Essential functions:**

- Responsible for establishing Hamilton's national Captioned Telephone sales direction and campaigns with the end goal of increasing sales. Position is responsible for leading all aspects of Captioned Telephone sales effort, which includes building a sales team and managing the team.
- Plan, develop and implement sales strategies that are consistent with internal product strategy while, at the same time, reflective of customer requirements and competitive offerings.
- Meet and/or exceed sales and customer objectives as described in sales plan.
- Prospect and canvas new customers. Formulates a strategy for this activity that can be executed by sales team.
- Develop and implement lead generation for sales team. Identify opportunities through key customer contacts and industry information, sources for sale of Captioned Telephone.
- Develop and perform product presentation for small to large sized groups.
- Works with CapTel Product Manager in the recommendation of modifications and improvements to service.
- Source, analyze, communicate and apply competitive data for competitive advantage to Hamilton. Share the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information with Director of Marketing and CapTel Product Manager. Stays abreast of technological and marketing changes occurring in the industry.
- Assist Management in implementation of quality improvement process for sales organization.
- Establish favorable client relationships.



- Communicate to both customer and internal operations the necessary information so as to assure customer satisfaction and meet sales cost objectives.
- Provide sales team leadership on complex projects.
- Apply independent judgment and advise management on applications, procedures, practices and business conditions.
- Update and manage customers in company CRM database.
- Stresses quality in all work situations.

**Other responsibilities:**

- Performs other work-related duties as assigned.
- Travels to current and potential customer locations.

**Preferred education, experience and skills:**

- Knowledge of Captioned Telephone technology and market, as well as all company products/services.
- Developed negotiation and sales skills. Strong closing skills.
- Degree in Business Administration or equivalent. Multiple years of successful experience as a Sales Representative and/or Manager.
- Captioned Telephone users are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a driver's license and ability to travel alone.

**Position title:** Account Manager/CapTel Product Manager

**Department:** Wisconsin Relay

**Reports to:** Director of Marketing

**Position summary:** Manages the contract between Hamilton Telecommunications and Society Assets, Inc. (SAI) and the contract between Hamilton Telecommunications and the State of Wisconsin to ensure contract compliance in both contracts. Manages Hamilton Relay's strategy for CapTel service.

**Essential functions:**

- Ensures that the policies and procedures for the statewide relay service are followed as established by the Wisconsin Relay Advisory Board, the Contract Administrator and as contained in the contract and RFP.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance in the Wisconsin Relay Center and develops corrective action in areas that require improvement.
- Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of SAI outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Responsible for managing the contract between Society's Assets, Inc. and Hamilton Telecommunications to determine that SAI is carrying out all assigned responsibilities and duties.
- Responsible for representing Hamilton Telecommunications at regulatory meetings with Advisory Boards and the Contract Administrator, SAI staff meetings as needed and at other outreach functions across the State of Wisconsin that may be applicable.
- Perform product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- Serves as local liaison to CapTel, Inc.
- Develops and coordinates marketing strategies for all national markets and executes said strategies in Wisconsin with the end goal of increasing the number of CapTel minutes.
- Responsible for finding ways to enhance the overall quality of TRS and CapTel relay services by making suggestions that improve call experiences for relay users.
- Responsible for developing and recommending to the Senior Relay Manager new features, enhancements and services desired within the relay community based on contact and communication with SAI outreach people and through involvement in

user organizations in Wisconsin. Will do the same for CapTel services on a nationwide basis.

**Preferred education, experience and skills:**

- Bachelor's Degree or comparable work experience or two to three year's related experience.
- Direct work experience with a Telecommunications Relay Service or knowledge of CapTel preferred.
- Experience working with people who are hard of hearing or late deafened, including familiarity with assistive listening devices and CART.
- CapTel users are encouraged to apply.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong analytical and interpersonal and presentation skills.
- PC literate
- Hold a valid driver's license and ability to travel alone.

**Position title:** Video Relay Service Operations Manager

**Department:** Relay

**Reports to:** Director of Operations

**Location:** Wisconsin VRS Call Center

**Position summary:** This full-time position is responsible for managing all aspects of Hamilton Relay VRS service.

**Performance Requirements:**

- Manage operations budget related to VRS; responsible for growing revenues and cutting expenses to ensure profitability.
- Responsible for managing the contract between Hamilton's VRS subcontractor(s) and Hamilton Relay to determine that the subcontractor(s) is carrying out all assigned responsibilities and duties.
- Responsible for recruiting, hiring, and managing all Hamilton video interpreters.
- Responsible for all scheduling of subcontractor(s) and Hamilton video interpreters.
- Evaluate and recommend modifications and improvements to Hamilton Relay's VRS technology and service delivery, and work with technical and marketing management as well as subcontractor(s) and Hamilton video interpreters to implement agreed upon improvements.
- Responsible for maintaining VRS procedure manual.
- Responsible for ensuring VRS Training Programs delivered by subcontractor (as well as by the person in this position to Hamilton video interpreters) result in well-trained Video Interpreters.
- Responsible for quality assurance. Develops and implements Quality Assurance tools that facilitate continued quality improvement within all Video Relay Centers.
- Systematically and routinely monitors video relay calls on a daily basis to make individual and overall quality assessment for each Video Interpreter to ensure quality on video relay calls.
- Oversees the monitoring and compliance of federal requirements related to video relay system performance and develops corrective action in areas that require improvement.
- Provides feedback to Hamilton's video interpreters and subcontractor(s) in implementing professional call processing techniques, and directs Video Interpreters in the application of consistent standards and techniques.

- Maintain awareness of industry competitors and their technological advances.
- Review video relay service statistics on a daily basis and use such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Ensure effective communication between the subcontractor(s) and Hamilton Relay.
- Assist in managing job performance of VRS Technician.

#### **Other requirements:**

- Effectively organize and prioritize multiple projects and deadlines
- Attend training and seminars related to enhancing job related skills
- Stress quality in all work situations
- Performs other work related duties as assigned

#### **Qualifications:**

- Communicate fluently through the use of American Sign Language
- A demonstrated ability to manage and be accountable in coordination of human and material resources in order to achieve a variety of objectives
- Strong customer service skills
- Ability to manage communication flow
- Proven ability to lead effective meetings with attention to establishing goals and monitoring progress, and communicating results
- Strong written, analytical and interpersonal skills
- Ability to communicate effectively in written English

#### **Desirable Experience:**

- Bachelor's Degree preferred or a minimum of three years comparable work experience
- Expert working knowledge and understanding of relay services and technology
- Experience with training Video Interpreters on new technology

#### **Personal Skills**

- Interact professionally and work productively with the public, industry, business representatives and Hamilton employees
- Excellent deductive reasoning & problem solving skills
- A strong sense of responsibility and initiative
- An ability to work independently and as part of a team
- A sense of urgency in meeting demanding deadlines
- A strong desire to learn and grow
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Internet Based Relay Services Product Manager

**Department:** Relay Service

**Reports to:** Director of Marketing

**Position summary:** Responsible for product management of Hamilton Relay Internet-based products/services.

**Essential functions:**

- Manages Hamilton Relay's Internet-based product/service portfolio to the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.
- Participates in the development of product strategy, product specifications, positioning and marketing messaging.
- Coordinates product development activities between departments/staff/contractors as a key member of a cross-functional team translating customer needs and technology directions into product definitions.
- Conducts marketing research.
- Responsible for understanding the competitive landscape and evaluating competing products/services within the relay industry and providing detailed comparative analysis to Management, Marketing, Outreach and Technical teams.
- Responsible for understanding current FCC rules and regulations as related to product/service use and development.
- Supports Operations and Technical in improving workstation functionality for Communication Assistants and Video Interpreters.
- Monitors and assesses reports on relay service quality.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

**Preferred education, experience and skills:**

- Familiarity with technology along with an interest in building a bridge between consumers and technology development.
- Bachelor's Degree in related field along with a minimum of three years product development experience.
- Direct work experience with a Telecommunications Relay Service preferred.
- Attention to detail and accuracy.
- Ability to manage multiple projects, organizing and prioritizing work to consistently meet deadlines.
- Commitment to clear communication demonstrating strong written, analytical and interpersonal skills.
- Communicates fluently through the use of American Sign Language and written English.
- Deaf or hard of hearing individuals are encouraged to apply.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Account Manager/Marketing Projects Coordinator

**Department:** Relay

**Reports to:** Director of Marketing

**Position summary:** Manages and ensures contract compliance between Hamilton Relay and the States of Nebraska, Idaho, Montana and Wyoming. Responsible for the coordination of and contribution to various marketing projects.

**Essential functions:**

- Responsible for working with the regulatory bodies of designated states on issues related to contract compliance. Shall act as the Hamilton POC with the State Relay administrators.
- Ensures that all information requested by and provided to the Administrators and/or regulatory bodies is provided in an expeditious and efficient manner.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Coordinates and contributes to special marketing projects including, but not limited to RFP activity, print ad development and placement, tradeshow coordination, newsletter development, and national marketing projects as assigned.
- Participates in national marketing efforts, including tradeshows, etc. as required.
- Responsible for tracking quality within the centers processing designated states' calls (i.e. Communication Assistant procedures, consistent language, typing, spelling, etc.) to ensure that Hamilton's internal quality standards and all contract requirements are being met.
- Responsible for determining and recommending how best to improve overall quality of relay services, along with assisting in implementation of recommendations that improve call procedures and call processing for relay users.
- Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Responsible for representing Hamilton Relay at regulatory meetings with the TRS Advisory Councils and the Contract Administrators.
- Responsible for developing and recommending to the Operations/Center Manager new features, enhancements and services desired within the relay community based



on contact and communication with relay users. Responsible for assisting Hamilton in its leadership in the development of new relay features within the relay industry.

**Other responsibilities:**

- Effectively organize and prioritize multiple deadlines and projects.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Ongoing development through classes, seminars, workshops that relate directly to job responsibilities.
- Travel as required.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Associate or Bachelor's Degree in Business Administration and or Public Relations or two to three year's management related work experience in a relay center or comparable work experience.
- Strong knowledge and/or experience working with individuals or organizations within the deaf and/or speech-impaired community is helpful.
- Strong written, analytical and interpersonal skills.
- Experience and knowledge of American Sign Language.
- Direct work experience with a Telecommunications Relay Service.
- Hold a valid driver's license and have the ability to travel alone.

**Position title:** Customer Service Representative - Relay

**Department:** Nebraska Relay

**Reports to:** Senior Relay Manager

**Position summary:** Responsible for providing high quality customer service to all types of relay users via the telephone, TTY, e-mail, relay and in person. Duties include entering customer service information into relay customer service database, coordinating technical support as needed for relay users, and ensuring all inquiries are addressed. Also performs and coordinates state outreach activities.

**Essential functions:**

- Answers the Customer Service line for the Relay Center, enters all calls into customer service tracking system and keeps the Relay Center Management Team informed of developments among relay customers.
- Responds to all customer service requests and complaints on a daily basis. Works diligently until all problems are resolved or all questions are answered. Provides sufficient follow up to all inquiries to ensure customer satisfaction.
- Gives educational presentations about the relay system at schools, businesses organizations, etc. across the state. Provides explanation about what types of services are available to consumers. Documents any customer feedback for follow-up.
- Responsible for Customer Service and Complaint reports.
- Schedules one on one visits for Outreach Team.
- Schedules and performs one on one visits for hard of hearing and speech disabled customers.
- Performs cold calling to businesses to inform them of relay.
- Responsible for getting new and updated profiles to technical person for input into the database.
- Ultimate goal is to generate new relay business from non-traditional relay users.
- Upon request, assist Communication Assistants and supervisors with any problems that may arise during the course of a relay call.
- Troubleshoots technical problems and escalates any unresolved issues to technical staff.

- Tracks suggestions for improvement and provides that information to the appropriate department, i.e. technical, operations, management, etc.
- Stresses quality in all work situations.

**Other responsibilities:**

- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- High school education or equivalent.
- Ability to communicate effectively in a variety of situations.
- Sensitivity to disability issues and customer confidentiality issues.
- At least three years exposure to the culture and communication needs of people who are deaf, hard of hearing and/or speech disabled.
- Experience in giving public speaking and presentations.
- Proficient in the operation of computers and accompanying computer programs including Microsoft Word, Excel, and Power Point.
- Hold a valid driver's license and have the ability to travel alone.
- Ability to organize and prioritize assignments and meet deadlines.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.

**Position Title:** Administrative Support

**Department:** Louisiana Relay

**Reports to:** Relay Center Manager

**Position Summary:** General receptionist and secretarial responsibilities. Including assisting HR Representative and answering calls on a multi-extension phone system.

**Essential Functions:**

- Provides support for all management projects.
- Assists in various clerical and office duties such as filing, typing and form design.
- Distributes applications and administers tests to prospective employees.
- Assists Human Resource Representative with filing, employment verification, and other general HR duties.
- Backup for Customer Service Representatives. Will perform all duties and responsibilities in regards to customer care when requested.
- Greets and directs customers, vendors and prospective employees.
- Orders office and relay floor supplies.
- Files receipts and billing records for LA Center.
- Receive and distribute mail, prepare waybills for Federal Express and UPS shipments, signs for incoming deliveries and forwards to proper personnel.
- Make travel arrangements for Director of Operations, Relay Center Manager and Outreach staff when needed. (includes flight, rental car and hotel)

**Other Responsibilities:**

- Participates in training intended to increase American Sign Language abilities.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- High school education or equivalent.

- Ability to communicate and/or interpret using American Sign Language is helpful.
- Ability to use office equipment such as computer, copier, fax machine, and multi-extension telephone.
- Proficient in Excel or similar spreadsheet software.
- Proficient in Microsoft Word or similar word processing software.
- Ability to organize and prioritize work to meet deadlines.
- Ability to read, write, speak and understand English well.
- Strong analytical and interpersonal skills.
- Ability to type a minimum of 60 w.p.m.

**Title:** Relay Technical Manager

**Reports to:** Vice President of Relay

**Location:** Aurora, Nebraska

**Position Summary:**

Relay is a service for deaf, hard of hearing, and speech impaired individuals that enable them to communicate with standard telephone users. This new position will become an integral part of the Relay management team. With general guidance, the incumbent will be responsible for technical operations at assigned Relay locations. Technical operations include application support, information security, networking and desktop support. The incumbent will direct and coordinate activities of the Relay Information Technology Department and be responsible for providing effective computer service to all Relay employees. This position will be responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

**The incumbent will:**

- Lead, train and assign work to technical personnel.
- Recommend operating policies and procedures.
- Manage exempt and nonexempt employees, contractors and consultants working for Relay Information Technology.
- Resolve technical support issues.
- Maintain hands-on involvement in the day-to-day operations ensuring timely and effective support for all information systems.
- Develop technical and personnel performance standards.
- Evaluate the IT team and encourage individuals to grow in their skills and knowledge.
- Participate in ongoing training to improve own skills and skills of department.
- Analyze report data and recommend improvements or the development of new programs.
- Coordinate with corporate IT management on product development and acquisition.
- Ensure complete and accurate documentation of all Relay technical systems and procedures.
- Must be willing to be on call on a scheduled and unscheduled basis.
- Facility and network planning and documentation including facility maintenance (electrical power backup, phones PCs, fax machines, etc.) and security systems.
- Must be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.

- Responsible for monitoring all technical related line items on the financial statement and adhering to budgetary constraints as it relates to the technical management of all centers and specific projects.
- Assume other duties and responsibilities as assigned.
  - Hold a valid driver's license and have the ability to travel alone.

**Supported systems and services include:**

- Hardware and software for Excel Telephone Switching equipment or a telephony environment.
- PC's (Windows 95B, 98SE, XP Pro) and servers (NT, 2000, 2003, SCO Unix, and Sybase SQL).
- Data and voice transmission lines.

**Minimum Qualifications:**

1. Bachelor degree, preferably in Computer Science or Management Information Systems or closely related field.
2. Progressive experience in information technology including two (2) years in a supervisory or management capacity.
3. Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.
4. Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.
5. Must have the ability to communicate effectively in both oral and written English.

**Physical Requirements:**

1. Ability to lift and move a minimum of 50 pounds up or down a flight of steps.
2. Ability to stand, crouch and kneel for long periods of time.
3. Ability to manipulate and use hand tools.

**Position title:** Information Technology Services Director

**Department:** Information Technology Services

**Reports to:** President of Services and Corporate Development

**Position summary:** Manages personnel and projects of the Information Technology Services Department. Acts as primary contact with Senior Management and Business Line Managers on major Information Technology projects and services and Information Technology strategic direction. Is responsible for managing financial aspects of Information Technology Services department including overseeing project management of major Information Technology projects. Recommends to Senior Management and Business Line Managers, with assistance from management or supervisory personnel and staff members, system modifications, enhancements, software/hardware solutions and integration of technology solutions into the business strategy.

**Essential functions:**

- Management of Information Technology Services personnel, including recruiting, hiring, reviewing, mentoring and coaching of personnel except as appropriately delegated to other management or supervisory personnel within the department
- Develops and prepares Information Technology Services budget(s) which includes budgeting for the various areas of responsibility within the department as well as assisting business line managers with developing the Information Technology Services line items in their respective business line budgets
- Develops with the appropriate input from Information Technology Services personnel project plans for major Information Technology projects which include appropriate action items, timelines and cost budgets
- Monitors and reports progress on all Information Technology Services financial budgets, including regular operating budgets for corporate operations, the Information Technology Services budget for individual business lines and Information Technology projects
- Interfacing with business line managers and senior management on business strategy as it relates to Information Technology Services or where appropriate delegating that function to designated IS personnel in order to insure inclusion of the appropriate technical resources to fully evaluate the alternatives
- Works with business line managers in evaluating and forming recommendations for systems solutions and where appropriate delegates that function to other Information Technology Services personnel
- Oversees the preparation of appropriate documentation of Information Technology Services procedures, including backup procedures and technical personnel responsibilities and on call procedures
- Responsible for making sure systems are in place to document and protect the intellectual property of the company and its affiliates
- Responsible for making sure appropriate security measures are established for Information Technology throughout the company and its affiliates including securing such audits as may be advisable from time to time



- Responsible for making sure that all software licensing requirements are being met. Evaluates with the assistance of technical personnel all contract proposals and verifies appropriate provisions are included
- Coordinates the usage of technical resources between areas of responsibility within the department as needed on major projects
- Secures the necessary qualified consulting or contracting resources as required to complete the work or special projects of the department or assists personnel within the department in doing so, as may be appropriate
- Works with the Human Resources Department to develop and secure the adherence to all policies for confidentiality, protection of company intellectual property and security of technology systems
- Insures that there is an appropriate interactive process for assessing, requesting and approving software and hardware modification and upgrades throughout the company to insure appropriate and efficient use of Company technology expenditures
- Takes such other actions as may be reasonably required to continue to grow the technology competence of the company and it's affiliates

**Other responsibilities:**

- Oversees the maintenance of adequate technical systems and resources
- Performs similar work related duties as assigned

**Preferred education, experience and skills:**

- Bachelors or Associates of Art Degree in Business Administration, Business System Management or Computer Science
- Five plus years experience in Information Technology Services Management
- Information Technology Services project management experience
- Significant experience in multiple technology environments
- Familiarity with basic networking concepts
- Basic software programming skills or strong conceptual understanding of programming methodology
- Ability to read, write, speak and understand English well
- Strong verbal and interpersonal skills

**Position title:** LAN Administrator

**Department:** Administrative

**Reports to:** Information Technology Services Director

**Position summary:** Provides network administration, technical support and troubleshooting capability for all office networks. Performs DEC/VAX operator activities. Acts as a system analyst, evaluating business systems and recommending software/hardware solutions.

**Essential functions:**

- Installs, sets up, trains and administers Local Area Networks.
- Performs operator activities in micro/mini environment.
- Sets up and administers software security in a LAN environment.
- Performs systems analysis on existing business systems.
- Works with operating department personnel in evaluating and forming recommendations for systems solutions.
- Prepares appropriate documentation and assists with documentation on procedures manuals.
- Prepares or reviews necessary software and hardware modification requests, insures clarity of proposed activity and coordinates with internal personnel and external software/hardware vendors.
- Performs some programming to maintain LANs, creates interfaces with on-line service products and creates minor system modifications on business software applications.

**Other responsibilities:**

- Runs and distributes reports as needed.
- Orders and maintains an adequate stock of computer supplies.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Bachelors or Associates of Art Degree in Computer Science.

- Two years experience in LAN administration.
- LANtastik, Microsoft NT, Pathworks experience.
- DEC/VAX DCL language and Martins & Associates telecom/business software experience.
- Significant experience in computer operations in Mini/Mainframe environment.
- Basic programming skills in one or more languages.
- Ability to read, write, speak and understand English well.
- Strong verbal and interpersonal skills.

**Position title:** Telecommunications/Data Network Lead

**Department:** Relay

**Reports to:** Relay Technical Manager

**Position Summary:**

This position is responsible for the installation, repair, testing, maintenance and monitoring of the hardware and software for Hamilton's Telecommunications Relay systems. It includes administering Excel Switching equipment integrated with PC workstations as well as on-going maintenance of voice and data transmission facilities and occasional installation of telephony equipment. At the same time this position is responsible for meeting the computer and server support needs for Relay in the center they are based out of while providing daily guidance to the PC and support staff at our centers in other states. This position requires an excellent working relationship and daily interaction with Relay supervisors and management and a strong customer orientation.

**Essential Functions:**

- Assists the DBA with database upgrades/inserts/modifications/deletions
- Understand how the data relates to the Customer
- Works directly with the Relay Technical Manager and Technical Team to insure computer system upgrades, maintenance and troubleshooting are done in a manner consistent with Relay standards
- Installs repairs and maintains hardware and software for Excel Switching equipment
- Installs, repairs, maintains and monitor data and voice transmission lines supporting Relay
- Plan, manage and work simultaneously on multiple projects, some of them complex
- Recommends changes in facilities, policies and procedures, technology, etc. to ensure the success of Hamilton Relay
- Experience in the support and troubleshooting of PC's (Windows 95B, 98SE, XP Pro) and servers (NT, 2000, 2003)
- Prepare and assist with preparation of documentation of technical information, recovery and maintenance procedures and other documents as required
- Resolve system outages and provide timely reports on status and final disposition to management
- Function independently with general guidance from Relay Technical Manager and senior IT staff

- Assists in the installation, set up, training and administration of Local Area Networks including network user configurations and the creation/modification of connections with other networks
- Maintain an excellent professional and customer focused relationship with all employees
- Willingness to be on call on a scheduled and unscheduled basis
- Communicates with internal and external customers to resolve questions and service concerns

#### **Other Responsibilities:**

- Facility and network planning and documentation of facilities. This may include electrical, power backup, phones, PC's, fax machines, etc.
- Perform similar work-related duties as assigned
- Monitor all Relay center technical activities on PCs, Unix and other platforms
- Hold valid driver's license and have the ability to travel alone.

#### **Physical Requirements:**

- Ability to lift and move a minimum of 50 pounds up or down a flight of steps
- Ability to stand, crouch and kneel for long periods of time.
- Ability to manipulate and use hand tools
- Ability to hear and see both auditory and visual commands from equipment and co-workers

#### **Preferred Education, Experience and Skills:**

- Associates degree or higher is preferred, but a suitable combination computer related secondary education and work experience will be considered
- College, military or private industry course work in telecommunication troubleshooting and repair
- Experience with Linux or UNIX
- Experience in Project Management
- Strong understanding of application and database development
- Ability to read, write, speak and understand English well
- Ability to organize and prioritize work in order to meet deadlines
- Strong written, verbal, analytical and interpersonal skills

**Position title:** Computer Systems Technician

**Department:** Louisiana Relay

**Reports to:** Relay Technical Manager

**Position summary:** This multifunction position is primarily responsible for upgrades, maintenance, and troubleshooting of various computer based systems within an environment which emphasizes user support.

**Essential functions:**

- Works directly with the Relay Technical Manager and LAN/Network Managers to insure computer system upgrades, maintenance and troubleshooting are done in a manner consistent with company wide Information Services philosophy.
- Assists in the preparation of appropriate functional documentation of network configurations, technical tips and recovery/maintenance procedures.
- Supports and troubleshoots the internal networks and PC systems. These systems include Unix, Windows 95/98, and Windows NT/2000 PCs with WAN and Internet network connections.
- Assists in the maintenance of WAN interfaces with the other Hamilton facilities and the various telephone network providers in conjunction with the LAN/Network Managers.
- Assists in the installation, set up, training and administration of Local Area Networks including network user configurations and the creation/modification of connections with other networks.
- Installs, configures and supports general office software on networked Windows 95/98 PC's.
- Assists in the maintenance and support of office facilities and equipment as required.
- Communicates with internal and external customers to resolve service concerns and service questions.
- Willingness to be on call on a scheduled and unscheduled basis.

**Other responsibilities:**

- Participates and develops an understanding of quality service in conjunction with overall continuous improvement efforts.
- Assists in the maintenance and entry of data in various database tables.
- Prepares or reviews necessary software and hardware modification requests and coordinates with LAN/Network Managers.
- Possesses the ability, willingness, and desire to obtain schooling, attend seminars, and work with others relating to on the job training.
- Performs similar work related duties, as required.

**Preferred Education, Experience and Skills:**

- Successful applicants will have a combination of two to five years computer related secondary education and work experience.
- Ability to organize and prioritize work in order to meet deadlines.
- Strong working knowledge of Windows 95/98 and Windows NT/2000.
- Strong understanding of computer communication concepts.
- Ability to read, write, speak and understand English well.
- Hold a valid Louisiana License and have the ability to travel alone.
- Strong written, verbal, analytical and interpersonal skills.
- Understanding or experience with telephony networks will be a plus.

**Position title:** Human Resource Manager

**Department:** Human Resources

**Reports to:** President of Services and Corporate Development

**Position Summary:** A management position which will coordinate, plan and implement human resource activities. Position is responsible for all functions within the human resource area including payroll and employee benefit administration; recruiting, screening, hiring and evaluation functions and systems; oversight of educational programs and resources including coordination and development of on-site educational opportunities for personnel; and supervises personnel within the Human Resources department.

**Essential functions:**

- Recruits, interviews and recommends for selection, applicants to fill vacant positions. Plans and conducts new employee orientation to introduce new employees to company policies and practices.
- Oversees management of insurance, defined benefit and defined contribution plans such as 410(k) and assures compliance with regulations relating to these items.
- Investigates industrial injuries and prepares reports for insurance carriers, oversees safety and loss programs and compliance with any regulatory or legal requirements.
- Conducts salary surveys within defined labor markets; develops salary structures and related job descriptions in cooperation with department managers.
- Prepares and monitors human resource budget.
- Counsels employees and managers on employee relations issues and problems; ensures terminations are carried out legally and conducts exit interviews.
- Prepares related statistical reports on turnover, absenteeism and recruitment costs; reports results to top management and recommends methods and procedure to improve the statistics.
- Prepares or oversees the preparation of any and all necessary reports to government relating to human resources, payroll administration and benefits.
- Provides planning, coordination, direction and implementation for company education programs and assists departmental managers with the provisioning of specialized educational programs, both on and off site.
- Plans and leads effective meetings.



- Obtains schooling and attends seminars relating to human resources, customer service skills and management skills.
- Establishes and implements related methods, procedures, controls and the documentation of the same.
- Recruits, screens and hires necessary personnel for human resources department.
- Supervises, coaches, motivates, trains, evaluates, and generally guides the development of all personnel in the human resource department.
- Organizes and prioritizes multiple deadlines and projects.
- Interfaces with managers from other departments and senior management on a regular basis, participates in staff meetings, company meetings and planning sessions for the company.
- Communicates with internal and external customers as necessary to resolve questions and service concerns.
- Participates and develops understanding of quality concepts in conjunction with overall company continuous improvement efforts.

**Other responsibilities:**

- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Bachelors Degree in Human Resources, Organizational Management or Business Administration or related field.
- Two to five years experience in human resources, business management or related area with some experience in a supervisory role.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Knowledge of payroll administration, benefits and other human resource related legislation, regulations and reporting procedures.
- Thorough understanding of all human resources functional areas.
- Proficiency at computer terminals, keyboards, spreadsheets and word processing programs plus a basic understanding of computer technology.

**Position title:** Human Resource Representative

**Department:** Human Resources

**Reports to:** Relay Center Manager/Human Resource Manager

**Position summary:** Aids in employee recruitment, hiring, development, benefit administration and payroll with an emphasis on confidentiality in all situations.

**Essential functions:**

- Provides input related to prevailing wage rates associated with the area.
- Coordinates and plans external advertising of job openings.
- Advertises and posts internal job openings.
- Develops sources for qualified applicants.
- Assures applicants receive job description and application.
- Accepts, reviews and evaluates completed applications.
- Recommends applicants for interview based on work history, education, training, job skills, and other qualifications.
- Coordinates and schedules interviews between applicants and managers; performs initial interview when requested.
- Informs applicants about job duties, responsibilities, wage and benefits, hours and working conditions, company policies and other related information.
- Performs reference checks on applicants work history and arranges applicable tests for applicants job related skills.
- Performs follow-up on applicants not selected for employment.
- Plans and conducts new employee orientation to introduce new employees to company policies and practices.

