Large Filing Separator Sheet

Case Number: 08-439-TP-COI

File Date: 2/2/2009

Section: 4 of 4

Number of Pages: 195

Description of Document: TRS proposal

This deaf business owner is calling a customer.

This doctor is speaking with a speech-impaired patient.

This hard-of-hearing woman is learning about her grandson's day at school.

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