- Collects, files and forwards biweekly payroll data such as employee timesheets, bonus/incentive information and pay rate change forms in a highly confidential manner.
- Insures employees completely and correctly fill out all employee enrollment cards during orientation process.
- Completes EEO-1 and various other reporting forms for the Louisiana facility and forwards to Human Resources Manager.
- Assists in the day to day implementation and administration of benefit programs.
- Aids in employee benefit awareness; communicates benefits available, answers benefit related questions, and informs employees of any changes to existing programs.
- Reports hours statistics used to determine eligibility for company provided benefit plans and referral bonuses.
- Provides information needed to complete quarterly and end of year reports for 401k and profit sharing programs.
- Maintains employee personnel files, insures all necessary documentation is included, and releases only to authorized individuals.
- Disburses and collects 401k and cafeteria plan election forms.
- Assists in monitoring compliance with Federal and State laws pertaining to the human resource field.
- Oversees the design and implementation of employee special awards and length of service awards.
- Assists in education and training program; informs managers of available training, arranges travel and seminar registration, sets up on site seminars, and evaluates seminars based on attendee input.
- Maintains training evaluation spreadsheet.
- Supports in the updating of various human resources related forms including the employee handbook and applications.
- Sets up and oversees each employee's six month orientation.

- Develops strong working relationship with company management and strives to meet their human resource needs efficiently.
- Stresses quality in every work situation.

**Other responsibilities:**

- Makes recommendations to Human Resource Manager related to the maximization of departmental effectiveness and efficiency.
- Attends recommended training seminars and strives to expand personal human resource related knowledge.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- High school education or equivalent.
- One to three years human resource related experience, or comparable education.
- Ability to use office equipment such as computer, copier, fax machine, and multi-extension telephone.
- Ability to organize and prioritize work and meet deadlines.
- Ability to read, write, speak and understand English.
- Strong analytical and interpersonal skills.
- Prior Relay experience would be helpful.

**Position title:** Accounting Manager

**Department:** Accounting

**Reports to:** President of Services and Corporate Development

**Position summary:** A management position which will provide coordination of all financial and accounting functions. Position is responsible for all functions within the financial and accounting area a group of companies providing telecommunications and telecommunications related services. Responsibility includes general and property accounting, payroll and benefits accounting, accounts receivable and accounts payables, internal auditing, cost accounting and budgetary controls.

**Essential functions:**

- Directs and coordinates the preparation of budgets, financial statements and all related activity.
- Oversees the preparation of statistics for financial statements, including the analysis and reporting of results to provide forecasts and identify problem areas.
- Interprets operating results as they effect the financial aspects of the business unit. Makes specific recommendations to result in cost reduction and profit improvement.
- Ensures the correct and accurate accounting classification of all expenditures and documents including those required, if any, by regulatory entities such as the FCC (Part 32) and the Public Service Commission for telecommunications related operations including local telephone service, long distance and cable television.
- Supervises the maintenance of the company accounts; assigns new account classification as required.
- Oversees the preparation of any necessary reports to government including those reports necessary for governmental entities which regulate or oversee telecommunications operations.
- Determines the format, directs the implementation and oversees ongoing billing and settlement functions with the long distance carriers, National Exchange Carrier Association, other LECS and customers within the telecommunications industry; oversees toll processing function for internal billing system.
- Establishes and implements related methods, procedures, controls and the documentation of the same.
- Recruits, screens and hires necessary personnel for accounting department with assistance of human resource department.

- Supervises, coaches, motivates, trains, evaluates and generally guides the development of all personnel in the accounting department.
- Effectively organize and prioritize multiple deadlines and projects.
- Plans and leads effective meetings.
- Continues to obtain schooling, attend seminars relating to accounting skills, customer service skills and management skills.
- Interfaces with managers from other departments and senior management on a regular basis, participates in staff meetings, company meetings and planning sessions for the company.
- Communicates with internal and external customers as necessary to resolve questions and service concerns.
- Assists marketing with tariffs and price list development for telecommunications services.
- Participates and develop understanding of quality concepts in conjunction with overall company continuous improvement efforts.
- Develops financial data necessary for the preparation and evaluation of business plans, future projects and the allocation of funds.

**Other responsibilities:**

- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Bachelor's Degree in Accounting, Finance or Business Administration or related field, along with a minimum of five years experience in accounting and finance.
- Three to five years experience in a management or supervisory role.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Thorough knowledge of all accounting and tax related legislation, regulations and reporting procedures.
- Thorough understanding of all financial functional areas.

- Proficiency at computer terminals, keyboards, spreadsheet and word processing programs plus a basic understanding of computer technology.
- Knowledge of accounting requirements for telecommunications companies.
- Knowledge and background in telecommunications industry settlements process is helpful.

**Position title:** Billing Assistant

**Department:** Billing and Reporting

**Reports to:** Billing and Reporting Manager

**Position summary:** Process and maintain various billing data records for several companies; prepare a variety of supporting billing reports and schedules for several companies; file monthly reports with tax remittances to government agencies.

**Essential Functions:**

- Process daily toll data files from digital switches.
- Process common carrier data sets and TPM CD monthly, prepares TPM for relay switch in Louisiana and Nebraska.
- Download and process electronic toll data from carriers.
- Monitor toll processing for problems; investigate and help find resolutions.
- Update Toll Processing Summary worksheet daily to reconcile billed toll.
- Run month-end programs for end user billing; reconcile billing computation.
- Investigate toll and billing questions from customers after customer service has tried to resolve; issue or deny toll credits.
- Electronically transfer Caller ID Name database and LIDB update weekly; maintain interface with Illuminet.
- Update 911 daily with Intrado, reconcile yearly, and check data per Intrado requests.
- Prepare semi-annual numbering utilization reports to NANPA.
- Assist with special projects including data entry, data requests/analysis, reconciliation and billing investigations.
- Processes TRS data daily; runs daily relay reports; assists with preparation and distribution of monthly TRS invoices, statistics and narratives.
- Collect information and create LCA tables and PSAP tables for new relay services; contact carriers, send letters to IXC's and see that LOA's are properly handled (ie. equal access for relay service). Get directory contacts for publishing relay information in the directory.
- Prepare & transmit data for CASS updates, verify addresses in error file for CASS.



**Other responsibilities:**

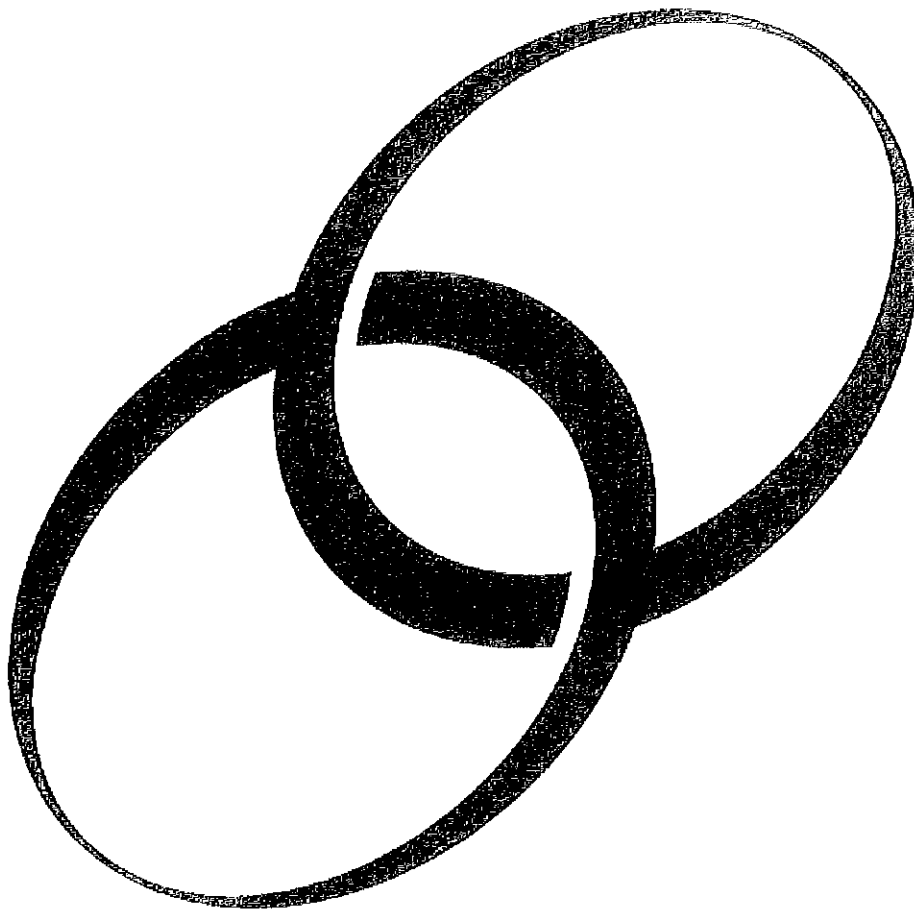
- Maintain a library of downloaded and created data sets during toll processing and access billing; assist with computer system backups.
- Maintain local calling area table for toll processing and relay switches; maintain toll rate tables for Hamilton Calling Card, Hamilton Relay and HLD.
- Maintain and upgrade procedures for toll processing.
- Review PSC releases for relay changes.
- Perform similar work related duties as assigned.

**Preferred education, experience and skills:**

- Ability to organize and prioritize work and to meet deadlines.
- Proficiency with spreadsheet programs.
- Proficiency with computer terminals, keyboards and calculator.
- Strong written, verbal, analytical and interpersonal skills.
- Ability to read, write, speak and understand English well.

# **Attachment C**

## **Quality Assurance**



Ohio  
Relay

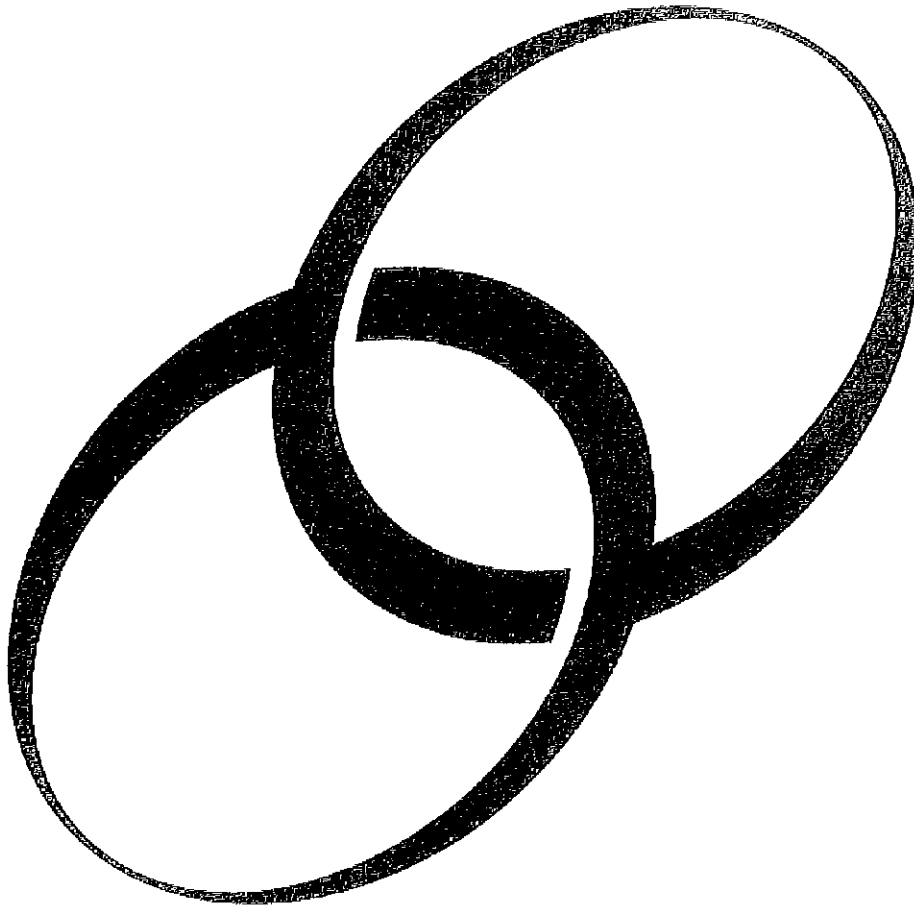
Relay Your Way®



Hamilton requests that the Commission keep several components of its proposal Proprietary and Confidential.

The information contained in Attachment C Quality Assurance is confidential and has been filed under seal.

# Attachment D Network Maps



Ohio  
Relay

Relay Your Way®

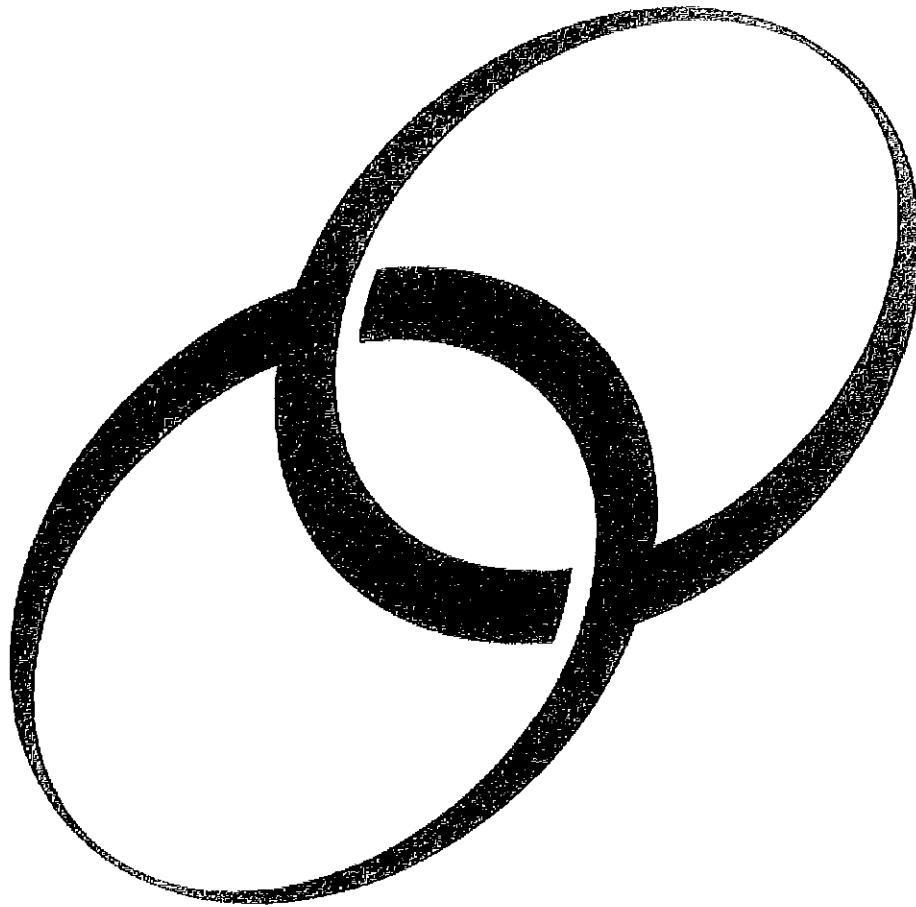


Hamilton requests that the Commission keep several components of its proposal Proprietary and Confidential.

The information contained in Attachment D Network Maps is confidential and has been filed under seal.

# **Attachment E**

## **Disaster Recovery Plan**



Ohio  
Relay

Relay Your Way®

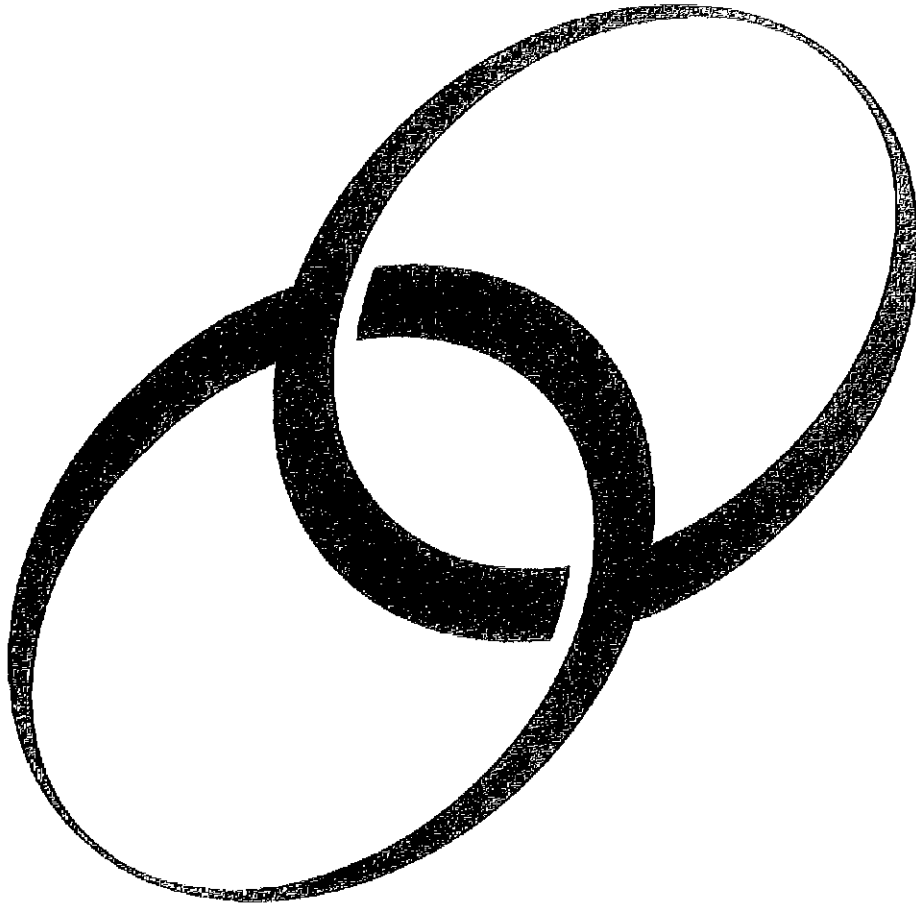


Hamilton requests that the Commission keep several components of its proposal Proprietary and Confidential.

The information contained in Attachment E Disaster Recovery Plan is confidential and has been filed under seal.

# **Attachment F**

## **Consumer Input**



Ohio  
Relay



Relay Your Way®



### **Consumer Input – Hamilton’s Outreach Foundation**

Hamilton has a reputation for responding to the needs of its customers. This is because Hamilton understands the importance of relay user input in providing a high quality relay service. Through the various input mechanisms we have in place to gather consumer input to our friendly staff who are willing to go the extra mile for all customers, Hamilton Relay Service delivers a very high quality relay service. At Hamilton, relay users and their ideas and feedback are the most important thing.

Hamilton describes its plans to communicate with and include Ohio relay users in the on-going evaluation of the relay service throughout this section, including methods for gathering consumer input on a regular basis and a description of how the recommendations from these evaluations will be incorporated into our policies and procedures. The evaluations used by Hamilton will not only come from those directly involved in operating the relay center, **but also from the organizations that serve relay users as well as relay users themselves.**

Hamilton will seek input from the Commission, the CAB, community organizations in Ohio, consumer organizations and relay users to determine the satisfaction of Ohio Relay customers with the quality of service provided. Hamilton will meet with customer user groups and focus groups at various locations in Ohio for purpose of obtaining input.

**Hamilton would like to work with the Commission, CAB and any organizations that serve relay users to develop a program in which these entities would partner to gather consumer input. Hamilton believes there will be great value in having these entities present to conduct user meetings and answer questions in addition to soliciting specific feedback. Because feedback and input are sought regarding all aspects of relay – technological sophistication, ease of use, policies and procedures, CA performance, outreach efforts and so forth – there is power in this type of partnership.**

Hamilton will also work with regional community organizations in Ohio to arrange for semi-annual community meetings. These meetings offer the relay community a forum in which they can receive updates on relay service procedures, new technology and enhanced services. It also gives relay users an opportunity to provide feedback as well as ask questions. Hamilton will work cooperatively with state and private organizations to host these community forums across Ohio.

Customer expertise with relay service always varies. As a result, we offer all participants in community meetings a Customer Outreach Request form. This form provides customers with the choice of requesting a private one-on-one meeting at a time and date that is convenient for the relay user. The strength of this approach is that customers can give us their feedback, learn about specific relay services to meet their individual needs or complete a customer profile in the

Ohio  
Relay



privacy of their home or office. This is another scenario in which a partnership with organizations that serve relay users such as those previously mentioned would be greatly beneficial.

In addition to community meetings and one-on-one training, Hamilton's formal survey tool, the Customer Survey (see further in this Attachment) is used to gather consumer input. This survey tool consists of questions about relay service performance. The form asks questions about several quality indicators during a relay call including CA performance.

Hamilton's most direct and detailed survey tool is our Customer Inquiry form, which is used for any type of incoming customer service call. Please see further in this Attachment. All data is used by our Policy and Procedure Committee to evaluate customer feedback and make recommendations to change procedures and policies as well as satisfy relay users. Hamilton will submit monthly reports to the Commission that will include the results of the user evaluations conducted.

Recommendations made by users will be carefully evaluated by Hamilton and shared with the Commission. Hamilton looks forward to using the input of relay users across Ohio in order to develop a truly customized relay service that meets the needs of the relay users in Ohio.

Some of the ways Hamilton gathers consumer input are listed below:

1. Hamilton actively uses its customer service number to gather input from relay users. Any time a suggestion, compliment, policy review request, or complaint is taken via the customer service line, we make a record and respond appropriately.

**Users will be able to access the Ohio Relay Customer Service 24 hours a day. This service is accessible to both TTY and non-TTY users. This line is used to complete all customer service functions.** Hamilton's Customer Service Department instructs relay users on how to place calls through the relay, shares tips for improving efficiency, and answers questions about new services or about any changes that have been made. Hamilton's Customer Service Department also assists relay users with billing questions, equipment testing, and provides a variety of referral numbers to State Organizations, other long distance carriers, and schedules one-on-one visits as needed. This same information will also be distributed through user group meetings that are held throughout the state and shared with the many deaf, hard of hearing, and speech disabled organizations throughout the State of Ohio. The Customer Service number is also the contact point for people wishing to compliment or complain about the service.

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2. Ohio Relay users are able to email feedback directly to us via the Ohio Relay web site, which Hamilton will provide if so desired.
3. The ORS Outreach Coordinator will solicit consumer input through evaluations and other informal mechanisms from the relay community. The Outreach Coordinator will be very involved in the relay community through organizations, groups and one-on-one sessions. Relay users will be given the opportunity to express their opinions and offer suggestions each time the Outreach Coordinator is present.
4. Hamilton, as a regular procedure, will meet with customer user groups and focus groups at various locations in the State of Ohio for the purpose of obtaining input. In addition, we will work with organizations serving deaf, hard of hearing and speech disabled individuals across the state, to conduct periodic community forums. Hamilton will use these community forums to gain user input on the quality of the relay service and to respond to questions and concerns about the relay service.
5. As stated previously, Hamilton also uses more formal methods of collecting feedback. Hamilton uses a variety of survey tools. Hamilton uses these tools to determine if the relay is improving and to identify areas of weakness. Hamilton has had a great deal of success with its survey tools and will continue to use them so that we can monitor our progress.
6. Hamilton will incorporate feedback from relay users, the Commission, CAB as well as any other organizations that serve relay users in its quality process. Hamilton will look for trends in the feedback we receive from customers in order to identify training needs or areas that may require additional monitoring. In addition, Hamilton has established an internal committee that focuses on how to best serve our customers. This committee evaluates all feedback and makes recommendations to change training and/or procedures and policies when needed to satisfy relay users. **Just as the needs of the relay community change, so does Hamilton's training and policies and procedures to ensure we are constantly providing the type of relay service desired by the relay users.**

**Hamilton looks forward to working with and interfacing one on one with the Commission, CAB and Ohio Relay users on an ongoing basis.**

### **Customer Service Quality Levels**

All Customer Service activities are performed with the belief that customers are the most important part of relay. The primary function of the Customer Service Department is to provide education and outreach to current and potential customers on relay usage and to respond to concerns, compliments and requests for information.

Ohio  
Relay



As one can see, Hamilton gathers feedback from a variety of sources and we use that feedback. Feedback from users of Ohio Relay will be invaluable to us as we strive to provide the best relay service in the country.

As stated throughout this proposal, Hamilton adjusts to meet the needs of customers - customers are not forced to do it our way. That is why feedback is so important to us and why we spend so much time collecting it. Feedback helps us to customize and give relay users choices. This is just another reason why Hamilton is the right choice.

Hamilton's responsiveness and dedication to each Ohio Relay user will make the job of the Commission easier. In fact, we encourage the office to contact the appropriate individuals listed in Tab 4 to determine our current level of responsiveness to the states we serve. Through our community forums, user group meetings and internal customer service systems, we are able to implement changes quickly and satisfy customers almost immediately in most cases. Hamilton's consumer input mechanisms truly allow us to offer "Relay Your Way®."

Hamilton believes that quality is of the utmost importance. Hamilton's entire staff - from management to operations to customer service - places a large focus on satisfying each relay user in key areas such as customer service and call handling. Through outstanding customer service and internal benchmarking programs, Hamilton strives to please relay users in every aspect of calls processed by Hamilton Relay. Hamilton's commitment to relay users results in quality.

# OHIO RELAY CUSTOMER INQUIRY FORM

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_ a.m. / p.m. Name: \_\_\_\_\_

Address: \_\_\_\_\_  
street / city / state / zip code

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_  
TTY ☐ Voice ☐ Computer ☐ Cell ☐ STS ☐ VCO ☐ HCO ☐ Outreach Request ☐

Best time to Call Back: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

**\*Please ask the customer for original date/ time, originating and terminating numbers  
for situation/ complaint being reported.\***

CA number: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_:\_\_\_\_ AM/ PM

Originating Nbr: \_\_\_\_\_ Terminating Nbr: \_\_\_\_\_

Incident /Question: \_\_\_\_\_

Attach any additional documentation to this form: Letter ☐ Fax ☐ TTY message ☐

Response: \_\_\_\_\_

Call taken by: \_\_\_\_\_

Lead CA/Supervisor ☐ Customer Service ☐ Center/Program Mgr. ☐

Response Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_ a.m. / p.m. By: \_\_\_\_\_

(revised: 5/01)

(Only sign if the issue is resolved)

### Equipment Problems Only

What type of equipment (if not know, ask them to look at the bottom of the equipment)

Brand \_\_\_\_\_ Model \_\_\_\_\_

Direct Connect? Yes No

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Billing Issue Only

The personal information in the first section of the CS inquiry is very critical to be able to contact the customer back with questions regarding their bill. Please complete all blanks, if possible.

**\*REMINDER:** Inform the customer that the information that you are requesting is for customer services so they can respond to their billing issues.

Can we call you at work? YES NO

Work Phone number: (\_\_\_\_\_) \_\_\_\_\_ Voice/ TTY/ VCO/ HCO

Best time to call \_\_\_\_\_

Brief description of the issue \_\_\_\_\_

**List the telephone numbers in question:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ask the Consumer to send a copy of the bill to:

ATTN: JoAnne Lambert  
Hamilton Telecommunications  
1001 12<sup>th</sup> Street  
Aurora, NE 68818  
402-694-2848

Or FAX number

# Customer Inquiry Information

Record ID 11851

Multiple Issues

Add New  
Inquiry

Print Cust  
Info Report

Return to  
Main Menu

Report State OH

Date Entered

Date

Time

Phone No

Name

Fax No

Organization

E-mail

Address

Call Type

City

Call taken By

State

Zip Code

CA Number

Attachment

Incident/Question

Response

Response Date

Response Time

Responded By

Resolution Date

Classifications



## Hamilton Relay How Did We Do?

Name:

Address:

Phone Number:

Email Address:

State:

Zip:

800# Number Called to Access Relay:

List your Questions about Relay here.

Compliments

Complaints

Suggestions or other Comments

☐ Check here if you would like someone to get back with you about your inquiry.

Thanks for taking the time to fill this out!  
Your suggestions and comments are always appreciated!



[DATE]

Dear Customer,

Thank you for allowing us to be of service to you. Meeting with individual customers is an important part of Hamilton Relay's Outreach and Customer Services. A visit from customer service is not a "one time thing". You can request customer service support whenever you are having a problem with your equipment, want to learn how to use a new feature or need additional information.

*Maintaining quality is an important part of our relay service.* Each call is important to us. One way we can improve our quality, is to ask customers how good is the relay service they are getting?

**Is your call being answered right after you dial out the relay number? Does the CA keep you informed on what he hears other people saying or background noise? How accurate is the CAs spelling? Does the customer service representative answer all your questions?** These are some of the questions we would like you to answer for us.

Please complete the enclosed survey and return it to Customer Service *no later than [DATE]*. We appreciate your feedback. Your response helps us to see what we are doing right and where we may need to improve.

If you have some concern about the quality of your relay call please do contact customer service for assistance immediately. The sooner we hear about your concerns the quicker we can find a solution that meets your needs.

Thank you for using Ohio Relay and allowing us to serve you!

Sincerely,

Customer Service Representative  
Ohio Relay

## CUSTOMER OUTREACH REQUEST FORM OHIO RELAY

Dear Customer,

Ohio Relay provides telephone services for citizens who have hearing and speech disabilities. All local relay calls are free. There is no cost for asking for a home visit to learn how to use equipment with the relay.

**Please check the relay service training you would like to receive:**

- **Speech to Speech** (for people who can not speak clearly on the phone) ☐
- **Voice Carry Over** (for people who can not hear well on the phone but can speak) ☐
- **Hearing Carry Over** (for people who can not speak on the phone but can hear) ☐
- **TTY Calling** (for people who can not hear or speak on the phone) ☐
- Effective ways to handle business calls through the relay ☐
- Making communication easy while traveling with a Hamilton Prepaid Calling Card ☐
- Personalize your relay calls using a private Customer Profile ☐

**Please select a date and time you would like to have a customer service representative provide you with training, information or other services.**

YES ☐      NO ☐      Please visit me on \_\_\_\_\_ at my home ☐ work ☐  
(month / day) (check one)

Would you like to be on the Ohio Relay mailing list? ☐ Yes      ☐ No

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Phone number:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

Please return this form to a Customer Service person at the Ohio Relay:

Call XXX-XXX-XXXX (V/TTY)

or FAX it to XXX-XXX-XXXX

or mail it to: Ohio Relay

Customer Service

Address

City, State, Zip Code

## Outreach Follow Up Report

Date of Visit: \_\_\_\_ / \_\_\_\_ / 09

Customer's name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

2. Customer's equipment / (Serial Number)

Ultratec TTY ( ) ☐ Ameriphone VCO ( ) ☐

Compact C TTY ( ) ☐ Uniphone: 1100 ( ) ☐

Uniphone 1140 ( ) ☐ Krown PVCO ( ) ☐

Other Equipment ☐ \_\_\_\_\_

3. Training Performed: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4. Customer Questions / Concerns and Resolutions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

5. Visit Results: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

- |  |   |
|--|---|
| <input type="checkbox"/> Need to return                                | <input type="checkbox"/> Customer satisfied with training     |
| <input type="checkbox"/> Customer received equipment training          | <input type="checkbox"/> Customer bought prepaid calling card |
| <input type="checkbox"/> Customer completed a Customer Profile         | <input type="checkbox"/> Added to mailing list                |
| <input type="checkbox"/> Other needs _____                             |   |
| <input type="checkbox"/> Needs handouts/ information / video on: _____ |   |

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Ohio Relay Customer Survey

PLEASE ANSWER THE QUESTIONS BELOW.

**1. How do you communicate with people who do not have a TTY?**  
*(pick 1 you use the most)*

- ☐ I use Ohio Relay
- ☐ I have someone else make my telephone calls for me
- ☐ I use my computer (email, ICQ, Instant Messenger, etc.)
- ☐ I rely on face-to-face communication
- ☐ Other, please specify \_\_\_\_\_

**2. How many times in the past week have you used Ohio Relay? (pick 1 box)**

- ☐ I used Relay 10 or more times in the past week
- ☐ I used Relay 5 - 9 times in the past week
- ☐ I used Relay 1 - 4 times in the past week
- ☐ I have not used Relay in the past week

**3. How do you make calls through Ohio? (pick 1 you use the most)**

- |  |   |
|--|---|
| <input type="checkbox"/> TTY                           | <input type="checkbox"/> Speech to Speech |
| <input type="checkbox"/> VCO (Voice Carry Over)        | <input type="checkbox"/> Voice            |
| <input type="checkbox"/> 2-line VCO (Voice Carry Over) | <input type="checkbox"/> Computer         |
| <input type="checkbox"/> HCO (Hearing Carry Over)      |   |

**4. How do you use Ohio Relay? (pick 1 box)**

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> For personal calls<br>(friends, family) | <input type="checkbox"/> For business calls<br>(work, doctor) | <input type="checkbox"/> Both personal & business calls |
|--|---|---|

**5. Did you know that there is a relay number for voice users?**

- ☐ Yes      ☐ No

## 6. Did you know?

(pick 1 box for each)

	KNOW	DIDN'T KNOW
• You can have your long distance calls billed by your favorite company.	<input type="checkbox"/>	<input type="checkbox"/>
• You can give customer service the names and numbers of people you call often through Relay. (Speed Dial)	<input type="checkbox"/>	<input type="checkbox"/>
• You can ask the CA (Communication Assistant) for an interpreter if you don't understand the voice user or the voice user doesn't understand you.	<input type="checkbox"/>	<input type="checkbox"/>
• You can ask the CA to <u>not</u> type background noises.	<input type="checkbox"/>	<input type="checkbox"/>
• You can ask the CA to <u>not</u> type what the person's voice is like. (example: "sounds friendly")	<input type="checkbox"/>	<input type="checkbox"/>
• You can ask the CA to <u>not</u> identify your call as coming from Relay.	<input type="checkbox"/>	<input type="checkbox"/>
• You can ask the CA to <u>not</u> explain Relay and create your own greeting that the CA will read instead.	<input type="checkbox"/>	<input type="checkbox"/>
• You can make long distance calls through Relay from a pay phone.	<input type="checkbox"/>	<input type="checkbox"/>

## 7. Have you done any of these?

(pick 1 box for each)

	YES	NO
• You had your long distance calls billed by your favorite company.	<input type="checkbox"/>	<input type="checkbox"/>
• You gave customer service the names and numbers of people you call often through Relay. (Set up speed dial)	<input type="checkbox"/>	<input type="checkbox"/>
• You asked the CA for an interpreter if you didn't understand the voice user or the voice user didn't understand you.	<input type="checkbox"/>	<input type="checkbox"/>
• You asked the CA to <u>not</u> type background noises.	<input type="checkbox"/>	<input type="checkbox"/>
• You asked the CA to <u>not</u> type what the person's voice is like.	<input type="checkbox"/>	<input type="checkbox"/>
• You asked the CA to <u>not</u> identify your call as coming from Relay.	<input type="checkbox"/>	<input type="checkbox"/>
• You asked the CA to <u>not</u> explain Relay and created your own greeting that the CA reads instead.	<input type="checkbox"/>	<input type="checkbox"/>
• You made long distance calls through Relay from a pay phone.	<input type="checkbox"/>	<input type="checkbox"/>

## 8. What is important to you?

(pick 1 box for each)

	Very Important	Important	Not Important
• To have your long distance calls billed by your favorite company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To give customer service the names and numbers of people you call often through Relay. (To be able to set up speed dial.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To ask the CA for an interpreter if you don't understand the voice user or the voice user doesn't understand you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To ask the CA to <u>not</u> type background noises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To ask the CA to <u>not</u> type what the person's voice is like. (example: "sounds like friendly")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To ask the CA to <u>not</u> identify your call as coming from Relay.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To ask the CA to <u>not</u> explain Relay and create your own greeting that the CA will read instead.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• To make long distance calls through Relay from a pay phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 9. Are you...

☐ Deaf      ☐ Hard of Hearing      ☐ Hearing      ☐ Speech Disabled

## 10. Which language do you feel most comfortable using? (Pick only 1 answer)

- ☐ ASL (American Sign Language)
- ☐ English
- ☐ Spanish
- ☐ Other, please specify \_\_\_\_\_

## 11. What city do you live in? \_\_\_\_\_

**THANK YOU FOR COMPLETING THE SURVEY!**

Please send your answers to us in the envelope we have included.

You do not need to put a stamp on the envelope.

# 2009 OHIO RELAY SURVEY

The Public Utilities Commission of Ohio requests your feedback about  
**OHIO RELAY**

PLEASE COMPLETE THIS FORM AND RETURN IT BY MARCH 31, 2009

**1.) Your Profile (check one):**

☐ Deaf ☐ Hard of Hearing ☐ Speech-Disabled ☐ Hearing ☐ Other

**2.) Do you use any of the following services?(Check all that you use):**

☐ Video Relay Service (VRS)

☐ IP Relay (relay over the Internet)

☐ Wireless Relay (access relay with pager)

**3.) Which relay number do you use most? (check one)**

☐ 711 ☐ 800 number (XXX-XXX-XXXX or XXX-XXX-XXXX)

**4) How would you rate your overall experience with Ohio Relay?**

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not Satisfied

Comments: \_\_\_\_\_

**How would you rate your overall experience with the Communication Assistants (CAs)?**

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not Satisfied

Comments: \_\_\_\_\_

**6) What is your overall experience connecting to ORS when you receive the following prompt (ORS CA XXXX NBR PLS GA)?**

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not Satisfied

Comments: \_\_\_\_\_

**7) Do you have any ideas/suggestions on how to improve Ohio Relay?**

\_\_\_\_\_  
\_\_\_\_\_

Please feel free to add additional comments on the back of this survey.

THANK YOU FOR COMPLETING THIS SURVEY; YOUR INPUT IS GREATLY APPRECIATED.

mmmm dd, yyyy

TRS Administrator

Department

Location Address

Mailing Address

City, State nnnnn-nnnn

**xxxxx CapTel Service Invoice**

**mmmm yyyy**

Total session minutes	nnn,nnn.nn
-----------------------	------------

Less interstate session minutes	<u>(nn,nnn.nn)</u>
---------------------------------	--------------------

Net intrastate session minutes	nnn,nnn.nn
--------------------------------	------------

Rate	\$ n.nn
------	---------

Total usage billing	\$ <u>nnn,nnn.nn</u>
---------------------	----------------------

Adjustments

<b>Total billing</b>	<b>\$ <u>nnn,nnn.nn</u></b>
----------------------	-----------------------------



Run Date: mm/dd/yy

xxxxx Relay Service

Report A

Confidential &amp; Proprietary

Jurisdiction Summary

Data Month: mmm yyyy

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
General Assistance	nn,nnn.nn		nnnnn	nnn.nn
Local	nn,nnn.nn		nnnnn	nnn.nn
Intrastate	nn,nnn.nn		nnnnn	nnn.nn
Interstate	nn,nnn.nn		nnnnn	nnn.nn
International	nn,nnn.nn		nnnnn	nnn.nn
Toll Free	nn,nnn.nn		nnnnn	nnn.nn
900 Info Service	<u>nn,nnn.nn</u>		<u>nnnnn</u>	<u>nnn.nn</u>
Total Outbound	<u>nn,nnn.nn</u>		<u>nnnnn</u>	<u>nnn.nn</u>
Month Total	<u>nn,nnn.nn</u>		<u>nnnnn</u>	<u>nnn.nn</u>

**Complete Calls**

Local	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Intrastate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Interstate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
International	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Toll Free	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
900 Info Service	<u>nn,nnn.nn</u>	<u>nn,nnn.nn</u>	<u>nnnnn</u>	<u>nnn.nn</u>
Month Total	<u>nn,nnn.nn</u>	<u>nn,nnn.nn</u>	<u>nnnnn</u>	<u>nnn.nn</u>

**Total Minutes with TF & 900 Allocation**

Intrastate + 40% of TF & 900	nn,nnn.nn	nn,nnn.nn
Interstate + 60% of TF & 900	<u>nn,nnn.nn</u>	<u>nn,nnn.nn</u>
Month Total	<u>nn,nnn.nn</u>	<u>nn,nnn.nn</u>

Run Date: mm/dd/yy  
Confidential & Proprietary

xxxxx Relay Service  
Daily Usage Summary

Report B  
Data Month: mmm yyyy

Day	Inbound	Answered	Outbound	Complete	% Blocked	Avg Ans Sec	% Ans in 10 Sec	Sess Min	Conv Min
01 Sun	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
02 Mon	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
03 Tues	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
04 Wed	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
05 Thu	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
06 Fri	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
07 Sat	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
08 Sun	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
09 Mon	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
10 Tues	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
11 Wed	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
12 Thu	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
13 Fri	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
14 Sat	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
15 Sun	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
16 Mon	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
17 Tues	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
18 Wed	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
19 Thu	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
20 Fri	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
21 Sat	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
22 Sun	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
23 Mon	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
24 Tues	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
25 Wed	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
26 Thu	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
27 Fri	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
28 Sat	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
29 Sun	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
30 Mon	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
31 Tues	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn
	nnnnn	nnnnn	nnnnn	nnnnn	nnn	nnn	nnn	nn,nnn.nn	nn,nnn.nn

Average minutes per answered call: nn.nn nn.nn

Run Date: mm/dd/yy

xxxxx Relay Service

Report C

Confidential & Proprietary

Delayed Call Profile

Data Month: mmm yyyy

	<u>Number of Calls</u>
Inbound	nnnnn
Answered in 0 seconds	nnnnn
Placed in queue	nnnnn
Answered from queue	nnnnn
Abandon in queue	nnnnn

Seconds in Queue

0.00 to 1	nnnnn
1.01 to 5	nnnnn
5.01 to 10	nnnnn
10.01 to 15	nnnnn
15.01 to 20	nnnnn
20.01 to 25	nnnnn
25.01 to 30	nnnnn
30.01 to 40	nnnnn
40.01 to 50	nnnnn
50.01 to 60	nnnnn
60.01 to 90	nnnnn
90.01 to 120	nnnnn
120.01 to 180	nnnnn
Over 180	<u>nnnnn</u>
Month Total	<u><u>nnnnn</u></u>

## Report D

Data Month: mmm yyyy

Orig NPA	Inbound Calls	% by TTY
0000	000000	0.00%
0001	000000	0.00%
0002	000000	0.00%
0003	000000	0.00%
0004	000000	0.00%
0005	000000	0.00%
0006	000000	0.00%
0007	000000	0.00%
0008	000000	0.00%
0009	000000	0.00%
0010	000000	0.00%
0011	000000	0.00%
0012	000000	0.00%
0013	000000	0.00%
0014	000000	0.00%
0015	000000	0.00%
0016	000000	0.00%
0017	000000	0.00%
0018	000000	0.00%
0019	000000	0.00%
0020	000000	0.00%
0021	000000	0.00%
0022	000000	0.00%
0023	000000	0.00%
0024	000000	0.00%
0025	000000	0.00%
0026	000000	0.00%
0027	000000	0.00%
0028	000000	0.00%
0029	000000	0.00%
0030	000000	0.00%
0031	000000	0.00%
0032	000000	0.00%
0033	000000	0.00%
0034	000000	0.00%
0035	000000	0.00%
0036	000000	0.00%
0037	000000	0.00%
0038	000000	0.00%
0039	000000	0.00%
0040	000000	0.00%
0041	000000	0.00%
0042	000000	0.00%
0043	000000	0.00%
0044	000000	0.00%
0045	000000	0.00%
0046	000000	0.00%
0047	000000	0.00%
0048	000000	0.00%
0049	000000	0.00%
0050	000000	0.00%
0051	000000	0.00%
0052	000000	0.00%
0053	000000	0.00%
0054	000000	0.00%
0055	000000	0.00%
0056	000000	0.00%
0057	000000	0.00%
0058	000000	0.00%
0059	000000	0.00%
0060	000000	0.00%
0061	000000	0.00%
0062	000000	0.00%
0063	000000	0.00%
0064	000000	0.00%
0065	000000	0.00%
0066	000000	0.00%
0067	000000	0.00%
0068	000000	0.00%
0069	000000	0.00%
0070	000000	0.00%
0071	000000	0.00%
0072	000000	0.00%
0073	000000	0.00%
0074	000000	0.00%
0075	000000	0.00%
0076	000000	0.00%
0077	000000	0.00%
0078	000000	0.00%
0079	000000	0.00%
0080	000000	0.00%
0081	000000	0.00%
0082	000000	0.00%
0083	000000	0.00%
0084	000000	0.00%
0085	000000	0.00%
0086	000000	0.00%
0087	000000	0.00%
0088	000000	0.00%
0089	000000	0.00%
0090	000000	0.00%
0091	000000	0.00%
0092	000000	0.00%
0093	000000	0.00%
0094	000000	0.00%
0095	000000	0.00%
0096	000000	0.00%
0097	000000	0.00%
0098	000000	0.00%
0099	000000	0.00%
0100	000000	0.00%
0101	000000	0.00%
0102	000000	0.00%
0103	000000	0.00%
0104	000000	0.00%
0105	000000	0.00%
0106	000000	0.00%
0107	000000	0.00%
0108	000000	0.00%
0109	000000	0.00%
0110	000000	0.00%
0111	000000	0.00%
0112	000000	0.00%
0113	000000	0.00%
0114	000000	0.00%
0115	000000	0.00%
0116	000000	0.00%
0117	000000	0.00%
0118	000000	0.00%
0119	000000	0.00%
0120	000000	0.00%
0121	000000	0.00%
0122	000000	0.00%
0123	000000	0.00%
0124	000000	0.00%
0125	000000	0.00%
0126	000000	0.00%
0127	000000	0.00%
0128	000000	0.00%
0129	000000	0.00%
0130	000000	0.00%
0131	000000	0.00%
0132	000000	0.00%
0133	000000	0.00%
0134	000000	0.00%
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0140	000000	0.00%
0141	000000	0.00%
0142	000000	0.00%
0143	000000	0.00%
0144	000000	0.00%
0145	000000	0.00%
0146	000000	0.00%
0147	000000	0.00%
0148	000000	0.00%
0149	000000	0.00%
0150	000000	0.00%
0151	000000	0.00%
0152	000000	0.00%
0153	000000	0.00%
0154	000000	0.00%
0155	000000	0.00%
0156	000000	0.00%
0157	000000	0.00%
0158	000000	0.00%
0159	000000	0.00%
0160	000000	0.00%
0161	000000	0.00%
0162	000000	0.00%
0163	000000	0.00%
0164	000000	0.00%
0165	000000	0.00%
0166	000000	0.00%
0167	000000	0.00%
0168	000000	0.00%
0169	000000	0.00%
0170	000000	0.00%
0171	000000	0.00%
0172	000000	0.00%
0173	000000	0.00%
0174	000000	0.00%
0175	000000	0.00%
0176	000000	0.00%
0177	000000	0.00%
0178	000000	0.00%
0179	000000	0.00%
0180	000000	0.00%
0181	000000	0.00%
0182	000000	0.00%
0183	000000	0.00%
0184	000000	0.00%
0185	000000	0.00%
0186	000000	0.00%
0187	000000	0.00%
0188	000000	0.00%
0189	000000	0.00%
0190	000000	0.00%
0191	000000	0.00%
0192	000000	0.00%
0193	000000	0.00%
0194	000000	0.00%
0195	000000	0.00%
0196	000000	0.00%
0197	000000	0.00%
0198	000000	0.00%
0199	000000	0.00%
0200	000000	0.00%
0201	000000	0.00%
0202	000000	0.00%
0203	000000	0.00%
0204	000000	0.00%
0205	000000	0.00%
0206	000000	0.00%
0207	000000	0.00%
0208	000000	0.00%
0209	000000	0.00%
0210	000000	0.00%
0211	000000	0.00%
0212	000000	0.00%
0213	000000	0.00%
0214	000000	0.00%
0215	000000	0.00%
0216	000000	0.00%
0217	000000	0.00%
0218	000000	0.00%
0219	000000	0.00%
0220	000000	0.00%
0221	000000	0.00%
0222	000000	0.00%
0223	000000	0.00%
0224	000000	0.00%
0225	000000	0.00%
0226	000000	0.00%
0227	000000	0.00%
0228	000000	0.00%
0229	000000	0.00%
0230	000000	0.00%
0231	000000	0.00%
0232	000000	0.00%
0233	000000	0.00%
0234	000000	0.00%
0235	000000	0.00%
0236	000000	0.00%
0237	000000	0.00%
0238	000000	0.00%
0239	000000	0.00%
0240	000000	0.00%
0241	000000	0.00%
0242	000000	0.00%
0243	000000	0.00%
0244	000000	0.00%
0245	000000	0.00%
0246	000000	0.00%
0247	000000	0.00%
0248	000000	0.00%
0249	000000	0.00%
0250	000000	0.00%
0251	000000	0.00%
0252	000000	0.00%
0253	000000	0.00%
0254	000000	0.00%
0255	000000	0.00%
0256	000000	0.00%
0257	000000	0.00%
0258	000000	0.00%
0259	000000	0.00%
0260	000000	0.00%
0261	000000	0.00%
0262	000000	0.00%
0263	000000	0.00%
0264	000000	0.00%
0265	000000	0.00%
0266	000000	0.00%
0267	000000	0.00%
0268	000000	0.00%
0269	000000	0.00%
0270	000000	0.00%
0271	000000	0.00%
0272	000000	0.00%
0273	000000	0.00%
0274	000000	0.00%
0275	000000	0.00%
0276	000000	0.00%
0277	000000	0.00%
0278	000000	0.00%
0279	000000	0.00%
0280	000000	0.00%
0281	000000	0.00%
0282	000000	0.00%
0283	000000	0.00%
0284	000000	0.00%
0285	000000	0.00%
0286	000000	0.00%
0287	000000	0.00%
0288	000000	0.00%
0289	000000	0.00%
0290	000000	0.00%
0291	000000	0.00%
0292	000000	0.00%
0293	000000	0.00%
0294	000000	0.00%
0295	000000	0.00%
0296	000000	0.00%
0297	000000	0.00%
0298	000000	0.00%
0299	000000	0.00%
0300	000000	0.00%
0301	000000	0.00%
0302	000000	0.00%
0303	000000	0.00%
0304	000000	0.00%
0305	000000	0.00%
0306	000000	0.00%
0307	000000	0.00%
0308	000000	0.00%
0309	000000	0.00%
0310	000000	0.00%
0311	000000	0.00%
0312	000000	0.00%
0313	000000	0.00%
0314	000000	0.00%
0315	000000	0.00%
0316	000000	0.00%
0317	000000	0.00%
0318	000000	0.00%
0319	000000	0.00%
0320	000000	0.00%
0321	000000	0.00%
0322	000000	0.00%
0323	000000	0.00%
0324	000000	0.00%
0325	000000	0.00%
0326	000000	0.00%
0327	000000	0.00%
0328	000000	0.00%
0329	000000	0.00%
0330	000000	0.00%
0331	000000	0.00%
0332	000000	0.00%
0333	000000	0.00%
0334	000000	0.00%
0335	000000	0.00%
0336	000000	0.00%
0337	000000	0.00%
0338	000000	0.00%
0339	000000	0.00%
0340	000000	0.00%
0341	000000	0.00%
0342	000000	0.00%
0343	000000	0.00%
0344	000000	0.00%
0345	000000	0.00%
0346	000000	0.00%
0347	000000	0.00%
0348	000000	0.00%
0349	000000	0.00%
0350	000000	0.00%
0351	000000	0.00%
0352	000000	0.00%
0353	000000	0.00%
0354	000000	0.00%
0355	000000	0.00%
0356	000000	0.00%
0357	000000	0.00%
0358	000000	0.00%
0359	000000	0.00%
0360	000000	0.00%
0361	000000	0.00%
0362	000000	0.00%
0363	000000	0.00%
0364	000000	0.00%
0365	000000	0.00%
0366	000000	0.00%
0367	000000	0.00%
0368	000000	0.00%
0369	000000	0.00%
0370	000000	0.00%
0371	000000	0.00%
0372	000000	0.00%
0373	000000	0.00%
0374		

Run Date: mm/dd/yy

## XXXXX CAPTEL SERVICE

Report A

Confidential &amp; Proprietary

## Jurisdiction Summary

Data Month: mmm yyyy

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	Number <u>of Calls</u>	% of All <u>Calls</u>
General Assistance	nn,nnn.nn		nnnnn	nnn.nn
Local	nn,nnn.nn		nnnnn	nnn.nn
Intrastate	nn,nnn.nn		nnnnn	nnn.nn
Interstate	nn,nnn.nn		nnnnn	nnn.nn
International	nn,nnn.nn		nnnnn	nnn.nn
2 Line	nn,nnn.nn		nnnnn	nnn.nn
Toll Free	nn,nnn.nn		nnnnn	nnn.nn
900 Info Service	nn,nnn.nn		nnnnn	nnn.nn
Total Outbound	nn,nnn.nn		nnnnn	nnn.nn
Month Total	nn,nnn.nn		nnnnn	nnn.nn

## Complete Calls

Local	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Intrastate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Interstate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
International	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
2 Line	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Toll Free	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
900 Info Service	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Month Total	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn

## Total Minutes with 2 Line, 900,TF Allocation

Intrastate + xx% TF, 900 + xx% 2 Line	nn,nnn.nn	nn,nnn.nn
Interstate + xx% TF, 900 + xx% 2 Line	nn,nnn.nn	nn,nnn.nn
Month Total	nn,nnn.nn	nn,nnn.nn

## Report B

Data Month: mmm yyyy

nn.nn

Confidential & Proprietary

### Inbound Calls by NPA, TTY

Data Month: mmm yyyy

[illegible]

# CapTel Report

Ohio

Mmmm yyyy

Total Number of Valid CapTel Phones
CapTel CA Statistics
Call Statistics
Customer Service Contacts
Call Detail Record (electronically submitted separately)



## Total Number of Valid CapTel Phones

As of mm, dd, yyyy

- nnn – CapTel phones available for use (not all may have been distributed)

## CapTel CA Statistics

- Average Word Per Minute (WPM) = nnn wpm
- Average Rate of Accuracy = nn.nn %
- Average Rate of Error = nn.nn%

[illegible]



# Customer Service Report – SAMPLE 2009

Ohio Relay Customer Service Department responded to XXX inquiries, concerns, complaints and compliments.

## Call Breakdown:

- XX – General Information
- XX – Equipment
- XX – Customer Profile
- XX – Outreach
- XX – Service Complaints
- XX – Long Distance/Billing Issues
- XX – Features
- XX – Technical Issues
- XX – Technical Complaints
- XX – Compliments

Total XXX

## General Information:

- XX – Explanation of Relay/Phone Numbers
- XX – Wrong Number/Hang Up
- XX – Request Telephone Service
- XX – Directory Assistance
- XX – Relay Information/Brochures/Materials
- XX – Deaf/HH Services
- XX – Request Other States Relay Number
- XX – Miscellaneous
  - XX – Customers calling to say that they had not received a copy of the survey
  - XX – Customer calling to clarify why he had received a check from SAI
- XX – Policy/Procedure
- XX – Access Related

Total XXX

## Equipment:

- XX – Request Information on Equipment Resources
- XX – Request Information on Equipment Procedures
- XX – Test Customers TTY
- XX – Test Customers TTY
- XX – Test Customers PC Connection

Total XX

## Customer Profile:

- XX – Update/Change
- XX – Clarification

Total XX

**Outreach:**

XX – Presentation  
XX – Publication  
XX – Requests - Presentation

*Total* XX

**Service Complaints:**

XX – Ringing/No Answer  
XX – Didn't Follow Policy/Procedure  
XX – CA Accuracy/Spelling/Typing  
XX – Customer Dislikes Policy/Procedure

*Total* XX

**Long Distance/Billing Issues**

*Total* X

**Features:**

XX – VCO  
XX – 2-Line VCO  
XX – HCO  
XX – Speech to Speech  
XX – Spanish

*Total* XX

**Technical Issues:**

XX – Miscellaneous  
    XX – Phone system compatibility issue  
    XX – Customer wants 2-line VCO profile to automatically call voice number  
    XX – System did not recognize ANI of cell phone user  
XX – PC Settings

*Total* XX

**Technical Complaints:**

XX – Line Disconnected  
XX – Garbling

*Total* XX

**Compliments:**

XX – CA Praise

*Total* XX

---

**Actual Number of Calls:**

TTY – xx  
VOICE – xx

---

**SAMPLE Outreach Activities:**Presentations & Workshops:

DATE	Norfolk User Group Meeting
DATE	St. Paul User Group Meeting
DATE	Alma Senior Citizens Group Meeting
DATE	Hamilton Telecommunications Open House
DATE	Red Cloud User Group Meeting
DATE	NeAD Conference
DATE	NeAD Conference
DATE	NeAD Conference
DATE	Deaf Senior Citizens
DATE	Lincoln Association of the Deaf Meeting
DATE	Sidney User Group Meeting
DATE	Technology Fair – University of NE @ Kearney
DATE	Columbus Senior Citizens Meeting

Booths:

DATE	Texas State Telecommunications Associations Convention. 1,000 hearing employees from telephone companies statewide.
------	---

Home Visits:

DATE	One-on-One Home Visit
DATE	One-on-One Home Visit

Media Exposure:

DATE	.
DATE	

---

**Outreach Materials:**

- XXX – Brochures
- XXX – VCO Brochures
- XXX – HCO Brochures
- XXX – Speech to Speech Brochures
- XXX – Newsletters
- XXX – Magnets
- XXX – “Call Me Cards”
- XXX – Pencils
- XXX – Pens
- XXX – Pads
- XXX – Pay phone cards
- XXX – Speech Videotapes

---



## January Customer Service Summary

Inquire Date Response Resolution Date	Name Response	Call Type	Incident/Question
---	------------------	-----------	-------------------

### Compliment – CA Praise

1/01/08	John Doe	VCO	
	Complaint, Praise or Question goes here		
	Answer to complaint or comment goes here		
Resolution Date	Resolution goes here <i>Compliment – CA Praise</i>		

### Service Complaints – CA Not Following Procedures

1/01/08	John Doe	VCO	
	Complaint, Praise or Question goes here		
	Answer to complaint or comment goes here		
Resolution Date	Resolution goes here <i>Compliment – CA Praise</i>		

### Technical Complaints

1/01/08	John Doe	VCO	
	Complaint, Praise or Question goes here		
	Answer to complaint or comment goes here		
Resolution Date	Resolution goes here <i>Compliment – CA Praise</i>		

# Ohio Relay 2009 Annual Report of Operations

(Sample)

## Operations Report

- Statistical Summaries of usage, based on monthly report criteria
- Recent Trends and analysis
- Staffing to service Ohio Relay
- Promotional Activities associated with Ohio Relay
- Service Changes
- Future trend projections
- Outreach Activities

## Traffic Patterns

- Usage (Statistical Information)
- Traffic Analysis



- Planned Enhancements

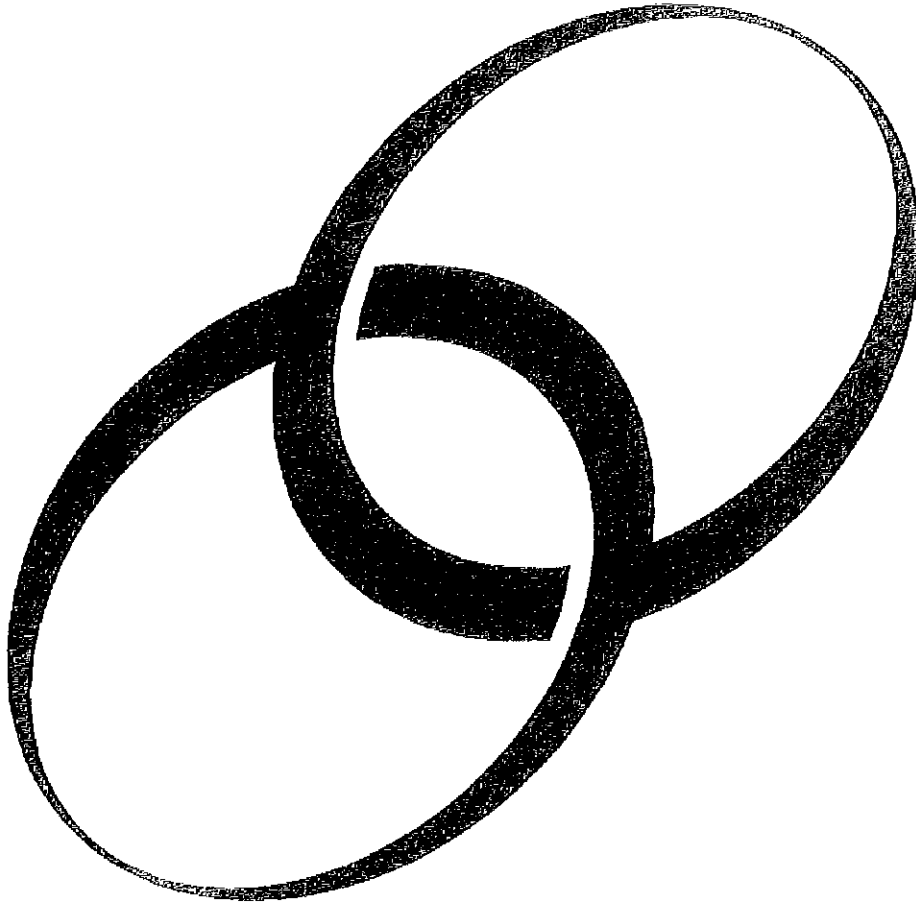
## Projected Usage

Annual Session Minutes	2009 Actual	2009 Costs	2010 Projected Usage	2010 Costs
Intrastate				
Local				
General Assistance				
Busy-No Answer				
800				
Total Conversation or Session Minutes				

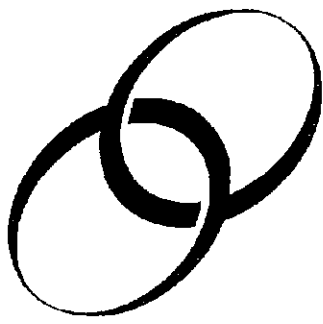
**Contact:** Dixie Ziegler  
**Address:** 1001 12th Street  
**City, State, Zip:** Aurora, NE 68818  
**Telephone:** 402-694-5101



# Attachment H Outreach



Ohio  
Relay



# Outreach

## Ohio Relay

At Hamilton Relay, outreach activities are a very important part of how we provide Relay. We feel that the education of both relay users and the general public plays a vital role in the success of the relay. Hamilton provides a comprehensive relay outreach program in most of the states in which it provides Relay in order to ensure success of this educational process.

The following attachment contains samples of outreach materials created and distributed by Hamilton. It also contains examples of some of the outreach activities which Hamilton has been involved with in a variety of states that it provides relay in.

Relay Your Way®

Ohio  
Relay

Connecting you with important people in your life

plan the party  
report the results

who use a standard telephone

Family, Friends and  
Businesses (10-11)

**Access and Charges** Access relay by dialing 7-11 or a toll-free number (listed on back panel). Nebraska Relay is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls.

## Options designed to connect you in the best way possible

### Nebraska Relay offers a variety of connection options:

**TTY (Text Telephone)** Traditional relay is a great service for people who use a TTY—typing their side of the conversation and reading the other party's responses.

**Voice Carry Over (VCO)** An effective service for people who have a hearing loss and use their voice on the phone. Users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

**Hearing Carry Over (HCO)** A reliable service for people who have a speech disability. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

**Speech-to-Speech** A service that is especially beneficial for people who hear and have a speech disability. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

**Captioned Telephone (CapTel®)** An exciting service for people who have understandable speech and some degree of hearing loss. CapTel allows the user to receive voice and text in real time through specialized equipment.

**Spanish** A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

### Other Nebraska Relay information:

**Customer Profiles** Customer service can set up automatic preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ne.htm>  
or contact Nebraska Relay Customer Service:  
1.800.322.5299 Voice or TTY.

**Additional Connection Options** Including Turbo Code, ASCII and Voice.

**Equipment Distribution** The Nebraska Equipment Distribution Program (NEDP) provides qualified applicants with vouchers to purchase specialized phone equipment that allows Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled people to enjoy equal access to telephone communication. To see if you or someone you know qualifies for these vouchers, contact:

**Nebraska Commission for the Deaf and Hard of Hearing**  
Voice/TTY: 1.800.545.6244

**Nebraska Public Service Commission**  
1200 "N" Street, Suite 300  
Lincoln, NE 68508  
Voice/TTY: 1.800.526.0017 or 1.402.471.3101  
Fax: 1.402.471.0254  
Web: <http://www.psc.state.ne.us>

**Pay Phones** The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

**Emergency Calls** In the event of an emergency, call 911 or your local emergency services TTY number directly. Nebraska Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

**Don't Hang Up!** When you pick up the phone and hear "This is Nebraska Relay...", don't hang up! It's not a telemarketer. It's a customer, business associate or acquaintance who wants to talk with you.

**Compliments, Concerns or Complaints** Contact Nebraska Relay Customer Service (see back panel). In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

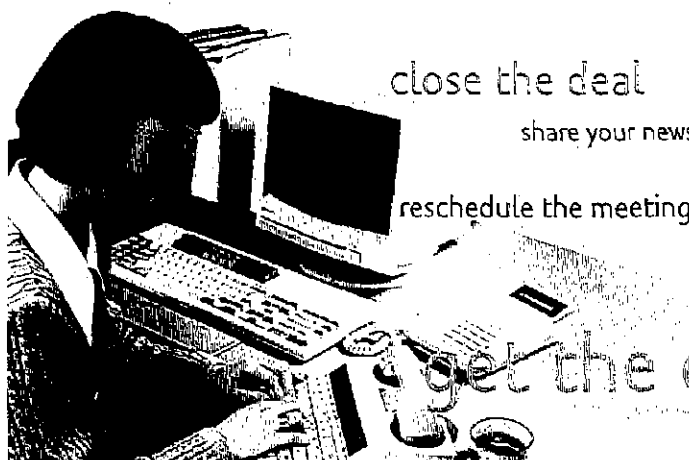
tell your story

close the deal

share your news

reschedule the meeting

get the details



## How to connect with Nebraska Relay

### TTY (Text Telephone)

### TTY (Text Telephone)

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **Speech-to-Speech:** 1.888.272.5527
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.272.5528  
(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Nebraska para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.888.272.5528 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Nebraska Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.322.5299  
Fax: 1.402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)

place the order  
report the results  
surprise your family  
ask a favor



Connecting you with  
important people in your life.

Nebraska Relay is a free,  
24-hour service that  
allows people who are Hearing,  
Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each  
other via the telephone.  
Through the use of specialized  
equipment, relay users  
communicate freely with  
friends, family and businesses  
who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf,  
Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are deaf,  
hard of hearing or speech disabled and who do not use their speaking  
voice to communicate over the telephone. The TTY keyboard is used  
to convey the TTY user's part of the conversation—and those words  
are voiced by the Communication Assistant (CA). For deaf or hard of  
hearing relay users, the TTY screen display is used to read what the  
other party has said. Having a hearing loss or speech disability is no  
longer a barrier to independent use of the telephone.

**Required Equipment** You will need a text telephone, sometimes  
referred to as a TTY or TDD. Your telephone line may connect  
directly to the TTY. For further information, contact Nebraska Relay  
Customer Service: 1.800.322.5299 Voice or TTY.

- Nebraska Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ne.htm>  
or contact Nebraska Relay Customer Service at  
1.800.322.5299 V/TTY.

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-11 or the toll free number for Nebraska Relay: 1.800.833.7352.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA"\*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK"\*\*\* and the CA will close your call.

\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA before and after the call and the standard telephone user, who will not reply until you say "GA."

\*\*\*SK means "stop keying; the conversation is over."

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Nebraska Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

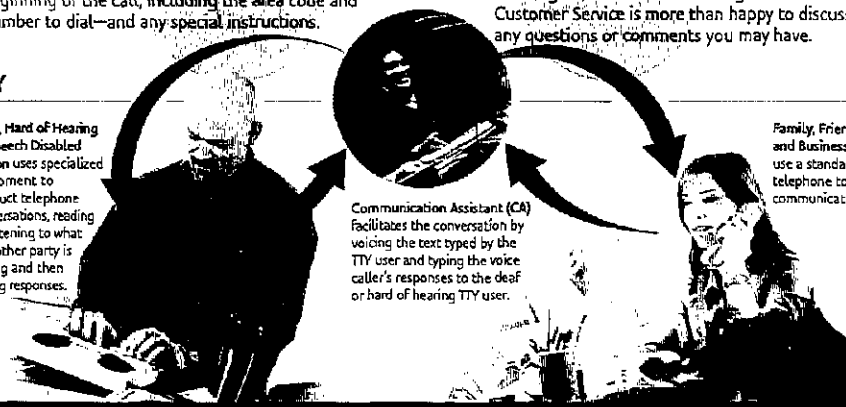
If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Nebraska Relay Customer Service at 1.800.322.5299 V/TTY.

## Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

## TTY

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



## How to connect with Nebraska Relay

### Voice Relay

### Voice Relay

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **Speech-to-Speech:** 1.888.272.5527
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.272.5528  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Nebraska para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.888.272.5528 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Nebraska Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.322.5299  
Fax: 1.402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)



Connecting you with  
important people in your life.

Nebraska Relay is a free,  
24-hour service that  
allows people who are Hearing,

Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each

other via the telephone.  
Through the use of specialized  
equipment, relay users

communicate freely with  
friends, family and businesses  
who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Nebraska Relay, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

**Required Equipment** There is no special equipment needed to make a voice relay call through Nebraska Relay. You can use any type of phone anywhere. For further information, contact Nebraska Relay Customer Service: 1.800.322.5299 Voice or TTY.

- Nebraska Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Making a Call

- Dial **7-1-1** or the toll free number for the relay in Nebraska: **1.800.833.0920**.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

"SK" means "stop keying; the conversation is over."

## 711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

## Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are deaf, hard of hearing or speech disabled. When you or your staff pick up the phone and hear "This is Nebraska Relay," don't hang up! Someone important is on the line.

## Tips For Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m....") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m...."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the deaf or hard of hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are deaf or hard of hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are speech impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Nebraska Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## More Information on Voice Relay Calls

For more details on Nebraska Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Nebraska Relay Customer Service: **1.800.311.5299** V/TTY.

## Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.





## How to connect with Nebraska Relay

## Voice Carry Over (VCO)

## Voice Carry Over (VCO)

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **Speech-to-Speech:** 1.888.272.5527
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.272.5528  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Nebraska para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.888.272.5528 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Nebraska Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.322.5299  
Fax: 1.402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)



open your heart

plan the party

get the details

ask a favor

Connecting you with  
important people in your life.

Nebraska Relay is a free,  
24-hour service that  
allows people who are Hearing,

Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each  
other via the telephone.

Through the use of specialized  
equipment, relay users  
communicate freely with  
friends, family and businesses  
who use a standard telephone.

**Voice Carry Over (VCO)** is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you can enjoy the freedom of using your own voice.

**Required Equipment** To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Nebraska Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Nebraska Relay Customer Service at 1.800.322.5299 TTY or Voice, or the Nebraska Public Service Commission Equipment Distributor Program at 1.800.526.0017 TTY or Voice.

- Nebraska Relay is a **free** service.
- All calls are **kept confidential**.
- Long distance charges apply.

## VCO: Dial 7-1-1 or 1.800.833.7352

### Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ne.htm> or contact Nebraska Relay Customer Service (see back panel).

### Making a VCO Call Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for Nebraska Relay: 1.800.833.7352.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA." (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

### Making a VCO Call Using a VCO Device

1. Connect to Nebraska Relay by dialing 7-1-1 or the toll free number: 1.800.833.7352.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Nebraska Relay by dialing 7-1-1 or the toll free Voice number: 1.800.833.0920. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

#### Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

### Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button that sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

### 2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>.

### More information on VCO Calls

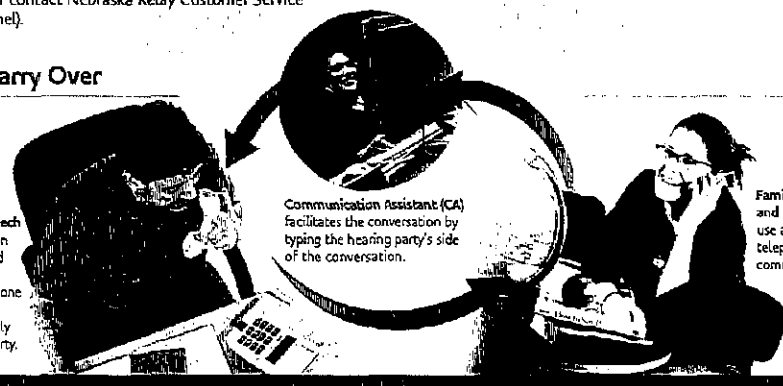
For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact Nebraska Relay Customer Service (see back panel).

### Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Businesses use a standard telephone to communicate freely.



## How to connect with Nebraska Relay

## Hearing Carry Over (HCO)

## Hearing Carry Over (HCO)

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **CapTel™:** To reach a CapTel™ user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.888.272.5527
- **Spanish-to-Spanish:** 1.888.272.5528  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Nebraska Relay para obtener más información sobre la repetición telefónica en español:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voz:** 1.800.833.0920
- **CapTel™:** Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- **Voz a Voz:** 1.888.272.5527
- **Español a Español:** 1.888.272.5528  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Hamilton Relay**  
P.O. Box 285  
Aurora, NE 68818  
Voice/TTY: 1.800.322.5299  
Fax: 402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)



Connecting you with  
important people in your life.

Nebraska Relay is a

24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

**Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.**

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Nebraska Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Nebraska Relay Customer Service at **1.800.322.5299 v/tty**, or the Nebraska Public Service Commission Equipment Distribution Program at **1.800.526.0017 v/tty**.

## Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ne.htm>  
or contact Nebraska Relay Customer Service:  
1.800.322.5299.

## Making an HCO Call

### Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Nebraska Relay: 1.800.833.7352.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."\* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

\*"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Nebraska Relay by dialing 7-1-1 or the voice number: 1.800.833.0920. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Nebraska Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## 911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

## More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Nebraska Relay Customer Service: 1.800.322.5299.

## Tips for HCO Users

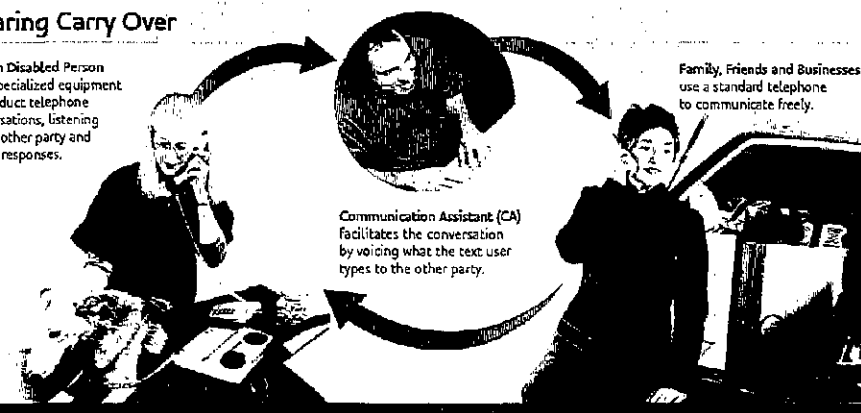
- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

## Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.

Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.

Family, Friends and Businesses use a standard telephone to communicate freely.



Nebraska Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services. Hamilton Relay has been offering relay services since 1991 and has earned a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants (CAs).

RELAY  
**HAMILTON**  
That's what I'm talking about.

## 2-Line HCO

A 2-Line HCO call is designed to be interactive and give people who have a speech disability more control of their call. 2-Line HCO allows the user to listen and respond in real time.

### Equipment Needed:

- 1.) Two separate phone lines with two different phone numbers.
  - \* One phone line for "voice", which also must have 3-way calling capabilities. \*\*
  - \* The second line for a Direct Connect TTY or a PC with internet access.
- 2.) One phone line must have 3-way calling, which can be purchased through your local phone company.
- 3.) Either a Text Telephone (TTY) or a Personal Computer (PC) with internet access.



LINE #1: 2-LHCO user calls CA via TTY (7-1-1 or Internet at: [www.hiprelay.com](http://www.hiprelay.com))

LINE #2: CA calls 2-LHCO user back on their voice line. 2-LHCO user will put CA on HOLD and dial the number of the 3rd person. Immediately after dialing, the 2-LHCO user will conference the call.



\*\*2-Line HCO

users may want to use a speaker phone or a phone that allows you to use a headset for a hands-free conversation. This will allow the



LINE #2, 3-Way: CA can voice everything the 2-LHCO user is typing as it is being typed. 2-LHCO user can hear everything the 3rd party is saying at all times throughout the calls.

Once the CA is on HOLD, the 2-Line HCO user dials the person he wants to talk to via 3-way calling and immediately conferences in the CA. The CA is then able to hear ringing and when the call is answered, the CA introduces the call. The 2-Line HCO user can type while listening to the other person talk. No "GA" or "SK" is necessary. The CA will voice the 2-Line HCO user's message during the natural flow of conversation.

### Making a Call

- 1 Dial 711 with your Direct Connect TTY or connect with the relay via the internet at [www.hiprelay.com](http://www.hiprelay.com).
- 2 Type "CA I AM MAKING A 2 LINE HCO CALL. PLS CALL ME BACK ON MY VOICE LINE".
- 3 The CA will dial your voice number. You will see (DIALING XXX-XXX-XXXX), (RING 1, 2, 3...) Answer your voice line by typing "HELLO CA I AM GOING TO MAKE A 2 LINE HCO CALL. I ("WANT" or "DO NOT WANT") YOU TO IDENTIFY AND/OR EXPLAIN RELAY. I AM GOING TO PUT YOU ON HOLD AND CONFERENCE IN ANOTHER PERSON. I CAN HEAR YOU AND THE OTHER PERSON. I WANT YOU TO VOICE WHAT I TYPE, WHILE I TYPE IT. DO YOU UNDERSTAND?"
- 4 When the CA has confirmed that s/he understands, type "WHEN THEY ANSWER THE PHONE PLEASE VOICE (type your greeting before dialing your call)".
- 5 On your voice phone, place the CA on hold, as required to make a 3-way call. \*
- 6 When you hear dial tone, dial the number of the person you want to call. Once you have finished dialing IMMEDIATELY hit the button to conference/join the call. This will allow the CA to hear the person answer and immediately voice your greeting.

\*NOTE: The 3-way calling feature is activated in different ways depending on the phone you have. You may have a "HOLD" or "FLASH" button that can be used to put one caller on hold while dialing another and then connecting the calls. It is also common for the "switch-hook" to be used for this feature. The switch hook is the button on your phone that you use to hang up at the end of a call. When pressed down and off quickly, you may hear a double beep sound indicating that you have put your call on HOLD. You will also hear dial tone. Now you may dial the number of the person you wish to call immediately press down and off again to join the person on hold (the CA) and the person you are calling.

### 2-line HCO/Speech to Speech

This option works the same as 2-Line HCO, but with the help of a specially trained Communication Assistant. The 2-LHCO/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "revoice" as needed. You can switch between these two options at any time during the call.

## How to connect with Nebraska Relay

## Speech-To-Speech

## Speech-To-Speech

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **Speech-to-Speech:** 1.888.272.5527
- **CapTel:** To reach a *CapTel* user, dial 1.877.243.2823
- **Spanish:** 1.888.272.5528  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Nebraska para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de *CapTel*, marque el 1.866.247.3362 Español
- **Español:** 1.888.272.5528 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Nebraska Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.322.5299  
Fax: 1.402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)



Connecting you with  
important people in your life.

Nebraska Relay is a free,  
24-hour service that

allows people who are Hearing,  
Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each  
other via the telephone.

Through the use of specialized  
equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

**Speech-to-Speech (STS)** is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Nebraska Relay Customer Service: **1.800.322.5299** Voice or TTY.

- Nebraska Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

## Dedicated Speech-To-Speech Number: 1.888.272.5527

### Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/ne.htm>  
or contact Nebraska Relay Customer Service:  
1.800.322.5299 V/TTY.

### Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Nebraska Relay: 1.888.272.5527.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

### To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Nebraska Relay using your TTY or VCO phone: 1.888.272.5527.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT QQ\*\* GA" at the end of the phrase or sentence. If you say "Yes, GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

\*\*QQ is used when asking a question, as an alternative to a question mark.

### 911 Emergency Calls

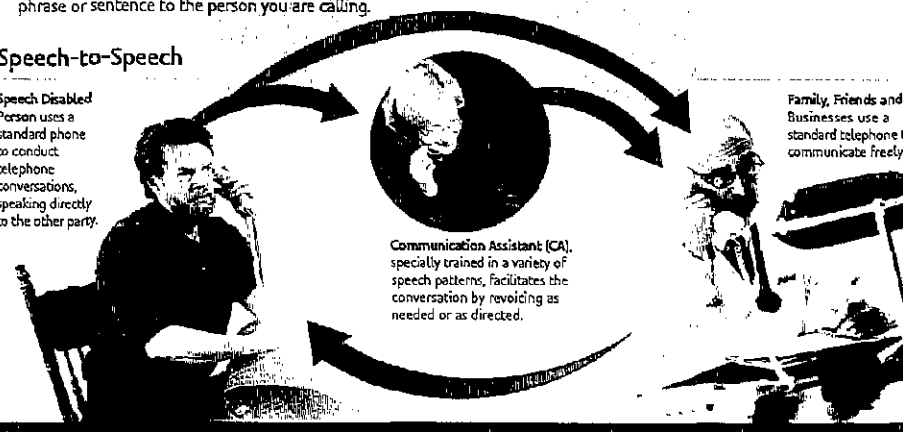
In the event of an emergency, call 911 or your local emergency services TTY number directly. Nebraska Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact Nebraska Relay Customer Service: 1.800.322.5299 V/TTY.

### Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Nebraska Relay is powered by Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services. Hamilton Relay has been offering relay services since 1991 and has earned a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants (CAs).

**RELAY  
HAMILTON**  
That's what I'm talking about

El Relevo de  
**Nebraska**

El Relevo de  
**Nebraska**

El Relevo de  
**Nebraska**

## Cómo conectarse con el Relevo de Nebraska

## Obtenga los detalles

## Conectándolo con personas importantes en su vida

Para hacer una llamada del Relevo de Nebraska, llame a uno de los números gratuitos de abajo:

- **Español:** 1.888.272.5528 (incluye español a español y la traducción del inglés al español)
- **CapTel:** Para comunicarse con un usuario de CapTel, marque 1.866.217.3362 Español
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Correo electrónico:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite [www.hamiltonrelay.com](http://www.hamiltonrelay.com). O llame al Departamento de Servicio al Cliente del Relevo de Nebraska al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarle.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Nebraska usando la información de contacto de abajo:

**Departamento de Servicio al Cliente  
del Relevo de Nebraska**  
P.O. Box 285  
Aurora, NE 68818  
1.866.744.7471 Español  
Fax: 1.608.827.0402 Español  
Correo electrónico: spanish@hamiltonrelay.com

El Relevo de Nebraska es un servicio ofrecido por el Relevo de Hamilton de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. El Relevo de Hamilton ha estado ofreciendo servicios de relevo telefónico desde 1991 y ha desarrollado una reputación como proveedor de un servicio al cliente excepcional, una tecnología confiable, educación esencial en el campo del relevo telefónico y asistentes de comunicación profesionales.

CapTel™ es una marca registrada de Ullrich, Inc.

**HAMILTON**  
De más de lo que está hablando



abra su corazón  
reporte los resultados

planifique la fiesta

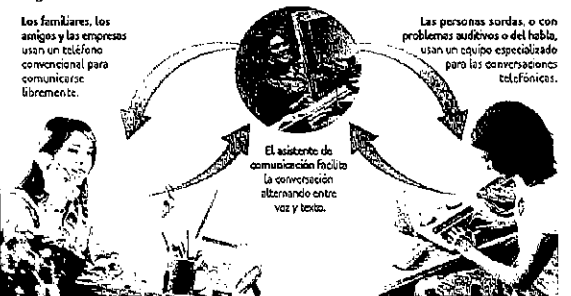
pida un favor

El Relevo de Nebraska es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen las unas con las otras por teléfono. Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

**No cuelgue.** Cuando descolgue el teléfono y oiga "Este es el Relevo de Nebraska ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Cuando se hace una llamada por medio del Relevo de Nebraska, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los asistentes de comunicación no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.



**Acceso y Cargos** Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relevo de Nebraska se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.



## Opciones diseñadas para conectarlo de la mejor manera posible

### El Relevé de Nebraska ofrece diversas opciones de conexión:

**TTY (Teléfono de Texto)** El relevé telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

**Voice Carry Over (VCO)** Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

**Hearing Carry Over (HCO)** Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

**Speech-to-Speech** Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

**Captioned Telephone (CapTel)** Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio CapTel le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

**Español** Un servicio útil para las personas que usan un teléfono TTY y el idioma español. El relevé español a español facilita las llamadas que se realizan usando el español hablado y escrito. El relevé telefónico de inglés a español facilita las llamadas en español verbal y escrito.

### Información adicional sobre el Relevé de Nebraska:

**Perfiles de Cliente** El Departamento de Servicio al Cliente puede fijar preferencias automáticas para el tipo de llamada, los números de discado rápido, el servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Para crear un perfil de cliente visite <http://www.hamiltonrelay.com/states/ne.htm> o póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Nebraska llamando al **1.866.744.7471** Español.

**Opciones Adicionales de Conexión** Incluyendo Turbo Code, ASCII y voz.

**Distribución de Equipos** El Programa de Distribución de Equipos de Nebraska le proporciona a los solicitantes elegibles vales para comprar equipos telefónicos especializados que permitan a las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla disfrutar del mismo acceso a la comunicación telefónica. Para ver si usted o alguien que conoce califica para estos vales, use la siguiente información de contacto:

**Nebraska Commission for the Deaf and Hard of Hearing**  
Voz/TTY: 1.800.545.6244

**Nebraska Public Service Commission**  
1200 "N" Street, Suite 300  
Lincoln, NE 68508  
Voz/TTY: 1.800.526.0017 or 1.402.471.3101  
Fax: 1.402.471.0254  
Correo electrónico: <http://www.psc.state.ne.us>

**Teléfonos Públicos** La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevé locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevé. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevé de larga distancia desde un teléfono público.

**Llamadas de Emergencia** En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevé de Nebraska hará todo lo posible para ayudarlo en una emergencia. Tome en cuenta que los centros de relevé telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

**Cumplidos, Inquietudes o Quejas** Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Nebraska (véase el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevé.

Visite [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

cierre su oferta

cuente su historia

comparta su vida

reprograme la reunión

obtenga los detalles



## PC/ASCII SETTINGS

For computers and TTYs to communicate with each other, each device must be properly set. Following is a listing of settings for various combinations of devices.

Note: VCO and HCO cannot be used with ASCII – except 2-line calls.

←→

### PC TRS

Personal Computer users can call the relay center (which has Hayes compatible modems) by using the following set-up:

- 300 or 1200 Baud (If you have a choice, use 300)
- 8 Bit ASCII code
- No Parity
- 1 Stop Bit
- Half Duplex
- No X-modes required (no flow control)
- No terminal emulation or TTY emulation
- Dialing timeout at longest possible time – infinity preferred
- Local Echo On (may be ←→ called “Echo Typed Characters Locally”)



### PC ASCII TTY AND ASCII TTY TRS

Note: Not all TTYs have ASCII capability. Make sure the TTY you want your PC to connect with has ASCII capability.

- 300 Baud
- 8 Bit ASCII code
- No Parity
- ←→ • Half Duplex

### PC BAUDOT TTY

A special modem with Baudot capability is required. PC settings should be determined by the PC software being utilized.

This information may be specific to Hamilton Relay Service, Inc. Your state relay may have different settings necessary to use a computer to connect to the relay.

For more information or if you have any problems, questions or concerns, please contact your state relay's customer service number or visit their website.

# HAMILTON RELAY™

## How to connect with Nebraska Relay

### Captioned Telephone (CapTel®)

### Captioned Telephone (CapTel®)

To place a call through Nebraska Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.833.7352
- **Fast ASCII:** 1.888.696.0629
- **Voice:** 1.800.833.0920
- **Speech-to-Speech:** 1.888.272.5527
- **CapTel®:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.272.5528  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Nebraska para obtener más información sobre la repetición telefónica en español:

- **CapTel®:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.888.272.5528 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

**Customer Service:** If you have suggestions, comments or concerns, please contact:

**Nebraska Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.322.5299  
Fax: 1.402.694.5110  
E-mail: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

discover the answer

tell your story

get the details

ask a favor



Connecting you with

important people in your life.

Nebraska Relay is a free,

24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

**CapTel® greatly benefits people who have understandable speech and some degree of hearing loss.**

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

**Required Equipment:** To make a CapTel call, you will need a Captioned Telephone. This unique equipment, which makes use of voice recognition technology at the captioning center, allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

The Nebraska Relay Outreach Coordinator will be happy to assist you in obtaining equipment. Contact Nebraska Relay Customer Service at 1.800.322.5299 Voice or TTY, or the Nebraska Public Service Commission Equipment Distribution Program at 1.800.526.0017 TTY or Voice.

CapTel® is a registered trademark of Ultratec, Inc.

05HHLT-070\_NECapTel\_1007

## How CapTel® Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone. All conversations are kept confidential.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

## Making a CapTel® Call

- Make certain that captions are turned "on" on your *CapTel* phone.
- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

## Receiving a CapTel® Call as a CapTel® User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line *CapTel*, people wanting to reach you should be directed to call the *CapTel* captioning center at 1.877.243.2823. The caller will then provide the *CapTel* operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line *CapTel*, people can reach you by calling your personal phone number directly and captions will automatically be available.

## Calling a CapTel® User

- Dial toll free 1.877.243.2823.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

## Receiving a Call from a CapTel® User

- There may be a slight delay in the *CapTel* user's response as they read captions.

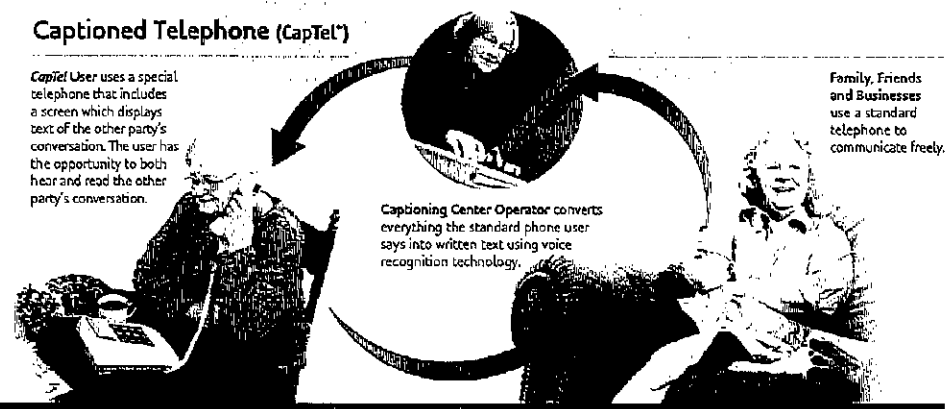
## 2-Line CapTel®

This exciting service, which requires two telephone lines, provides advanced features not available with 1-line *CapTel*. For a comparison of features, please refer to the chart in this brochure.

	1-Line CapTel®	2-Line CapTel®
<b>Number of Lines</b>	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.
<b>How Calls are Managed</b>	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
<b>Captioning</b>	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
<b>Outgoing Calls</b>	Outgoing calls are automatically routed through the <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
<b>Calling a CapTel User</b>	People calling the <i>CapTel</i> user must first dial the toll free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> user dial that person's number directly.
<b>Calling Features</b>	Call-waiting and automatic call back (*69) not available.	Call-waiting and automatic call back (*69) can be used.
<b>911®/711 Calls</b>	911 and 711 calls are processed as Voice Carry Over (VCO) calls. <i>CapTel</i> users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using "Go Ahead" or "GA." For information on VCO calls, contact Customer Service or visit <a href="http://www.hamiltonrelay.com/traditional/711/vco/index.htm">www.hamiltonrelay.com/traditional/711/vco/index.htm</a> .	911 and 711 calls are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line.  <i>*Note that relay centers are not 911 centers and do not assume responsibility for the call.</i>

## Captioned Telephone (CapTel®)

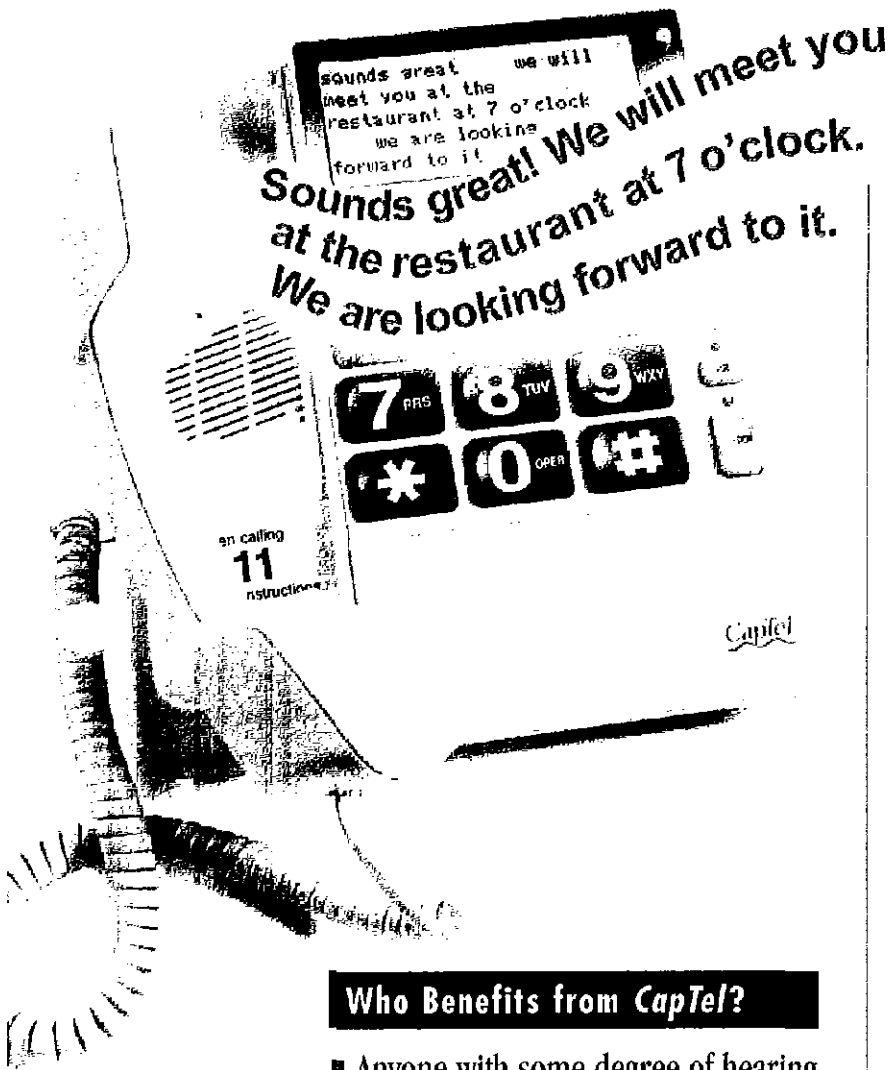
*CapTel* User uses a special telephone that includes a screen which displays text of the other party's conversation. The user has the opportunity to both hear and read the other party's conversation.



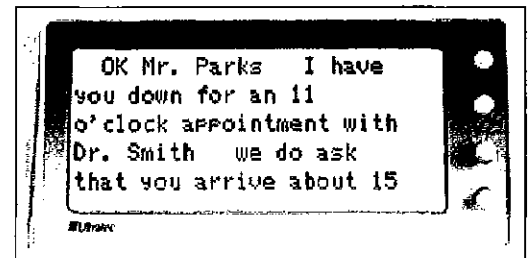


# THE CAPTIONED TELEPHONE

## *The Amplified Telephone that Includes Written, Word-for-Word Captions of Everything the Caller Says*



*Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel™) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions for added clarity.*



Written captions of everything the caller says appear in the CapTel phone display screen.

### **Who Benefits from CapTel?**

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

*"I love being able to hear the person's voice because I can understand a lot of what they say... but the captions are there for me to see if I did not understand."*

### **Benefits of CapTel**

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use the CapTel phone – simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- CapTel includes an amplified handset and tone control for clarity

## CAPTEL USER



**1** You talk to the other party...

**2** ...who talks back for you to hear.

## OTHER PARTY



## CAPTIONING SERVICE



**5** ...for you to read on the CapTel display.

**3** Everything they say also goes through a Captioning Service...

**4** ...which transcribes their words into captions...

## How Does CapTel Work?

CapTel users place a call in the same way as dialing a traditional phone. As they dial, the CapTel automatically connects to a captioning service. When the other party answers, the CapTel user hears everything that they say, just like a traditional call.

At the same time, a specially trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in computerized voice-recognition technology. The text appears on a bright, easy-to-read display window built into the CapTel phone. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said – either by hearing it or by reading it.

## What Equipment/Services are Needed?

### 1. A Captioned Telephone (CapTel)

A special telephone that interacts with the captioning service to display captions. The telephone does not translate spoken words into written captions all by itself. It can also be used as a traditional amplified telephone.

### 2. Captioning Service

Captions are provided by the captioning service throughout the conversation at no cost to the CapTel user.

**The CapTel phone is currently available in states that offer CapTel service as part of their relay service.**

## Specifications

- Powerful amplification with maximum volume boost (up to 35dB)
- Adjustable tone & volume control for optimum sound clarity
- Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- 5-line, contrast-controlled liquid crystal display (LCD) screen
- Speed dialing (3 programmable numbers)
- Last number redial
- Adjustable ringer pitch
- Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- 2.5 mm & 3.5 mm audio jacks for use with a neckloop, cochlear implant patch cord, headset/microphone, & other types of assistive listening devices
- Spanish to Spanish captioning available
- Amplify always "ON" option
- "Over the wire" software updates (updates can be transmitted over your phone line)
- Easy access to voice mail & interactive telephone menu systems
- Ability to caption your external voice answering machine messages
- Optional USB port available to view captions on a computer monitor (USB option must be specified at time of order)

Specifications subject to change. One-year limited warranty.

**1-888-269-7477** (VOICE/CAPTEL)

Ultratec ■ 450 Science Drive ■ Madison, WI 53711 ■ [www.captionedtelephone.com](http://www.captionedtelephone.com)

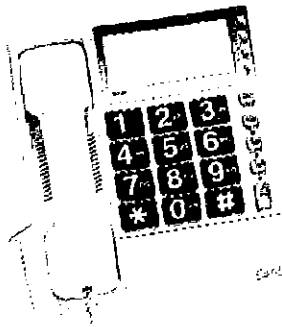
1-800-482-2424 (Voice/TTY) ■ (608) 238-5400 (Voice/TTY) ■ (608) 238-3008 (FAX)

[CapTel@CapTelMail.com](mailto:CapTel@CapTelMail.com) (EMAIL)

**Ultratec**

# 2-LINE CAPTEL

## *Frequently Asked Questions*



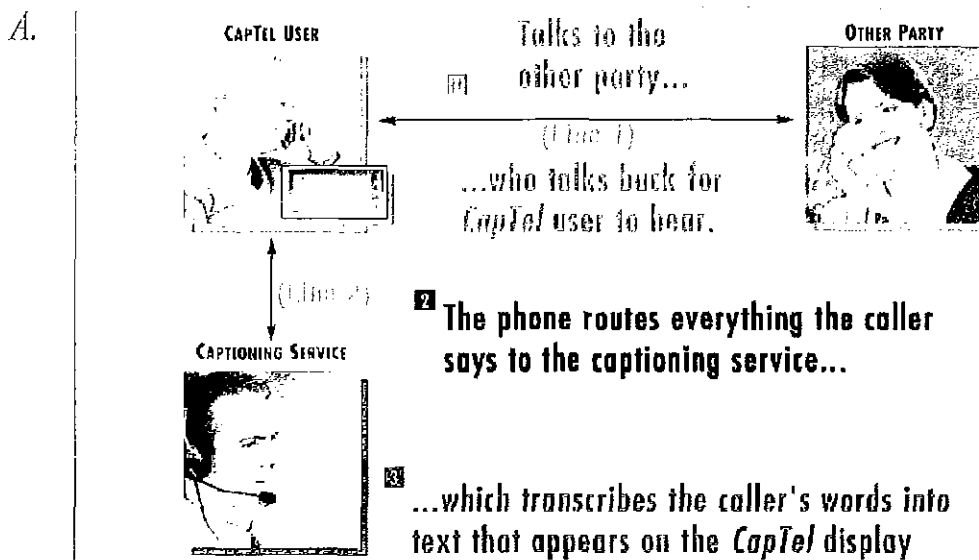
**Q. What is 2-Line CapTel?**

**A.** Like standard *CapTel*, 2-line *CapTel* gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With 2-line *CapTel*, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line *CapTel* users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line *CapTel* also supports enhancements that users have purchased from their telephone service, including call-waiting.



*CapTel* is an exciting new service that lets telephone users enjoy phone conversations complete with captions of everything their caller says. *CapTel* operates in two different modes: standard *CapTel* (1-line) or 2-line *CapTel*. Here are some commonly asked questions about 2-line *CapTel*.

**Q. How does 2-Line CapTel work?**



**Q. What are the benefits of 2-Line CapTel?**

- A.**
- You receive captions on all incoming calls – your caller dials you directly, instead of placing the call through the captioning service.
  - You can turn captions on (or off) at any point during a conversation.
  - There is no separate telephone number for callers to remember – they just dial you directly.
  - Captioning is available for every type of call, including emergency calls and calls through relay.
  - Others can pick up an extension line and share the call without interrupting captions.
  - Enjoy call-waiting feature without interrupting captions (including getting captions of the second call).

**Q. What are the differences between 1-Line and 2-Line *CapTel*?**

**A.**

<b>Standard <i>CapTel</i> (1-Line)</b>	<b>2-Line <i>CapTel</i></b>
Captions and voice are provided across one telephone line.	Conversation is carried on one line, captions are provided on a second telephone line.
Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
Your callers must first dial the toll-free captioning service, then enter your number, in order for you to receive captions of their call.	Incoming calls are automatically captioned. Your callers simply dial your phone number directly.
Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and relay directly. The 9-1-1 or relay operator's typed messages appear on the <i>CapTel</i> display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the Captioning Service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.
Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.



**Q. What is required for 2-Line *CapTel*?**

- A.
- Your state relay service must offer 2-line *CapTel* as part of its *CapTel* service.
  - You must sign up for 2-line *CapTel* service through *CapTel* Customer Service.
  - A *CapTel* telephone (Model 200).
  - Two analog telephone lines with separate telephone numbers are required in your home or office. The second line cannot merely be an extension line.

**Q. What type of telephone lines are required?**

- A. Telephone lines for *CapTel* must be analog, the same type of line that is used by a standard telephone or a stand-alone fax machine.

**Q. Are digital telephone lines compatible with 2-Line *CapTel*?**

- A. No. Digital telephone lines are not compatible with the *CapTel* phone and may damage the telephone or telephone network. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure that an analog port is available. A digital subscriber line (DSL) may be used with an appropriate analog filter.

**Q. How do I get a second telephone line in my home?**

- A. If you don't already have a second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

**Q. If there are two phone jacks in my *CapTel*, do I have to use 2-Line *CapTel*?**

- A. No. *CapTel* can be used in standard (1-line) mode. Using two telephone lines with your *CapTel* phone is optional. When using *CapTel* with one phone line, some of the features listed above do not apply. (See the chart listing the differences between 1-Line and 2-line *CapTel* above.) With one line, your incoming calls will only be captioned if your caller first dials the toll-free captioning service to reach you.

**Q. Are there any costs involved with 2-Line *CapTel*?**

- A. If you do not already have two analog telephone lines in your home or office, your telephone service provider may have fees for setting up a new line, and/or monthly charges on that line. Otherwise, there are no separate costs associated with 2-line *CapTel*.

**Q. How do I update my current *CapTel* phone to 2-Line?**

- A. If your state supports 2-line *CapTel*, first apply with *CapTel* Customer Service for 2-line *CapTel* service. Upon acceptance, you will receive instructions for enabling your *CapTel* phone to support two lines.

**Q. Can I just plug an extension line in my current *CapTel* phone?**

**A.** No. Although your current *CapTel* phone includes two telephone jacks, it is not automatically configured for 2-line use. Your state relay service must support 2-line *CapTel* and you must apply with your state for 2-line *CapTel* to be enabled. Upon acceptance, you will receive instructions on how to enable this feature.

**Q. Can I use Call-Waiting with 2-Line *CapTel*?**

**A.** Yes. Call-waiting is supported by 2-line *CapTel*. When you hear (or read in the captions) the "beep" telling you a second call is coming in, simply press the FLASH button on your *CapTel* phone. Your second caller will be on-line, and you will receive captions of the conversation. You will still receive captions of your first conversation, if/when you return to the first caller by pressing the FLASH button again.

**Q. How do I get captions with 2-Line *CapTel*?**

**A.** You can turn the CAPTION feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature ON or OFF while on a call. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned. (The default setting is "ON".) There will be an initial delay before captions begin as the Captioning Service is connected to the call.

Note: 2-line *CapTel* must be enabled to use this feature.

**Q. How are incoming calls captioned?**

**A.** When a caller dials your phone number, they connect directly to your *CapTel* on line 1. As soon as you answer, the phone automatically dials the Captioning Service on line 2 to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.



■ Give the following "Call Me" cards to the people who call you often, in order to receive captions during their incoming calls. If you need more cards, please contact *CapTel* customer service at [service@ultratec.com](mailto:service@ultratec.com) or call 1-888-269-7477 (CapTel/Voice).

*CapTel*

To call me, first dial TOLL FREE

**1-877-243-2823**

then, enter my phone number

My phone number:

( ) -

*CapTel*

To call me, first dial TOLL FREE

**1-877-243-2823**

then, enter my phone number

My phone number:

( ) -

*CapTel*

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( ) -

*CapTel*

To call me, first dial TOLL FREE

**1-877-243-2823**

then, enter my phone number

My phone number:

( ) -

*CapTel*



web

## Hear and see what's being said on the phone with Hamilton Web CapTel.

Hamilton Web CapTel turns your personal computer into your personal telephone captioning service. So when you just can't hear everything a caller says, now you'll be able to read the written captions of everything that's being said. It's simple, easy and free.

- All that's needed is:
  - A computer
  - High-speed Internet connection
  - Standard or mobile telephone
- Service is absolutely free
- No software to download
- Captions available in English and Spanish
- Accessible in all 50 States



For More Information

Visit: [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com)

E-mail: [info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com)

Call toll-free **877-455-4227** (English) ◦ **866-670-9134** (Spanish)

For information about Emergency 911 Calls and Hamilton Web CapTel, please visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com).

"I just can't hear on the phone..."



**HAMILTON**

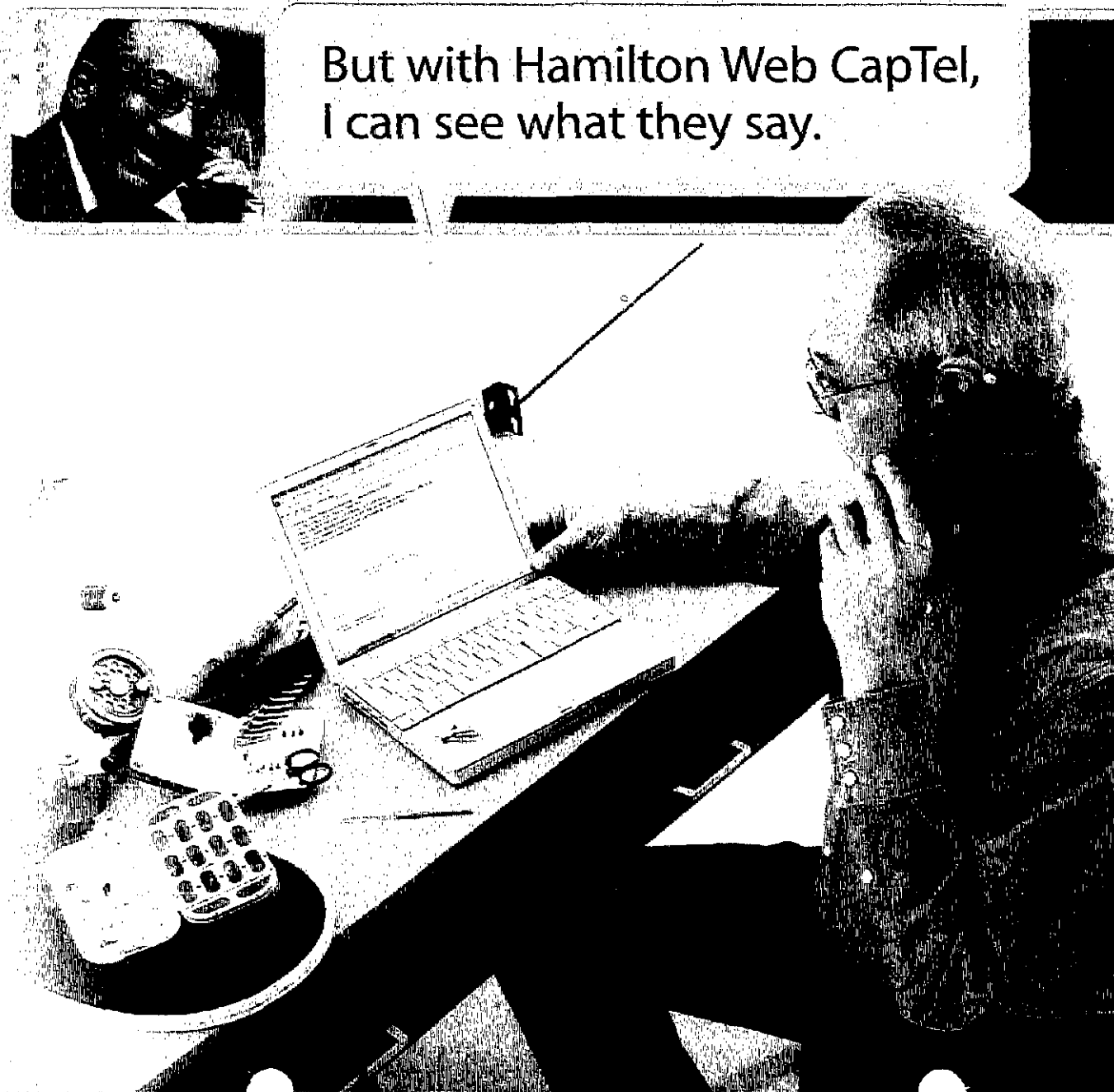
web

But with Hamilton Web CapTel,  
I can see what they say.

If you've ever missed out on what was said during a phone call – you no longer need to. Now you can see every word a caller says right on your computer screen in real-time. It's called Hamilton Web CapTel and it's free!

There's no special equipment to purchase or software to download. All that's required is a computer with a high-speed Internet connection and any telephone or mobile phone.

To find out more, visit  
**[www.hamiltoncaptel.com](http://www.hamiltoncaptel.com)**  
and see what they say.







Certified  
RELAY  
FRIENDLY  
Business

District of  
**Columbia**  
Relay

Certified  
RELAY  
FRIENDLY  
Business

**Idaho**  
Relay

Certified  
RELAY  
FRIENDLY  
Business

**Kentucky**  
Relay

Certified  
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FRIENDLY  
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**Louisiana**  
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**Maine**  
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Business

MONTANA  
RELAY

Certified  
RELAY  
FRIENDLY  
Business

**Nebraska**  
Relay

Certified  
RELAY  
FRIENDLY  
Business

**Wyoming**  
Relay

Certified  
RELAY  
FRIENDLY  
Business

**Wisconsin**  
Telecommunications  
Relay System

Certified  
RELAY  
FRIENDLY  
Business

Wisconsin  
Telecommunications  
Relay System



See what they say

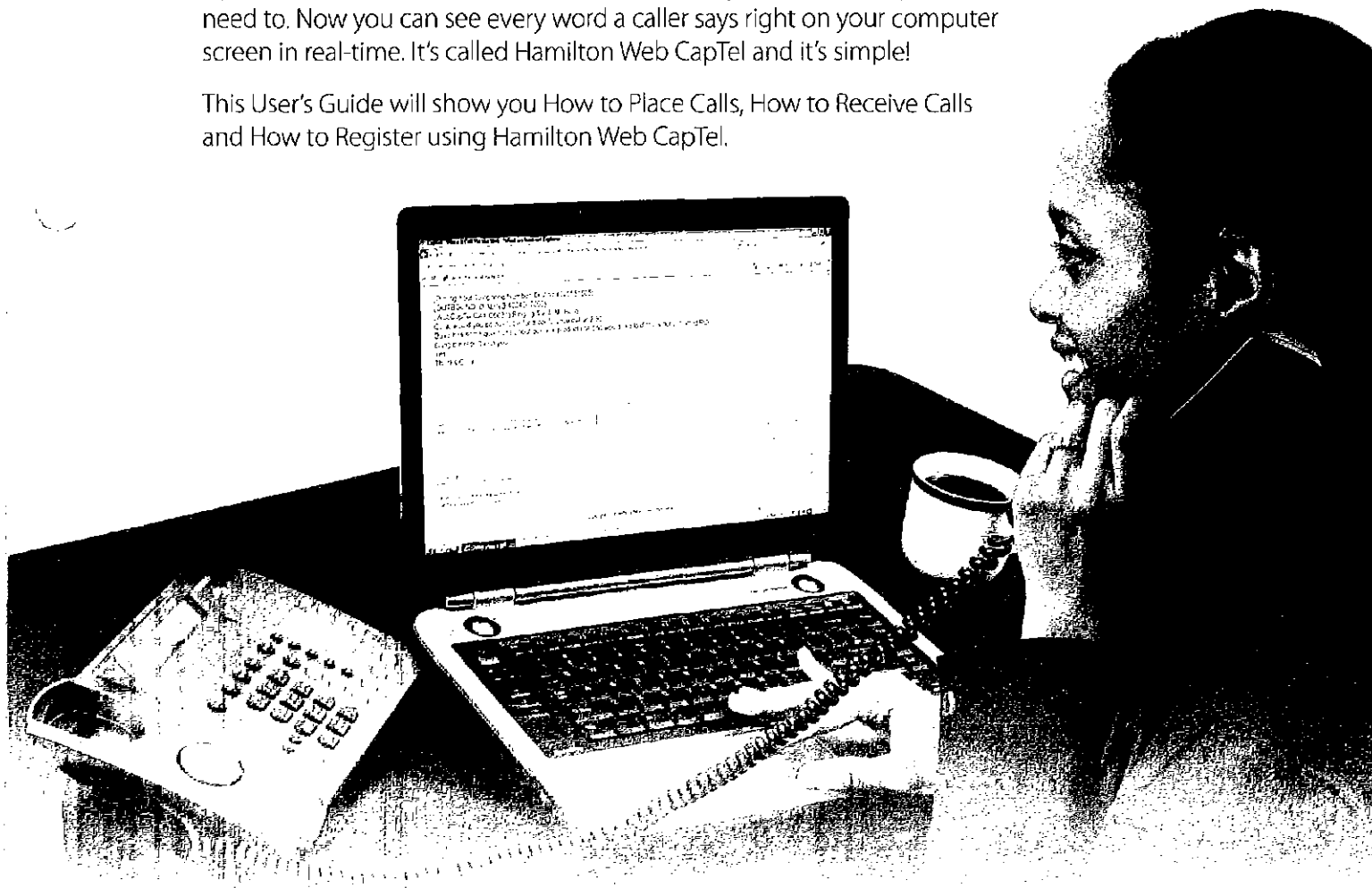


# Hamilton Web CapTel User's Guide

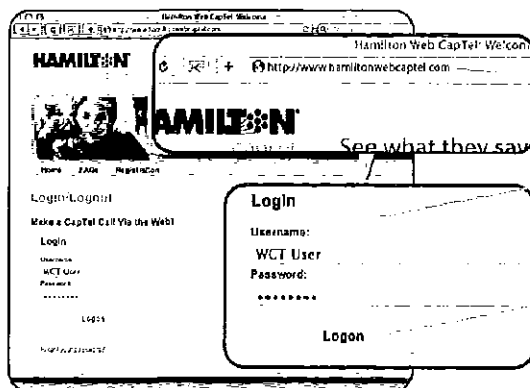
- How to Place Calls
- How to Receive Calls
- How to Register

If you've ever missed out on what was said during a phone call – you no longer need to. Now you can see every word a caller says right on your computer screen in real-time. It's called Hamilton Web CapTel and it's simple!

This User's Guide will show you How to Place Calls, How to Receive Calls and How to Register using Hamilton Web CapTel.



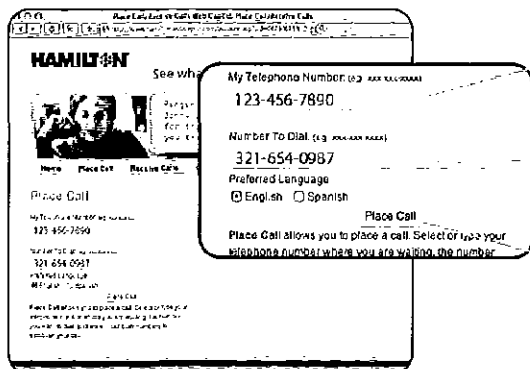
# How to Place Calls



1 Visit: <http://www.hamiltonwebcaptel.com>

2 Logon: enter your Username & Password (new users must register first)

3 Click: "logon"

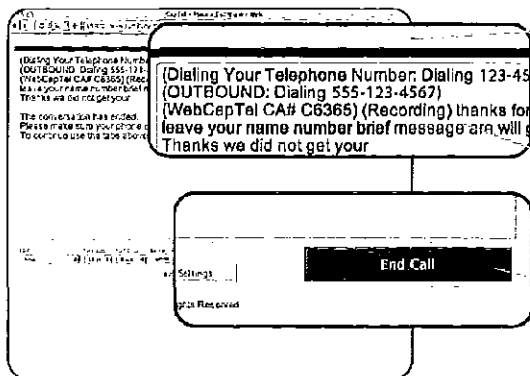


4 Enter: your telephone number in the "My Telephone Number" field \*

5 Enter: telephone number you want to call in the "Number to Dial" field

6 Click: "Place Call"

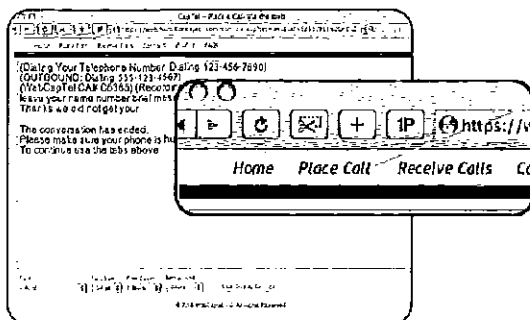
\* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed.



7 Call connecting: caption page pops-up on screen, your phone will ring, answer it and wait for your party to be connected (this will take a few seconds)

8 Call connected: once your call is connected, talk as usual, reading captions on the screen

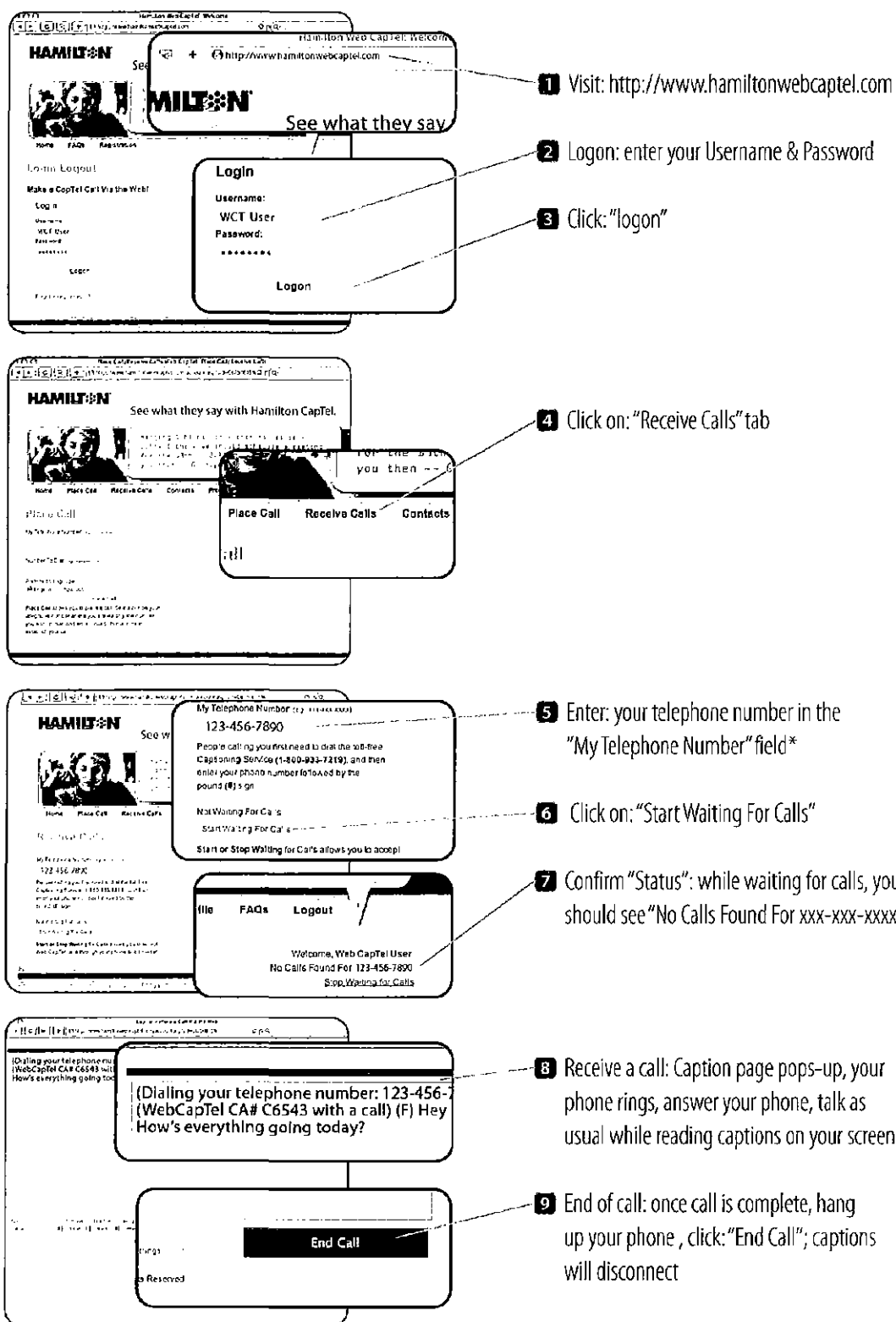
9 End of call: once the call is complete, hang up your phone and click: "End Call" — captions will disconnect



10 To place another call, simply click on "Place Call" and repeat steps above!

Be sure to visit [hamiltoncaptel.com](http://hamiltoncaptel.com) for updates and the latest news about this exciting service!

# How to Receive Calls

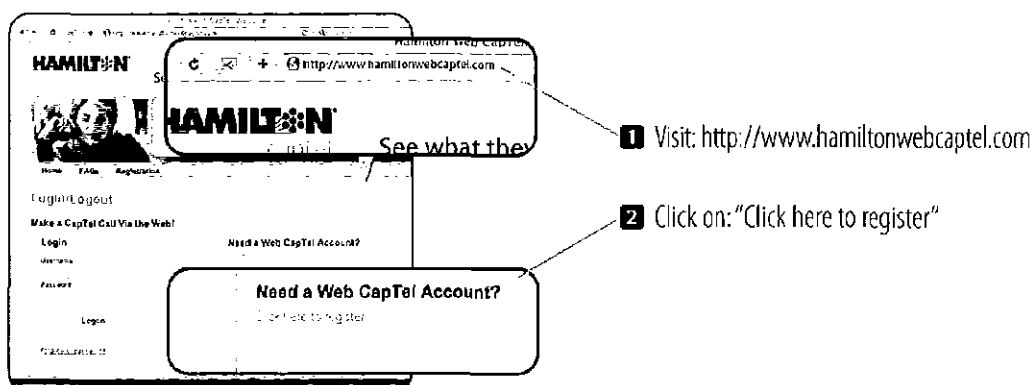


\* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed. You must be logged in and have activated "waiting for calls" to receive captions. You may minimize the window and work on your computer while waiting for calls.

# How to Register

**HAMILTON**

webcapitel.com



Hamilton Web CapTel  
Customer Service:

Call toll-free:

877-455-4227 English

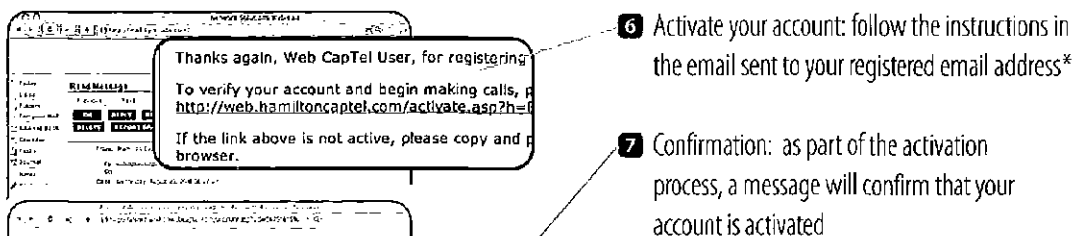
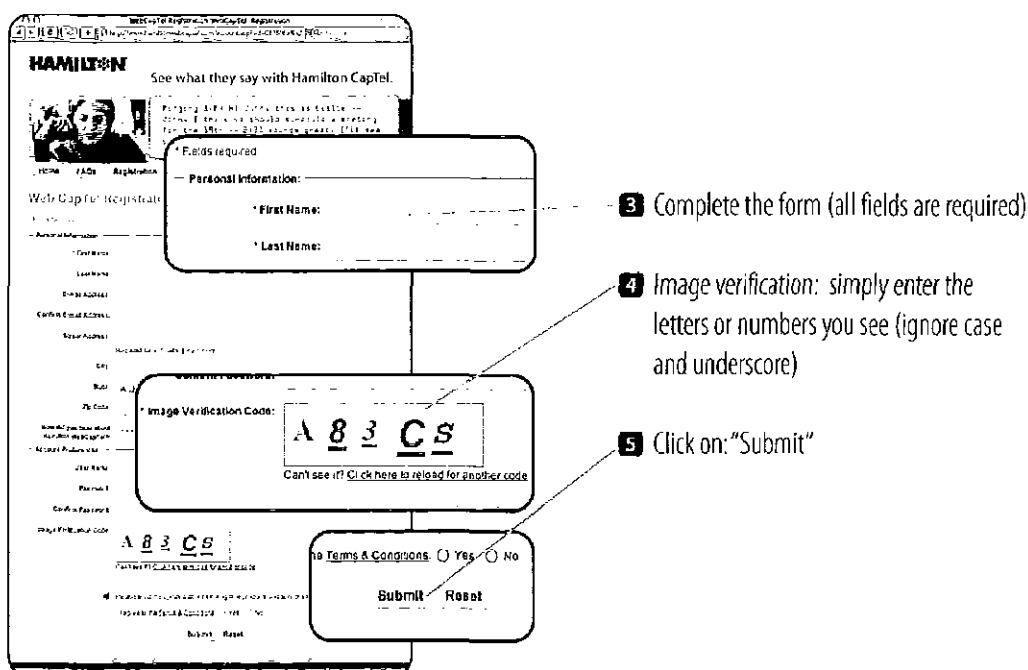
866-670-9134 Spanish

E-mail:

info@hamiltoncapitel.com

For more information  
on-line:

Visit: [www.hamiltoncapitel.com](http://www.hamiltoncapitel.com)



\* If you do not find the email from Hamilton CapTel in your Inbox, check your spam or junk folder.

**You're registered!**

Visit [hamiltonwebcapitel.com](http://hamiltonwebcapitel.com) to logon to place and receive Hamilton Web CapTel calls.

## Choose your flavor with Hamilton Web Relay™

### Ingredients:

*Computer*

*Internet Browser*

*Hamilton Web Relay™*

*Hamilton HomeTown  
Number™*



### Method:

Make and receive calls right at your computer! Got a unique preference for color, size and shape? Well, that's what Hamilton is all about — your desire to mix it up. So go ahead, get inspired and change the color of your call. It's all up to you. Start making and receiving calls today!

### Directions:

Visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com). Click on "Make a Call", login with your Hamilton Account and start calling! Don't yet have an account? Set one up! It's easy. Click on "HomeTown Number" to register. You'll get a HomeTown Number you can share for receiving calls, along with speed dial and other personalized preference settings! Move your calls along the way you like them - choose between Real Time and Instant Messaging conversation styles. Make it personal with Hamilton Web Relay.

A large graphic for the Hamilton Web Relay advertisement. It features a group of four people (two men and two women) sitting around a table, smiling and talking. In the background, there's a city skyline. At the top left, a speech bubble says "That's what I'm talking about". The "HAMILTON internet relay" logo is prominently displayed in the upper center. To the right, the website address "www.HamiltonRelay.com" is visible. The overall theme is social communication and community.

That's what I'm talking about

**HAMILTON**  
internet relay

[www.HamiltonRelay.com](http://www.HamiltonRelay.com)

Your Hometown Recipe for  
Internet Relay

Continued from page 10



### ***Ingredients:***

*Computer or Wireless Device*

*AIM or GoogleTalk Account*

*Buddy Name "That'sHamilton"*

*Hamilton HomeTown Number™*



## **Cook up your Internet Relay experience... instantly.**

### ***Method:***

With Hamilton Instant Relay™ you can place and receive calls instantly – wherever you are and whenever you want. Think of it as instant 24/7/365 access through the Internet. Make a call. Share your HomeTown Number and receive a call. It's here for you now.



### ***Directions: Make a Call***

Use AIM or GoogleTalk

- Add "That'sHamilton" to your buddy list
- Start an Instant Message conversation with "That'sHamilton"
- Enter the ten-digit number you want to call

Presto! You're connected.

### ***Directions: Receive a Call***

Receive calls instantly with your HomeTown Number, and if you miss a call, the caller's message will be sent to your email. Sweet!

- Go to [www.HamiltonRelay.com](http://www.HamiltonRelay.com)
- Click on "HomeTown Number"
- Select "Register"
- Submit your registration
- You'll receive your local HomeTown Number
- Share your HomeTown Number!

Now you can start taking calls anywhere!

For more information about Emergency 911 calls using Hamilton Relay services, please visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com).



That's what I'm talking about

**HAMILTON**



Introducing your  
HomeTown Number,  
available only from  
Hamilton Relay.

## Your HomeTown Advantage

You work, live and play in your Hometown – and now you can share your Hamilton HomeTown Number™ to prove it. No more calling relay first. No more having to explain relay. Your HomeTown Number is a local, 10-digit number that allows you to receive calls from anyone.

---

*Local and personal*  
*Standard 10-digit phone numbers*  
*Receive calls from anyone*  
*HomeTown simple*

---

Get your Hamilton HomeTown Number today!  
Visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com) and click on the HomeTown Number icon.



Get your Hamilton HomeTown Number™ now.

Visit: [www.HamiltonRelay.com](http://www.HamiltonRelay.com)

Click on the HomeTown Number icon



Click on "Register" and complete the form

Once you have submitted your HomeTown Number registration form, you will receive a verification e-mail. Once verified, you will receive your new Hamilton HomeTown Number. You can register for a Home, Business or Mobile 10-digit number.

In addition, your HomeTown Number is designed to confirm your location in the event of an emergency. So when you dial 911, your registered location information will be communicated to emergency services – facilitating their response. This means that it is very important to keep your HomeTown Number location information up to date.

Hamilton HomeTown Number. That's what I'm talking about.

**For More Information**

Visit: [www.HamiltonRelay.com](http://www.HamiltonRelay.com) • E-mail: [info@HamiltonRelay.com](mailto:info@HamiltonRelay.com)

Call toll-free 800-618-4781 V/TTY

For more information about Emergency 911 calls using Hamilton Relay services, please visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com).





## Hamilton Relay® 2008 Convention Schedule

The Hamilton Hometown  
News is published by:

Hamilton Relay

1006 12th Street

Aurora, NE 68818

Voice/TTY: 800.618.4781

Sept. 20	DeafNation	Denver, CO
Sept. 27	DeafNation	Worcester, MA
Oct. 4	DeafNation	Chicago, IL
Oct. 16-18	Gallaudet (Homecoming)	Washington, DC
Oct. 18	DeafNation	Seattle, WA
Oct. 25	DeafNation	Pleasanton, CA
Oct. 29 - Nov. 2	ALDAcon	Chicago, IL
Nov. 1	DeafNation	Secaucus, NJ
Nov. 15	ASL Expo	Upper Marlboro, MD

Comments? Please send e-mail to:  
[info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

## Topeka is My Hometown

Kansas Resident strives to Enrich the Education of Children who are Deaf

Melanie McKay-Cody is a unique individual who was recognized by Hamilton Relay during Deaf Awareness Week 2007. A resident of Topeka, Kansas, she is a leader in her community. Melanie has Native American roots and American Indian Studies is one of her great passions. Melanie graduated from Gallaudet University and performed her graduate work in Sign Language Studies through a program housed under the rehabilitation department at the University of Arizona.

As an advocate in Kansas, one of Melanie's major focuses is to ensure that children who are deaf and hard of hearing are able to communicate. "I feel it is my duty to build the skills of interpreters working with the deaf children of today," Melanie commented. Through a training program which was formed by Melanie's work, she uses her background in linguistics, interpreting, and cultural studies to provide a rich experience and language exposure for interpreters. "I provide skills improvement to help them be better

interpreters in the classroom. The better the interpreter, the better the child's access." Recognizing that there are not enough educational opportunities through which these interpreters might grow their skills, Melanie felt it her duty to play a leading role in providing that training and exposure. This is her way of giving back to the community.

Melanie prefers living in the country outside of Topeka over living in a large city. Melanie enjoys connecting with nature and the surrounding stillness of Mother Earth and Father Sun. When out in the city she feels disconnected, although Melanie says, "Indian people believe that whatever we're faced with, we must learn to deal with and overcome."

Melanie performs her community work throughout the day in the city and as a nature-inspired individual, looks forward to reconnecting with her own family by retreating to the rural and quiet setting in which she lives.

(Continued on page 5)



## Hamilton Relay Continues to Grow State TRS Service

Hamilton Relay is happy to announce the award of two new contracts! As the result of a competitive bidding process, Hamilton Relay began providing relay service for the State of Massachusetts with a new center located in Pittsfield, MA on July 1, 2008. On July 13, 2008, Hamilton also began providing relay service in the District of Columbia. With the acquisition of these two states, Hamilton has expanded the number of states in which it provides relay service to 17. Hamilton is also the service provider for the Island of Saipan and the Virgin Islands, as well as serving as a subcontractor to other states for Speech to Speech and CapTel services.

"We are extremely pleased to have been awarded the contracts for Massachusetts and the District of Columbia," says Dixie Ziegler, Vice President of Hamilton Relay. "As in all the states served by Hamilton, we are committed to a variety of programs to ensure citizens continue to enjoy effective telephone communication between people who are deaf, hard of hearing or speech impaired and standard phone users."

Hamilton looks forward to continuing to serve customers with the enthusiasm and commitment to quality that is synonymous with Hamilton Relay. Thank you for your business and continued confidence.

## Hamilton Relay First to Launch Web CapTel® Service Nationwide

In early March, Hamilton Relay launched a new Internet-based service – Hamilton Web CapTel®. Designed for individuals who have difficulty hearing on the telephone, Hamilton Web CapTel provides captions, similar to closed captioning provided on most television programs, that support the understanding of telephone conversations.

Available in all 50 states, Hamilton Web CapTel allows individuals who are deaf or hard of hearing and have understandable speech to place and receive calls using any phone while viewing captions of what's being said on their computer screen. There is no special equipment to purchase or software to download – all that's required is a computer or laptop with a high-speed Internet connection, and any standard or mobile telephone.

Setting up a user account is simple and easy, so individuals can begin using Hamilton CapTel immediately. Hamilton Relay continues to provide CapTel® phone service in a number of states allowing users to "see what they say" on the phone's built-in screen.

To learn more, please visit  
[www.hamiltoncaptel.com](http://www.hamiltoncaptel.com), or  
contact Hamilton Relay Customer

Service at 800-618-4781  
(voice/TTY) or via e-mail at  
[info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com).



"I just can't hear on the phone..."

But with Hamilton Web CapTel, I can see what they say.

If you're ever stuck out on what was said during a phone call – you no longer need to. Hamilton Web CapTel turns your personal computer into your personal telephone captioning service. So when you just can't hear anything or can't hear from Hamilton Web CapTel, you can see the entire captions of everything that's being said.

All that's needed is:

- A computer
- High-speed Internet connection
- Standard or mobile telephone
- Service is absolutely free
- No software to download
- Captions available in English and Spanish
- Available in all 50 states

**HAMILTON**  
Web CapTel

See What They Say  
Visit: [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com) | E-mail: [info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com)  
Call toll free: 877-455-4227 (toll-free) | 800-618-4781 (toll-free)

If you're an Audiologist, you can receive your patients with Hamilton Web CapTel and help them hear. For more information, visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com)

CapTel and Web CapTel are registered trademarks of Ultratec, Inc.

## Hamilton Relay: Your "Hometown" Relay

There's something pretty special about your Hometown. It's familiar and comfortable. Friendly faces are always around the corner. You have memories down every street and a heart full of Hometown pride. You can live anywhere, but there's no place like home.

Welcome to Hamilton Relay where "Hometown" service is our focus. Our values and beliefs shine through in this theme that

reflects our goal of providing relay services customized to fit the needs of our customers.

**Now available in your Hometown... and all surrounding areas.**

Besides traditional TRS service, Hamilton Relay provides Internet Based relay services that are available to individuals right where they live, and wherever they go! Opening the door to mobility and additional service offerings is important to Hamilton - giving those who use relay services more choice and convenience than ever before.

### Anytime, Anywhere Internet Relay

#### Hamilton Instant Relay™

Bring it Home with Hamilton Instant Relay. Whether at home, work or traveling the country, relay users can count on Hamilton Instant Relay to keep them connected. By registering for a Hamilton Instant Relay Account, individuals can

instantly begin to place and receive calls through their computer or wireless device using AIM® Instant Messenger™ or GoogleTalk®. With a Hamilton Instant Relay account, individuals receive a personal 800 number, along with the convenience of missed call notification and messages via e-mail. Plus, using Hamilton Instant Relay through a Blackberry or other wireless device provides convenient access to placing and receiving relay calls anytime, anywhere.

#### Hamilton Inspire® Chat

Designed exclusively for use on a computer, InspireChat is a fully customizable application that allows individuals to not only place relay calls, but also to define the appearance of their screen by customizing the background, font, messaging style and language preferences. Instead of opening an internet browser to make a call, Hamilton InspireChat is simply accessed through an icon on the desktop. With a quick and easy download, relay users will be inspired by the convenience of making a call with just one click!

### Right at Home Hamilton Video Relay

#### Hamilton Video Relay

Hamilton Video Relay Service (VRS) allows a relay user to place a call anywhere, anytime using video equipment. It's a Hometown mindset that includes a very personal touch. Hamilton Video Relay provides quality interpreters, quick response times, and a host of features. It's all part of Hamilton Video Relay, exclusively designed for individuals who are Deaf, Hard of Hearing or Speech Impaired who use American Sign Language. It's free, available 24/7/365 and fully customizable.

So whether you're calling to close the deal, or share the news with family and friends, you can always count on Hamilton Relay - your Hometown Relay.

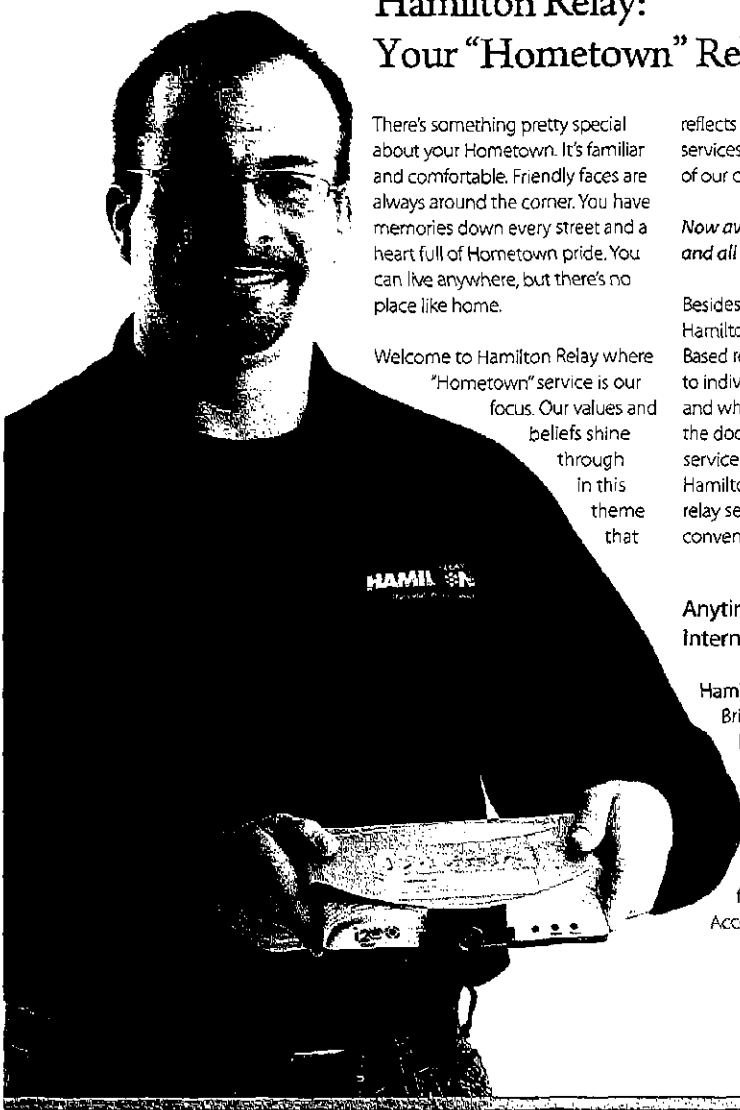
#### Hamilton Relay.

*That's what I'm talking about.*

### Topeka is My Hometown

(Continued from page 1)

At home, because her rural setting does not have high-speed internet, Melanie continues to use a TTY for relay access. When at work, however, she uses a wide array of technology that supports her phone conversations with other professionals and colleagues. She uses Video Relay and Internet Relay, as well as traditional relay to communicate with hearing people over the phone. Melanie uses the technology available to her as an enhancement to her way of living, and it provides yet another way for her to lead in her hometown - Topeka.



## Hamilton Relay Participates on NASRA Panels



Dixie Ziegler



John Fechter



Anne Girard

The annual National Association for State Relay Administration (NASRA) conference is an event that Hamilton Relay looks forward to each year. "We value our participation at NASRA. It's an excellent way for Hamilton Relay to connect with Relay Administrators and others in the industry in an exchange of information on important topics relating to services we provide," says Dixie Ziegler, Vice President of Hamilton Relay.

**This year, three individuals from Hamilton Relay will participate on the following panel discussions.**

**Internet Based TRS – Dixie Ziegler**  
Vice President  
Wednesday, September 17 – 1:30 p.m.

Hamilton believes that a topic of great interest at this year's panel on Internet Based TRS will revolve around the FCC's ruling regarding the implementation of 10-digit numbers and Emergency 911 dialing for Internet-based relay services. "Even though at the time of the printing of this article, work is still underway to implement the technical aspects of this service,

Hamilton is very excited to deliver 10-digit dialing to its customers," explains Ziegler, Vice President of Hamilton Relay. "By having a 10-digit number, it will make it easier than ever for voice users to initiate relay calls. Ziegler plans to discuss the issues relating to the implementation of 10-digit numbering.

**Speech-to-Speech – John Fechter**  
National Outreach Manager  
Thursday, September 18th – 10:30 a.m.

In this session, John Fechter, National Outreach Manager for Hamilton Relay, will spend part of his presentation time discussing a new pilot project targeted at training speech pathologists on how to identify and educate candidates who may benefit from Speech-to-Speech (STS) service. The trial project, under the direction and coordination of Dr. Bob Segalman with funding from Hamilton Relay, is planned for implementation in several states in which Hamilton provides the service. "Hamilton is pleased to be conducting this pilot project as a way to identify and subsequently inform Speech-to-Speech users on the

benefits of this service," says John. "Our goal is to share this important means of communication with those who may not otherwise be aware that the service is available." John will also discuss issues surrounding inmate fraud as it relates to speech-to-speech traffic, and other ideas on how to conduct outreach to inform consumers about the availability of STS.

**CapTel & Web CapTel – Anne Girard**  
Director of Marketing  
Thursday, September 18th – 1:00 p.m.

In conjunction with other panelists, Hamilton Relay's Director of Marketing, Anne Girard, will share information relating to Captioned Telephone (CapTel) service, Web CapTel service, as well as a new mobile solution soon to be available – Web CapTel using the iPhone® and other 3G devices. Girard comments, "It's exciting to have various options available to consumers for receiving and placing captioned telephone calls. We're excited to be a part of bringing that to individuals nationwide."

## National Deaf Awareness Week

*The Opportunity to Recognize Leadership within the Deaf and Hard of Hearing Communities*

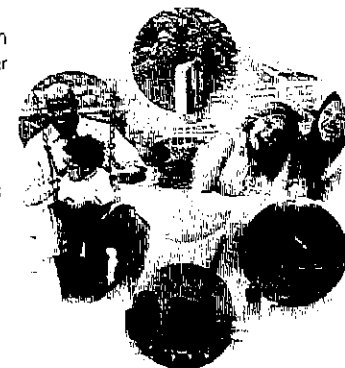
Deaf Awareness Week is celebrated across the United States each year during the last week of September and provides an opportunity for people nationwide to celebrate leadership within the Deaf and Hard of Hearing communities. During Deaf Awareness Week, different events are held – some colleges and universities provide information booths, Deaf performers provide entertainment at public places, and Deaf Festivals are held allowing folks to gain information from seminars, enjoy performances and various exhibits.

The purpose of Deaf Awareness Week is to celebrate Deaf history, culture and language. Parents of Deaf and Hard of Hearing children, students in American Sign Language/Interpreter Training programs, professionals, employers, and hearing individuals are always encouraged to attend the events in the hopes of gaining a deeper awareness about deafness and Deaf culture.

For the fourth year running, Hamilton Relay is pleased to join in this celebration by recognizing outstanding Deaf or Hard of

Hearing Leaders during National Deaf Awareness Week. Through a nomination process from their peers, Hamilton Relay recognizes leaders who have a strong influence within their community and are strong advocates on behalf of those who are deaf or hard of hearing.

Hamilton Relay congratulates outstanding community leaders across the country and looks forward to recognizing their efforts in celebration of Deaf Awareness Week. Keep an eye out for our upcoming notices recognizing leaders in our states.



# The Hamilton RELAY CONNECT:R

FALL 2008

hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

A Publication of Hamilton Relay, Inc.

## STATE RELAY CUSTOMER SERVICE NUMBERS

### Arizona (AZRS)

866-259-1768 V  
800-347-1695 TTY

### District of Columbia (DCTRS)

866-560-1452 TTY/V

### Georgia (GTRS)

866-694-5824 TTY/V

### Idaho (ITRS)

800-368-6185 TTY/V

### Iowa (IRS)

888-16-4692 TTY/V

### Kansas (KRC)

866-735-2957 TTY/V

### Kentucky (KRS)

888-662-2406 TTY/V

### Louisiana (LRS)

888-699-6869 TTY/V

### Maine (MERS)

800-270-9709 TTY/V

### Massachusetts

800-720-3479 V  
800-720-3480 TTY

### Maryland

866-269-9006 TTY/V

### Montana (MTRS)

866-897-8860 TTY/V

### Nebraska (NRS)

800-322-5299 TTY/V

### Rhode Island (RIR)

866-703-5485 TTY/V

### West Virginia (WVRS)

866-330-1274 TTY/V

### Wisconsin (WTRS)

800-395-9877 V  
800-283-9877 TTY

### Wyoming (WRS)

888-694-4450 TTY/V

## Relay As a Tool to Achieve Your Goals

Every day, we receive questions such as: "How can I set up effective communications with others?" "A deaf person called me through the relay; what is the relay and how do I call them back?" "How can Relay work for me?" As members of the Hamilton Relay outreach staff, we are happy to provide answers to questions like these and help you find the mode of communication that works best for you. Our staff is here to increase awareness and understanding of telecommunications relay services among relay users and their families, as well as businesses and organizations.

One of the many benefits relay users receive is the ability to easily communicate with colleagues and associates, giving them the freedom to achieve their goals. The article below is an excellent example of how the right communication tools can make a difference. An expert in his field, Dr. Angel Ramos uses relay to enhance his communication and to ensure accuracy of conversations. We hope you enjoy reading Angel's story, and invite you to contact us with your questions, to discuss individual communication needs, or simply share your relay story so that others may benefit from your experience.

### Angel Ramos • Arizona

(Continued on page 4)



Dr. Angel Ramos is a native of New York who currently resides in Arizona. His parents are originally from Puerto Rico but have lived in New York City since before Angel was born. Dr. Ramos was born hearing, but at the age of nine, woke up one morning to find that he could no longer hear. Dr. Ramos recalls, "I did not tell my mom because I thought God had punished me for doing something wrong. It was two years before my mom found out that I was deaf and took me for audiological services."

Even though Angel was deaf, he remained in public school and coped with his disability in different ways. He followed directions on the classroom blackboard and read the textbooks carefully. Upon graduation from high school, Dr. Ramos went on to college, the first member of his family to do so. He earned a Bachelor of Science degree in Mathematics at Manhattan College in Riverdale, New York. Angel chose this major because it was the only subject he could understand without the help of a teacher. Dr. Ramos then obtained a master's degree in Education of the Deaf at the State University of New York at Geneseo. There, he received a scholarship to attend the prestigious Leadership Training Program at the California State University in Northridge where he earned a Master of Science degree in Educational Administration.

# Hamilton CapTel® Connection Network Benefits Patients and Audiologists Alike

Even with the most advanced hearing aids and other devices available, many individuals still cannot hear easily on the telephone. Hamilton's Captioned Telephone service, or CapTel, provides equal access to the telephone system by allowing users to listen to what is said by the other party while simultaneously reading captions of that portion of the conversation.

In today's world it can be challenging to keep up to date on new technologies and services. Because an audiologist or other hearing health

professional is often the first person individuals with hearing loss turn to for advice, Hamilton has developed and implemented a program that educates hearing health care providers about CapTel service, along with providing informational materials for display in their office.

The Hamilton CapTel Connection Network is a completely free program that creates an active partnership with audiologists with the goal of equipping them with the CapTel knowledge and materials necessary to answer common questions from their patients. With the connection network program, audiologists can make their patients aware of CapTel and provide them information to answer questions they may have.

*For further information about the Hamilton Connection Network, please contact Frank Endres at [frank.endres@hamiltoncaptel.com](mailto:frank.endres@hamiltoncaptel.com) or via phone at 843-236-2241.*

*CapTel is a registered trademark of Ultratec, Inc.*



Join us  
and  
learn!

## Hamilton 2008 Conven

Hamilton Relay will be exhibiting at these events. We invite you to stop by to learn more about the services we can work for you!

DATE	EVENT NAME
Oct. 4	DeafNation
Oct. 16-18	Gallaudet Homecoming
Oct. 18	DeafNation
Oct. 25	DeafNation
Oct. 29- Nov. 2	ALDAcon
Nov. 1	DeafNation
Nov. 15	ASL Expo

(That's what I'm talking about)

**HAM**

## Deaf Awareness Week Recognition

Deaf Awareness Week is celebrated across the United States each year during the last week of September and provides an opportunity for people nationwide to celebrate leadership within the Deaf and Hard of Hearing Communities.

For the fourth year running, Hamilton Relay is pleased to join in this celebration by recognizing outstanding Leaders within the Deaf or Hard of Hearing Communities in our contracted states. Through a nomination process from their peers, Hamilton Relay recognizes individuals who have a strong influence within their community and are strong advocates on behalf of those who are deaf or hard of hearing.

### Congratulations to these 2008 Outstanding Leaders!

Angelina Ortiz – Arizona  
Jeanette Lorch – Georgia  
Jack Downey – Idaho  
Don Miskell – Iowa  
Lori Earls – Kansas  
Pat Bruce – Kentucky  
Tate Tullier – Louisiana  
Amy Bopp – Maryland  
Lee Nettles – Massachusetts  
Cheryl Dickens – Montana  
Jan Haun – Nebraska  
Travis Zellner – Rhode Island  
Denise Johnson – Wisconsin  
Angela Joannides – Wyoming

To read more about these leaders, go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com).





# Hamilton Relay Continues to Grow!

Hamilton Relay is happy to announce the award of two new state contracts. As the result of a competitive bidding process, Hamilton Relay began providing relay service for the State of Massachusetts with a new center located in Pittsfield on July 1, 2008. On July 13, 2008, Hamilton also began providing relay service in the District of Columbia. With the acquisition of these two states, Hamilton has expanded the number of states in which it provides relay service to 17. Hamilton is also the service provider for the Island of Saipan and the Virgin Islands, as well as serving as CapTel provider in other states.

"Hamilton is extremely pleased to have been awarded the contracts for Massachusetts and the District of Columbia," says Dixie Ziegler, Vice President of Hamilton Relay. "We worked closely with the previous providers in both Massachusetts and DC to ensure there was no disruption in service during the transition. Hamilton looks forward to initiating a variety of outreach programs, and working with the many agencies and organizations in the DC and Massachusetts communities to ensure that all citizens enjoy effective telephone communication between people who are deaf,

hard of hearing or speech disabled and standard phone users."

*Individuals and organizations who would like more information, can visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com) or contact Hamilton Relay at 1-800-618-4781 (VITTY) or via e-mail to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).*



## Hamilton Relay® Location Schedule

Operating at the following  
locations by and with us to  
provide the services we offer and how they

LOCATION
Chicago, IL
Washington, DC
Seattle, WA
Pleasanton, CA
Chicago, IL
Secaucus, NJ
Upper Marlboro, MD

about:



## Customer Service Corner

Customer service is defined as, "...an organization's ability to supply their customer's wants and needs." At Hamilton Relay, we are committed to the highest level of customer service through learning what your needs and wants are followed by implementing customer-friendly processes to address those needs.

We recognize that every aspect of our business has an impact on you and want to ensure that your relay experience meets your expectations. In order to provide top-level customer service, we promise to:

- Respect you
- Give you the opportunity to provide

feedback about the service we provide

- Listen carefully to your comments, suggestions and concerns
- Take the extra step to respond to your needs

Hamilton appreciates your business and continues to maintain an open line of communication. If you are a long-time customer, a new customer or would like to know more about using relay, we are here to help. Making your relay communications seamless and enjoyable is our goal!

*Please contact Customer Service if you have any questions or concerns at 800-618-4781 TTY/Voice or via e-mail to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).*

In 1984, Angel continued his education by enrolling in the doctoral program at Gallaudet University in Washington D.C. and earned a doctorate degree in Special Education Administration and Supervision. Angel was the first Deaf Hispanic to receive a doctorate from Gallaudet University.

Dr. Ramos has held several different positions in the private sector and as an educator. When asked what he does today, his reply was, "A multitude of things!" Currently, Angel is Superintendent/Principal at Sequoia School for the Deaf and Hard of Hearing in Arizona. He is also Executive Director of the Angel Ramos Foundation, which develops instructional lessons to help Deaf children read at grade level and also develops instructions to help hearing children learn American Sign Language. Dr. Ramos has written a book called *Triumph of the Spirit: The DPN Chronicle*, an exciting book about the 1988 Deaf President Now movement

at Gallaudet University. The book is currently being used by over 40 colleges in the U.S. Dr. Ramos also owns a book publishing company, R&R Publishers.

Prior to arriving in Arizona, Dr. Ramos was Superintendent of the Idaho School for the Deaf and Blind. Dr. Ramos uses the telephone extensively in his work. His choice for telephone communication is primarily video relay service (VRS) with voice carry over (VCO) service. "I use VCO because it is much faster and 100% accurate. I was born hearing so I speak very well and prefer the convenience, speed and accuracy of VCO," says Angel.

Angel added that, "Before relay and video relay came along, it was very difficult to communicate with colleagues, family and friends."

Dr. Angel Ramos is a great inspiration, and his story is a testament to the fact that nothing can stop you from following your dreams and achieving your goals, if you put your mind to it!

*If you no longer wish to receive information from Hamilton Relay, please contact us at 800.618.4781.*

(That's what I'm talking about)

**HAMILTON**  
relay

Hamilton Relay Service  
P.O. Box 285  
Aurora, NE 68818



## Important Information Regarding Nebraska Relay

# Nebraska Relay

Did you know that many Nebraskans who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Nebraska Relay.

Here's how Nebraska Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-833-0920. Text telephone users may also dial 7-1-1 or dial 1-800-833-7352. There is no charge for dialing 7-1-1, and all options available to Nebraska Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Nebraska Relay, please call the local telephone company or Nebraska Relay Customer Service.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to connect to a CA. Customers may use the same website ([www.hamiltonrelay.com](http://www.hamiltonrelay.com)) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay your signed conversation to the hearing party.

Relay services are also available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-888-272-5527.

Spanish Relay Service is available to Spanish speaking residents of Nebraska. To place a Spanish relay call, dial 1-888-272-5528.

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Nebraska and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Nebraska Relay.

To learn more about Nebraska Relay, visit the website at [www.hamiltonrelay.com/states/ne.htm](http://www.hamiltonrelay.com/states/ne.htm)

To place a call, dial 711  
or use one of the  
numbers below

TTY:  
1-800-833-7352

Voice:  
1-800-833-0920

Spanish:  
1-888-272-5528

Speech-to-Speech:  
1-888-272-5527

Fast ASCII:  
888-696-0629

Customer Service:  
TTY/Voice: 1-800-322-5299  
1006 12th Street  
Aurora, NE 68818

Email: [relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)  
Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

### Special points of interest:

#### • Equipment Distribution Program

If you want to learn about the Nebraska Specialized Telecommunications Equipment Program (NSTEP), please contact the Nebraska Public Service Commission at 300 The Atrium, 1200 N Street, P.O. Box 94927, Lincoln, NE 68509-4927, or visit [www.psc.state.ne.us/home/NPSC/equipment/equip.html](http://www.psc.state.ne.us/home/NPSC/equipment/equip.html) or call 1-800-526-0017 V/TTY. You can also contact the Nebraska Commission for the Deaf and Hard of Hearing at [www.ncdhh.ne.gov](http://www.ncdhh.ne.gov) or dial 1-800-545-6244 tty/v.

#### • Emergency Calls

Please note that 7-1-1 is only to be used to reach Nebraska Relay

For EMERGENCIES you should continue to use 9-1-1.

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTys and be prepared to handle emergency calls placed in this manner. Nebraska Relay 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.

# Nebraska Relay

## What is Nebraska Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Nebraska offers an important public service called Nebraska Relay. The State of Nebraska guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

## How does relay work?

Dial 7-1-1 from any phone in Nebraska or the appropriate toll-free number below to connect to the Nebraska Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

## CapTel™

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## How do I apply for specialized equipment?

The Nebraska Specialized Telecommunications Equipment Program (NSTEP) provides qualified applicants with vouchers to purchase specialized phone equipment which allows Deaf, Hard of Hearing, Deaf-Blind, and Speech Disabled telephone users to enjoy equal access to telephone communication. If you or someone you know qualifies for assistance in obtaining a voucher, visit the Nebraska Public Service Commission's website: [www.psc.state.ne.us/home/NPSC/equipment/equip.html](http://www.psc.state.ne.us/home/NPSC/equipment/equip.html) or call 1-800-526-0017 Voice/TTY. You may also contact the Nebraska Commission for the Deaf and Hard of Hearing at 1-800-545-6244.

Dial 7-1-1 OR

TTY: 1-800-833-7352

Voice: 1-800-833-0920

Fast ASCII: 1-888-696-0629

Speech to Speech: 1-888-272-5527

Spanish: 1-888-272-5528

Customer Service:

1-800-322-5299 TTY/Voice

[relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)

[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

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Voice: 1-800-833-0920

Fast ASCII: 1-888-696-0629

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Spanish: 1-888-272-5528

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[relay@hamiltonrelay.com](mailto:relay@hamiltonrelay.com)

[www.hamiltonrelay.com](http://www.hamiltonrelay.com)

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[www.hamiltonrelay.com](http://www.hamiltonrelay.com)



**Date:** August 12, 2004

**For Immediate Release**

**Contact:** Beth Slough, 402-694-3656  
Communications Coordinator, Hamilton Relay Service

***New Service for Those with Reduced Hearing***

**AURORA, NE** – On October 1<sup>st</sup> the State of Kentucky will begin offering a new service designed for individuals who have difficulty hearing on the telephone. Called CapTel<sup>SM</sup>, it is a captioned telephone service similar to the closed captioning provided on most television programs. CapTel<sup>SM</sup> will be provided as an enhancement to the existing contract for Telecommunications Relay Service (TRS) by Hamilton Relay. TRS enables telephone communication between individuals who are Deaf, Hard of Hearing or Speech Disabled and standard telephone users.

“CapTel<sup>SM</sup> is a new technology developed by Ultratec, Inc., of Madison, Wisconsin that allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who cannot hear well over the phone. CapTel<sup>SM</sup> Service has great potential, as there are many people (many who are not using traditional relay today) who will benefit from this service,” says Dixie Ziegler, Vice President of Hamilton Relay Service, the company that provides TRS to the State of Kentucky.

Similar to a regular telephone, the CapTel<sup>SM</sup> phone allows hard of hearing callers to talk and listen to individuals using a standard phone. However, the CapTel<sup>SM</sup> phone goes one step further by allowing the user to read captions of the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator “re-voices” everything the hearing user says into the Voice-Recognition technology, which conveys the words into text messages that can be read on the CapTel<sup>SM</sup> phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel<sup>SM</sup> users to understand everything that is said - either by hearing it or by reading it. The CapTel<sup>SM</sup> phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet giving them the capacity to check the written captions for added clarity.

“Hamilton is constantly striving to provide its customers with the latest developments in telecommunications and technology, resulting in services that are functionally equivalent to traditional telephone services. Hamilton is pleased to offer CapTel<sup>SM</sup> Service to the State of Kentucky,” says Ziegler.

**To apply for a CapTel™ phone:**

The Kentucky Commission on the Deaf and Hard of Hearing TDD Distribution Program will provide qualified applicants with a CapTel™ phone. For more information on how to sign up to receive a CapTel™ phone, contact KCDHH at 1-800-372-2907 Voice/TTY or online at [www.kcdhh.ky.gov](http://www.kcdhh.ky.gov).

“As supervisor of the TDD Distribution Program in Kentucky, we have seen a tremendous increase in requests for adaptive telephone equipment from our hard of hearing consumers. Hamilton Relay and emerging technology such as CapTel™ allows us to provide our constituents with equipment that really makes a difference in their everyday lives,” says Rowena Holloway of KCDHH.

For more information about Kentucky Relay, please visit [www.hamiltonrelay.com/ky/](http://www.hamiltonrelay.com/ky/).

**About Hamilton Telecommunications**

Hamilton Telecommunications, based in Aurora, Nebraska, currently provides Internet Protocol Relay ([www.hiprelay.com](http://www.hiprelay.com)) and Video Relay Services ([www.hipvrs.com](http://www.hipvrs.com)) to individuals across the country. Hamilton also provides relay services to the states of Nebraska, Idaho, Kentucky, Louisiana, Wisconsin, Rhode Island, Maine, Wyoming and the District of Columbia. Established in 1901, Hamilton also provides local telephone and cable television service, call center services, Internet services, computer sales, network integration and much more to customers in Nebraska and across the country.

###

**FOR IMMEDIATE RELEASE:**

**Hamilton Relay To Be Featured on National Cable Television**

Aurora, Nebraska May 23, 2005 - Hamilton Relay has been recognized by Broadcast News Corp. as an innovative business that is changing and improving the way Americans live, work and play.

An upcoming news segment focused on Hamilton Relay will be featured on The Winners Circle, hosted by Terry Bradshaw, scheduled to air on Monday May 30<sup>th</sup> between 7:45 a.m. – 8:45 a.m. ET on a national news broadcast station.

Hamilton began providing traditional relay in 1990. Since 2003, Hamilton Relay has further refined and expanded its relay product to the Internet and, as a result, the nation.

*Hamilton provides a variety of relay services:*

Hamilton Internet Relay allows users to make calls from their computer or Web-based device.

Hamilton Video Relay provides users the ease and comfort of using sign language to communicate, allowing for a more interactive conversation.

Hamilton Wireless Relay allows users to use pagers, PDAs, cell phones and other mobile devices to place relay calls.

Captioned Telephone Relay Service—or CapTel— uses a special type of phone that displays written, word-for-word captions of everything being said by the person on the other end of the line.

Hamilton Relay has all these services that keep customers connected so they can conduct business, connect with family and friends, and even communicate while on the go from any location.

Hamilton Relay has a whole host of services to choose from and places a large focus on customer service. Hamilton Relay helps customers decide what services are best suited to their needs and helps them pick the right products to use that service. Hamilton Relay will do the same for you!

Hamilton Relay's customer-driven focus is the key to every facet of Hamilton's business from product development to service delivery. Hamilton recognizes their customers' communication needs then develops services and products to match those individual needs...allowing people to stay connected, any time, any where.

You won't want to miss it! Tune in to see this compelling broadcast in which Terry Bradshaw talks about Hamilton Relay. Contact Hamilton Relay for show times in your area.

**Hamilton Relay 24-hour Customer Service:**

Phone: 800-618-4781 V/TTY

E-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

**About Hamilton Relay**

Hamilton offers a variety of features and services to further enhance relay communication including Internet Relay, Video Relay and Wireless Relay. All services are available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). Hamilton also provides relay services to nine states, the District of Columbia and the Island of Saipan.

**Hamilton Relay...That's What I'm Talking About!**  
**Hamilton Relay Launches New Brand Identity**  
**Aurora, NE, July 11, 2005**

**So what is everyone talking about? Hamilton Relay, that's what.**

Unveiled at the 16<sup>th</sup> Biennial International Telecommunications for the Deaf, Inc. Conference today in New Orleans, Hamilton Relay introduced its new look and a new way of sharing its message. "Hamilton Relay...That's what I'm talking about" reflects the experience of Hamilton Relay customers. It also encompasses the many products and services Hamilton offers from Video and Internet Relay to CapTel™ and Traditional Relay Services.

With a unique focus on the results customers realize in their lives by using Hamilton Relay, the company articulates what happens when people use Hamilton Relay. " 'Solve the problem. Ask a favor. Get the details. Renew the connection. ' are a few of the expressions that Hamilton Relay customers have used in describing what our service means to them," said Dixie Ziegler, Vice President of Relay. "By focusing on real-life accomplishments achieved through the use of our services, we're honoring the spirit of what it means to communicate, what it means to be connected."

A newly designed website displays Hamilton's commitment to putting customers first. "Thanks to the feedback we received from customers, we've been able to better understand what's important to relay users, and we've redesigned the website with an eye toward ease of use," explained Anne Girard, Product Development and Regulatory Manager. It doesn't stop there. "Hamilton's products and services are designed to make communication happen. Hamilton knows that succeeding in life is important to its customers. From people to products, Hamilton is constantly working to ensure that success," said Girard.

In addition to unveiling its new look and new website at TDI, Hamilton Relay will host a reception for TDI attendees at the Audubon Aquarium of the Americas in New Orleans on Tuesday, July 12<sup>th</sup>. "We value our customers and we are excited about sharing the incredible sights offered at this world class Aquarium with them," said Ziegler. "TDI continues to do an outstanding job of advocating for functional equivalent telecommunication services and we are pleased to be a sponsor of this week's convention."

As stated above, Hamilton Relay offers a wide array of relay products and services that enhance the way people live their lives. Whether the call is as critical as contacting a client to close a business deal, as important as getting the medical test results from the doctor, or as personal as telling that special someone how much they're thought of, Hamilton Relay users rest assured knowing that the content of every call is communicated accurately and confidentially.

"When it came time for me to ask for my girlfriend's hand in marriage, I couldn't wait until the next time I saw her dad face to face. I had to call him," recalls Hamilton Relay user, Corey Gember. "I chose Hamilton Relay because I know they do relay right." Corey successfully accomplished the goal at hand - getting dad's approval. "With Hamilton Relay, I was able to convey my true feelings and intentions to my future father-in-law. He was thrilled, and the wedding will take place later this year. Hamilton Relay, That's what I'm talking about!"

For more information about Hamilton Relay and the products and services they offer, visit [hamiltonrelay.com](http://hamiltonrelay.com). Visitors will also find links that will allow them to view the Winners Circle broadcast, produced by Broadcast News Corporation and aired on a national cable television station, that featured Hamilton Relay. The Winners Circle, hosted by Terry Bradshaw is a campaign of national television segments, highlighting companies and organizations that represent the backbone of America's economy. Hamilton Relay has been recognized by Broadcast News Corp. as an innovative business that is changing and improving the way Americans live, work and play. In addition to this segment, a corporate profile hosted by Terry Bradshaw is also available for download from Hamilton's website.

### **About Hamilton Relay**

Hamilton offers a variety of features and services to further enhance relay communication including Internet Relay, Video Relay, Wireless Relay and CapTel™. All services are available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). Hamilton also provides traditional relay services to nine states, the District of Columbia and the Island of Saipan.

## **Aurora, NE, October 5, 2005: Hamilton Relay Participates in Hurricane Relief Efforts**

Hurricanes Katrina and Rita have taken a devastating toll on Louisiana as well as many other southern states in the Gulf of Mexico. Hamilton Relay serves thousands of people who are deaf, hard of hearing, or speech disabled in the State of Louisiana, many of whom have been affected by these disasters. Hamilton Relay is offering assistance by providing free specialized telecommunications equipment to those affected and is taking every effort to ensure that evacuees know that there is assistance available to them.

### **Hamilton Relay Distributes Adaptive Telecommunications Equipment to Hurricane Victims**

With the mission of providing communication access to displaced deaf, hard of hearing and speech disabled individuals, Hamilton Relay staff members traveled from all across the nation to join forces with colleagues at the Hamilton Relay Call Center in Baton Rouge. In coordination with the National Red Cross, teams reached more than 20 shelters throughout the state of Louisiana, locating and assisting individuals in need. As the Relay provider for the State of Louisiana, Hamilton Relay shares the goal of alleviating some of the stress and frustration involved with displacement from family, friends and daily life. "It was our desire to assist evacuees in connecting with others so they could begin the process of putting their lives back together," explains Dixie Ziegler, Vice President of Hamilton Relay. Outreach teams were touched by the many stories of people who had been unable to communicate with family members, service providers, and fellow evacuees.

TTYs, Voice-Carry-Over equipment, and videophones were distributed to shelters and individuals at no cost (recipients will retain the equipment). Generous donations of equipment from the states of Maine, Montana and Kentucky contributed to the success of this effort. Hamilton Relay added to the equipment distribution from its inventory, and the distribution of equipment will continue in collaboration with the Catholic Deaf Center and Deaf Action Center in Baton Rouge.

Hamilton Relay is working closely with the National Red Cross to provide training in supporting people who are deaf, hard of hearing, or speech-disabled in the midst of an emergency. This collaboration will ensure that the needs of deaf, hard of hearing and speech-disabled individuals are included in emergency relief efforts in the future.

### **Hamilton Relay provides additional resources**

Hamilton teams also provided interpreting services at the shelters and the Catholic Deaf Center. This service was provided at no cost and will continue to be offered as needed.

As Hamilton Relay teams visited shelters, they provided writing pads and pens to individuals, as well as shelter personnel, enabling communication in daily exchanges. Hamilton teams also distributed stamped postcards to assist with written communication to family or friends across the country.



In cooperation with Gifts in Kind, Hamilton Relay is also distributing hearing aid batteries at shelters. Gifts in Kind's generous donation will meet the needs of individuals who rely on hearing aids to assist in communication.

Materials were left behind with shelter managers, providing contact information for Louisiana Relay Service staff to ensure ongoing assistance with communication access. Additionally, large signs were posted at shelters allowing individuals to find the communication assistance they need.

#### **Hamilton Relay contributes financially to relief efforts**

Hamilton Relay has made financial contributions to:

- Louisiana School for the Deaf Hurricane Relief Fund
- National Association of the Deaf Hurricane Katrina Relief Fund
- Telecommunications for the Deaf, Inc. Hurricane Katrina Relief Fund
- Sponsorship of a Katrina Relief Benefit Dinner & Show in collaboration with the Wisconsin and Madison Associations of the Deaf

#### **Hamilton Relay Baton Rouge Call Center**

Hamilton Relay's Baton Rouge Call Center provided service throughout both Hurricane Katrina and Hurricane Rita. "Our employees have done extraordinary things to ensure continuous call processing. We have had employees remaining in our call center to ensure they could process calls the next day in case roads were not passable. Our employees in Nebraska and Wisconsin have also worked many extra hours to ensure all relay calls were processed. Our technical team kept all equipment operational. It truly has been a team effort," said Ziegler.

Hamilton Relay continues to assess the needs of the communities which they serve, and will continue to respond as needed.

For more information or requests for assistance, individuals can contact Hamilton Relay Customer Service at 800-618-4781 TTY/voice or send an email to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).

#### **About Hamilton**

Hamilton offers a variety of features and services to further enhance relay communication including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). Hamilton also provides traditional relay services to nine states, the District of Columbia, the Island of Saipan and the Virgin Islands. Established in 1901, Hamilton also provides local telephone and cable television service, call center services, Internet services, computer sales, network integration and much more to customers in Nebraska and across the country.

# # #



That's what I'm talking about

1006 Twelfth Street  
Aurora, Nebraska 68818  
voice/TTY 800.618.4781  
fax 402.694.5110  
web site: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)  
e-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

**Date:** October 18, 2005

**For Immediate Release**

**Contact:** Beth Slough, 402-694-3656 v/TTY  
Communications Coordinator  
Hamilton Relay, Inc.

**Hamilton Relay Presented at the Congressional Hearing Health Caucus**

**Aurora, Nebraska— October 18, 2005.** The Congressional Hearing Health Caucus (CHHC) participated in a Luncheon Briefing on Emergency Preparedness yesterday in Washington, D.C. The CHHC, a bipartisan caucus of members from the House and Senate, is committed to supporting the needs of those who are deaf or hard of hearing. Founded in 2001, CHHC highlights the issues of critical importance to those with hearing loss through periodic briefings and correspondence with all Members of Congress. The caucus briefing was also supported by the Deaf and Hard of Hearing Alliance and Friends of Hearing Health.

Presenters include Dan Sutherland, Officer for Civil Rights and Civil Liberties at the U.S. Department of Homeland Security; Cheryl Heppner, Executive Director of Northern Virginia Resource Center for the Deaf and Hard of Hearing Persons; and Dixie Ziegler, Vice President of Hamilton Relay. These key leaders presented on topics such as Emergency Preparedness and Emergency Communication Access and the impacts emergencies have on individuals who are Deaf or Hard of Hearing.

Dan Sutherland outlined the impact of Hurricanes Katrina and Rita on individuals with disabilities including deaf or hard of hearing people, highlighting the efforts of the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities. The council plays an important role in ensuring accessibility for those with disabilities during emergency situations and disasters.

Cheryl Heppner reported on the findings of a recent special needs assessment conducted by The National Organization on Disability (NOD), along with what's been learned from Hurricanes Katrina and Rita. Heppner also shared how the nation can assist those with hearing loss to be prepared for future emergencies and disasters.

Dixie Ziegler focused on the necessity of providing individuals who are Deaf, Hard of Hearing or Speech Disabled with functionally equivalent telephone accessibility. Through the availability of today's wide array of advanced Telecommunications Relay Services, opportunities for individuals who are deaf, hard of hearing or speech disabled to communicate over the telephone have emerged. Ziegler explained how Hamilton Relay ensures uninterrupted, 24-hour telephone access to its customers in the event of a disaster.

"Hamilton Relay is extremely pleased to have sponsored this event," says Dixie Ziegler. "We hope that this caucus will result in better preparedness for all types of disasters."

**About Hamilton**

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###



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web site: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)  
e-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

Date: October 19, 2005

**For Immediate Release**

**Contact: Beth Slough, 402-694-3656 v/TTY  
Communications Coordinator  
Hamilton Relay, Inc.**

***Hamilton Awarded Relay Service Agreement for Georgia***

**Aurora, Nebraska**— October 19, 2005. As the result of a competitive bidding process, Hamilton Telephone Company d/b/a Hamilton Telecommunications will begin operating the Georgia Telecommunications Relay Service on April 1, 2006.

"Hamilton is extremely pleased to have this opportunity to provide service to the relay users in Georgia," says Dixie Ziegler, Vice President of Hamilton Relay. "Ensuring effective telephone communication between people who are deaf, hard of hearing or speech disabled and standard phone users is of paramount importance to Hamilton. We will work closely with the current provider to ensure a seamless transition with no disruption in service."

Telecommunications Relay Service is a valuable communications tool that allows Deaf, Hard of Hearing, or Speech Disabled people to use the telephone to communicate with standard telephone users. Individuals with hearing or speech difficulties use a Text Telephone (TTY) or other assistive telecommunications device to call a telecommunications relay center. A Communications Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communications Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons. Standard phone users can also initiate a call through the relay.

Georgia Relay Service is available to all businesses and residents in Georgia. The service is available 24 hours a day, every day. There are no charges to call the relay or to place local calls; however, long distance charges apply when placing long distance calls. Anyone can access the relay by dialing 711 or via toll-free numbers (1-800-255-0056 for text telephone users and 1-800-255-0135 for conventional phone users). Beginning April 1, 2006, several new Georgia Relay telephone numbers will be available - toll-free access numbers that are dedicated to specialty call types such as Spanish and Speech to Speech and a new customer service number. Georgia Relay users will dial 1-888-202-3972 for Spanish, 1-888-202-4082 for STS and 1-866-694-5824 for customer service.

Everyday millions of deaf, hard of hearing and speech disabled people use relay to place phone calls. Although relay originated over 15 years ago, today there are still many people who are not aware of the relay or do not understand how relay works. Many people mistake relay calls for telemarketing calls and, as a result, hang up when they receive relay calls. "The most effective way to eliminate the hang ups that many relay users experience is to increase public awareness of relay," says Ziegler.

"Hamilton is very active within the communities that we serve. We focus on customizing our relay and outreach services to meet each individual relay user's needs. We intend to gather feedback from the Georgia relay user community as well as those organizations and associations that serve relay users to find how we can best serve Georgia relay users," adds Ziegler.

For more information, individuals can go to the Commission's website, [www.psc.state.ga.us](http://www.psc.state.ga.us) and the Georgia Relay Website, [www.georgiarelay.org](http://www.georgiarelay.org).

#### **About Hamilton**

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###

Date: December 2, 2005

**For Immediate Release**

***Two-Line CapTel Service is Now Available in the State of Nebraska***

**LINCOLN, NE** – A type of Enhanced VCO with Voice-Recognition TRS, called *CapTel*, has been available across the State of Nebraska since October 1, 2004. The Nebraska Public Service Commission has approved Two-Line *CapTel*, an enhanced version of *CapTel*, effective December 1, 2005.

*CapTel* is a new technology developed by Ultratec, Inc., Madison, Wisconsin that allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone. Similar to a traditional telephone, the *CapTel* phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The *CapTel* phone also allows the user to read captions of the other party's conversation on the phone's built-in screen while listening to the voice of the other party. The captions appear almost simultaneously with the spoken word, allowing *CapTel* users to understand everything that is said - either by hearing it or by reading it. The *CapTel* phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet giving them the capacity to check the captions for added clarity.

2-Line *CapTel* Service truly enhances the functional equivalency and quality of *CapTel* Service. 2-Line *CapTel* benefits users because calls are direct between parties. There are several benefits to using 2-Line *CapTel*, which include:

- By using two telephone lines, the *CapTel* users listen to their conversation on one line while receiving typed text from the captioning service on the other line.
- When a *CapTel* user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. There is no separate telephone number for voice callers to remember.
- When calling 911 in emergency situations using 2-Line *CapTel*, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line.
- 2-Line *CapTel* also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (\*69).
- Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office.

"These are just some of the benefits of 2-Line *CapTel*. Hamilton Relay is excited to offer innovative enhancements to Nebraskans" adds Dixie Ziegler, Vice President of Hamilton Relay, the company that provides relay to the State of Nebraska.

If you have any questions or would like more information, please contact:

Barb Handrup  
Senior Relay Manager  
Nebraska Relay Service  
P.O. Box 285  
Aurora, NE 68818  
(800) 322.5299 V/TTY  
[barb.handrup@hamiltonrelay.com](mailto:barb.handrup@hamiltonrelay.com)

Pamela Holmes  
*CapTel* Customer Service Director  
*CapTel*, Inc.  
450 Science Drive  
Madison, WI 53711  
(888) 269-7477 *CapTel* or Voice  
[pam.holmes@captelmail.com](mailto:pam.holmes@captelmail.com)

For more information on how to sign up for *CapTel* or Two-Line *CapTel* service, contact the Nebraska Commission for the Deaf and Hard of Hearing at 1-800-545-6244 Voice/TTY or the Nebraska Public Service Commission at 1-800-526-0017 Voice/TTY. For more information about Nebraska Relay, please visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

###



**Contact: Deborah Flannagan**  
Phone 404-656-2141  
[www.psc.state.ga.us](http://www.psc.state.ga.us)

## **Georgia Public Service Commission**

244 Washington St. S.W.  
Atlanta, Georgia 30334  
Phone: 404-656-4501  
Toll free: 800-282-5813

**For immediate release**

**News Release**

**30-07**

### **PSC Approves CapTel® Service Starting January 2008**

**ATLANTA, August 21, 2007** – The Georgia Public Service Commission today approved a plan to implement captioned telephone (CapTel®) service beginning in 2008. This service allows individuals with hearing loss to view word-for-word captions of their telephone conversations. The Commission will contract with Hamilton Telecommunications, Georgia's current relay service provider, which manages CapTel® service in 12 other states.

Under the plan, no fixed or per minute charges will apply on local calls to users of the service; instead, the service will be funded through the Telecommunications Relay Service (TRS) Fund, which is also used for Relay Service, reading services for the blind and the distribution of hearing aids and specialized telecommunications equipment. Under Georgia law, the TRS Fund is supported by a monthly surcharge of \$.05 on all residential and business telephone lines in the state.

Similar to a traditional telephone, a CapTel® phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. While listening to the voice of the other party, the CapTel® phone also allows the user to read word-for-word captions of the other party's conversation on the CapTel® phone's built-in screen. Captions are provided by special voice-recognition technology, converting speech into text that appears almost simultaneously with the spoken word.

Phones capable of displaying captions are available through the Georgia Telecommunications Equipment Distribution Program administered by the Commission. The Georgia Council for the Hearing Impaired is under contract with the Commission to provide financially and medically qualified applicants with specialized telecommunications equipment, training and repair services.

For information on captioned telephone service, go to <http://www.captionedtelephone.com> or <http://www.hamiltonrelay.com/traditional/captel/index.htm>.

**###**



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web site: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)  
e-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

Date: April 15, 2008

### **For Immediate Release**

Contact: Dixie Ziegler, 402-694-3656 v/TTY  
Vice President, Hamilton Relay, Inc.

## ***Nebraska Business Selects Pittsfield as Site for New Communications Center***

**Pittsfield, Massachusetts**— April 15, 2008. A business that provides a unique nationwide communications service to people who are Deaf, Hard of Hearing or Speech Disabled is opening a Telecommunications Relay Service Center in Pittsfield.

As the result of a competitive bidding process, Verizon Corporate Services Group Inc. (Verizon) awarded the contract to Hamilton Telecommunications to provide Telecommunications Relay Service to the State of Massachusetts. Hamilton will begin processing Massachusetts Relay calls on July 1, 2008, and has selected Pittsfield as the site for its center. Hamilton will provide service from its location at 703 W. Housatonic Street.

"The Massachusetts Relay Service makes it possible for thousands of people who are deaf, hard of hearing, late-deafened, or living with a speech disability to use the telephone and provides opportunities for full engagement with the world around them," said Heidi Reed, Commissioner of the Massachusetts Commission for the Deaf and Hard of Hearing. "All of us at the Commission look forward to working with Hamilton Relay and to continued excellence in telephone relay services for residents of Massachusetts."

Massachusetts Relay is free service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Incorporated in 1901, Hamilton Telecommunications, parent company of Hamilton Relay, began providing relay service in 1990. Since that time, Hamilton Relay has expanded to become one of the largest telecommunications relay service providers in the United States. With the opening of the Pittsfield center, Hamilton will up its total number of states to which it provides relay service to 16 states, plus the Island of Saipan, and the Virgin Islands. "Hamilton has a reputation in the industry for stability and longevity of our business operations," says Dixie Ziegler, Vice President of Hamilton Relay.

Hamilton has been working closely with the Economic Development Council of Western Massachusetts and the Massachusetts Office of Business Development to locate the Relay Center in Pittsfield. "We are excited to begin operations and are impressed with what Pittsfield has to offer. The community has been extremely helpful to work with and preparations are well underway to open our center," said Ziegler.

Hamilton's new Pittsfield communications center will employ 50 full time people. "Hamilton Relay offers the opportunity for full-time, stable employment in Pittsfield. In addition, Hamilton Relay offers very rewarding work for individuals."

Ziegler says the benefits generated by the new Relay Center through increased jobs and payroll dollars will have a positive impact on the growth of Pittsfield's economy. "Hamilton is a company with longevity and stability. We look forward to being a part of the Pittsfield community for a very long time. To date, Hamilton has never closed a

relay facility.”

Hamilton is currently accepting applications for a variety of positions in the Pittsfield facility. Applications for relay operators for all shifts are being accepted Monday-Friday, from 8:30 am to 4:30 pm at the Berkshire Works Career Center, 160 North Street, Suite 302, Pittsfield, MA 01201. The telephone number for information about employment opportunities and interviews with Hamilton Relay is 413-499-2220. Individuals may also contact Hamilton’s corporate Human Resource Department at 1-800-821-1831 or send inquiries and/or resumes to [www.hamilton.net/employment.html](http://www.hamilton.net/employment.html) to the attention of Cindy Blase. All full-time employees have the opportunity for a benefit package including paid health and life insurance, long term disability, 401(K), cafeteria, paid time off, and holidays. Voluntary benefits include dental and additional life insurance.

“Excellent company benefits is one of the draws for employment with Hamilton. However, the meaningful and helpful nature of the work is very rewarding. As a result, many of our relay operators and management staff have been with the company for 10 to 15 years, or more,” adds Ziegler.

Hamilton is an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

#### **About Hamilton Relay**

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). With the addition of Massachusetts, Hamilton Relay will provide traditional relay services to 16 states, the Island of Saipan and the Virgin Islands.

*CapTel is a registered trademark of Ultratec, Inc.*

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## **For Immediate Release**

**Contact: Beth Slough, 402-694-3656 v/TTY  
TRS Contract Manager/Senior Editor  
Hamilton Relay, Inc.**

### ***Hamilton Relay Launches Innovative Web Captioned Telephone (CapTel®) for On-line Captioned Telephone Calls***

#### ***Web Captioned Telephone Service Available Now for People with Hearing Loss Nationwide***

**AURORA, NE** – Hamilton Relay today announced the availability of Hamilton *Web CapTel*®.

*CapTel* is a service designed for individuals who have difficulty hearing on the telephone, where captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations. Previously available only through State Relay programs and with a specialized *CapTel* phone, individuals nationwide can now make *CapTel* calls via the Web. *Web CapTel* works with any type of telephone and any type of Internet access device. Hamilton *Web CapTel* is available at [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com).

Hamilton *Web CapTel* requires no special equipment. Along with a standard telephone or mobile phone, individuals can see every word a caller says on a computer screen. All that is required is an Internet connection and a computer or laptop with a standard web browser — no special equipment or special software is needed. Individuals can listen to the caller and read the written captions of everything the caller says.

Hamilton *Web CapTel* works by providing two telephone numbers, your telephone number and the telephone number you wish to call. When you place a call, the *Web CapTel* Service calls your number first, then the number of the person you wish to call. You will be able to see the captioning page from the computer monitor and once you answer your telephone, captions will begin and the system is calling out to the person you wish to call. When you are waiting to receive a call, a person dials *Hamilton Web CapTel* Service at **1-800-933-7219**. *Web CapTel* Service checks to see if you are logged on and waiting for calls, then places a call to your telephone number where you are waiting.

"Hamilton is thrilled to introduce Hamilton *Web CapTel*," says Dixie Ziegler, Vice President of Hamilton Relay. "This exciting web-based service expands Hamilton's *CapTel* offering by bringing the flexibility and mobility of the Internet to the *CapTel* experience that so many people have come to enjoy. Individuals who have missed out on what was being said during a telephone conversation no longer need to. Hamilton *Web CapTel* allows individuals with hearing loss to 'see what they say.' "

Individuals will view telephone conversations word by word, phrase by phrase, on-screen as the conversation takes place. There is no charge for using Hamilton *Web CapTel*.

Individuals and organizations who would like more information are encouraged to contact a Hamilton Relay Representative at 800-618-4781 (Voice/TTY) or via Email at [help@hamiltoncaptel.com](mailto:help@hamiltoncaptel.com).

#### **About Hamilton Relay**

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at [www.hamiltonrelay.com](http://www.hamiltonrelay.com). Hamilton Relay provides traditional relay services to 15 states, the Island of Saipan and the Virgin Islands.

*CapTel* and *Web CapTel* are registered trademarks of Ultratec, Inc.

**From:** Hamilton CapTel [webcaptel@hamiltoncaptel.com]

**Sent:** Monday, October 27, 2008 4:11 PM

**To:** tina.hunt@hamiltonrelay.com

**Subject:** Introducing Hamilton Mobile CapTel

**HAMILTON**

See what they say... wherever you are.



## Introducing Hamilton Mobile CapTel™ on the iPhone™ 3G.

Tina Hunt, you can be one of the first to, "See what they say," wherever you are!

As a current user of Hamilton Web CapTel, you have the exclusive opportunity to preview Hamilton Mobile CapTel on the iPhone 3G. That's right! With Hamilton Mobile CapTel, you can use your iPhone 3G right now to place and receive calls — and see captions of every word a caller says.

So no matter where you are, Hamilton Mobile CapTel turns your iPhone 3G into a mobile captioned telephone. It's simple, easy and always free!

For more information about Hamilton Mobile CapTel and the iPhone 3G, just click here:  
<http://www.hamiltoncaptel.com>

Thanks for using Hamilton Web CapTel and we hope you enjoy using Hamilton Mobile CapTel — the only single-phone solution for Captioned Telephone on the go.

If you have any additional questions or comments, please send e-mail to  
[info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com).

Thanks Again.  
 Hamilton Web CapTel Customer Service Team

Don't have an iPhone 3G? Call us to discover your best, single-phone Mobile CapTel solution:  
 888-514-7933

*Please note: If any of the links above are not active, please copy and paste the link into the address bar of your browser.*

Hamilton Mobile CapTel & the iPhone 3G:  
<http://www.hamiltoncaptel.com>

You've received this message as a registered user of Hamilton Web CapTel. If you would prefer to no longer receive messages like this, please click on "Manage your

subscription" below to unsubscribe. Thank you.




[Video Relay / Internet Relay](#) | [CapTel / Captioned Telephone](#) | [State Relay / 711 Relay Services](#) | [Company Information](#)

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CapTel ® and Web CapTel ® are registered trademarks of Ultratec, Inc. iPhone is a trademark of Apple, Inc.

This message was sent from Hamilton CapTel to tina.hunt@hamiltonrelay.com. It was sent from: Hamilton Relay, 1001 12th St., Aurora, NE 68818. You can modify/update your subscription via the link below.



 [Manage your subscription](#)

**From:** Hamilton Relay [info@hamiltonrelay.com]

**Sent:** Tuesday, November 11, 2008 1:06 PM

**To:** tina.hunt@hamiltonrelay.com

**Subject:** Hamilton Relay Introduces Hamilton Web Relay and Hamilton HomeTown Number Services

**HAMILTON**



## Hamilton Web Relay™ and Hamilton HomeTown Numbers™ now available.

Aurora, NE – November 5, 2008 – Hamilton Relay is pleased to introduce Hamilton Web Relay, the latest innovation in web-based relay service; and the availability of local, 10-digit Hamilton HomeTown Numbers.

Hamilton Web Relay allows individuals who are deaf, hard of hearing or speech disabled to place and receive calls using any Internet-connected computer and a web browser. While the interface is user customizable, what makes Hamilton Web Relay truly unique is that it is completely web-based – there's nothing to download and it is available wherever the user connects.

Additionally, with Hamilton Web Relay, users enjoy an uninterrupted call experience. The Web Relay environment is private – not an instant messaging community with buddy lists and potential, unwanted disruptions.

Hamilton Web Relay in combination with a Hamilton HomeTown Number (a local, 10-digit number), makes it possible for users to receive calls directly. This also means that callers can leave a message if a call is missed. A local, 10-digit Hamilton HomeTown Number can be used with Hamilton Instant Relay™, AOL Instant Messenger® and GoogleTalk®.

"Hamilton HomeTown Numbers allow friends, family and co-workers to call our relay users by dialing a standard, 10-digit phone number," said Dixie Ziegler, Vice President of Hamilton Relay. "This is a huge breakthrough for the Deaf, Hard of Hearing and Speech Disabled community. The hearing population takes for granted that everyone has a local number – it's just a given. Now with Hamilton HomeTown Numbers, everyone can have a local number."

Individuals and organizations that would like more information Hamilton Web Relay and Hamilton HomeTown Numbers are encouraged to visit: [www.HamiltonRelay.com](http://www.HamiltonRelay.com) or send e-mail to [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).

### About Hamilton

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, CapTel, Web CapTel, and Mobile CapTel. Hamilton Relay provides traditional relay services to 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at [www.HamiltonRelay.com](http://www.HamiltonRelay.com)

For information about Hamilton Web Relay or Hamilton

**HomeTown Number Services, Contact:**

Tina Hunt, Marketing Communications Manager  
Hamilton Relay, Inc.  
[tina.hunt@hamiltonrelay.com](mailto:tina.hunt@hamiltonrelay.com)  
402-694-3656 V/TTY

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



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**From:** Beth Slough [beth.slough@hamiltonrelay.com]  
**Sent:** Friday, November 14, 2008 6:22 PM  
**To:** tina.hunt@hamiltonrelay.com  
**Subject:** Captioned Telephone Now Available in D.C.



## **Captioned Telephone: New Relay Service for People with Hearing Loss in Washington D.C.**

**Aurora, NE – November 14, 2008** – Hamilton Telephone Company d/b/a Hamilton Telecommunications today announced an agreement with the Public Service Commission of the District of Columbia to provide Captioned Telephone Relay Service. Similar to closed captioning provided on most television programs, Captioned Telephone Relay Service (CTRS) is a service designed for individuals who have difficulty hearing on the telephone.

The Public Service Commission invites District residents to a *demonstration of the Captioned Telephone Relay Service* on Friday, November 21, 2008 at 1:00 PM in the Commission's Hearing Room, 1333 H Street, N.W., Suite 700, East Tower, Washington, D.C. 20005.

Captioned Telephone (CapTel®) technology, developed by Ultratec, Inc. of Madison, Wisconsin, allows individuals with hearing loss to view word-for-word captions of their telephone conversations using a CapTel phone. This device is perfect for individuals who have understandable speech but do not hear well over the telephone.

Similar to a traditional telephone, the CapTel phone allows hard of hearing callers to talk and listen to individuals who are using a traditional telephone. While listening to the voice of the other party, the CapTel phone also allows the user to read word-for-word captions of the other party's conversation on the phone's built-in display screen. Captions are provided by a specially trained operator who "re-voices" everything said by the hearing user into specially calibrated, state-of-the art voice-recognition technology, converting speech into text so that it can be read on the CapTel phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said - either by hearing it or by reading it. CapTel allows individuals who are hard of hearing the ability to enjoy natural, interactive conversations. The CapTel phone features adjustable levels of amplification (up to an additional 35 dB that work in conjunction with a hearing aid's telecoil) along with simultaneously transmitted captions for complete confidence. The CapTel is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with the support of captions.

"Hamilton is constantly striving to provide its customers with the latest developments in telecommunications and technology, resulting in services that are functionally equivalent to traditional telephone services. Hamilton is pleased to offer Captioned

Telephone Relay Service to the residents of the District of Columbia," says Dixie Ziegler, Vice President of Hamilton Relay.

Hamilton has arranged, for a limited time only, to make captioned telephone equipment available for just \$99.00 (normally a retail value of \$495). This offer comes with a 90-day trial period, which guarantees that if the customer is not entirely happy with the CapTel phone, s/he can return the phone for a full refund within 3 months. To obtain a CapTel phone, customers simply submit a completed order form to WCI, the company that sells CapTel phones. Order forms are available via Customer Service.

For more information on how to sign up for District of Columbia Captioned Telephone Relay Service or if you have questions, please contact:

Hamilton Relay Customer Service  
9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809  
Voice/TTY: 1-866-580-1452  
Fax: 225-293-3583  
E-mail: [dcrelay@hamiltonrelay.com](mailto:dcrelay@hamiltonrelay.com).

#### About Hamilton

Hamilton Relay offers a variety of services including CapTel, Web CapTel, Mobile CapTel, Internet Relay and Video Relay. Hamilton Relay provides traditional relay services to 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at [www.HamiltonRelay.com](http://www.HamiltonRelay.com)

#### For more information, contact:

Beth Slough, National TRS Contract Manager  
Hamilton Relay, Inc.  
402-694-3656 V/TTY  
[beth.slough@hamiltonrelay.com](mailto:beth.slough@hamiltonrelay.com).

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 [FORWARD TO A FRIEND](#)

In honor of National Deaf Awareness Week, Hamilton Relay is pleased to recognize Denise Johnson as the 2008 Deaf/Hard of Hearing leader for the State of Wisconsin.

Denise's contributions to people who are Deaf, DeafBlind and Hard of Hearing are numerous and she serves as an excellent role model for community leadership and advocacy. She has been employed with IndependenceFirst in Milwaukee for the past six years as the Project Coordinator - Alcohol and Other Drug Abuse for the Deaf, DeafBlind, and Hard of Hearing for Wisconsin. She has also worked part-time as a Deaf Mentor for the past four years.

Denise enjoys her roles as the Women Softball Manager and the team fundraiser for the Greater Milwaukee Association of the Deaf (GMAD) as well as playing for her team. Denise co-chaired three successful GMAD Children Holiday Parties and she now enjoys being a mentor to the new Children Holiday Party chairperson. She currently serves as a member for the Deaf and Hard of Hearing Alliance (DHHA) Board and she is the Volunteer Coordinator for the "Inspired: The Art of ASL Festival", scheduled for September 27, 2008 in Milwaukee. She currently serves as the chairperson for Deaf Unity, an organization providing support for Deaf women affected by domestic abuse. In 2005, she was also elected to a two-year term as the Secretary/Treasurer for the Central Athletic Association of the Deaf (CAAD) in which she still holds the same position.

Denise is a current Wisconsin Association of the Deaf's (WAD) Miss Deaf Wisconsin Pageant Director. She was the Youth Activity Coordinator for WAD's successful Deaf Awareness Week Festival in 2006. In 2003, she was elected to a two-year term as the Secretary for the Wisconsin Association of the Deaf.

Denise, married and a mother of two, still manages to find time to complete her Bachelor's degree at the University of Wisconsin-Milwaukee part time. She hopes to pursue a Master's degree in Healthcare Education at the Medical College of Wisconsin.

Denise enjoys helping others when they are in need. Her friends and colleagues constantly tell her to say "No," but because of Denise's love for her family, friends and her community, she simply does not know how to say no. She is always willing to lend a helping hand, and hopes that her community leadership and advocacy will inspire other people to follow in her footsteps.

This leadership recognition has been brought to you by Hamilton Relay.

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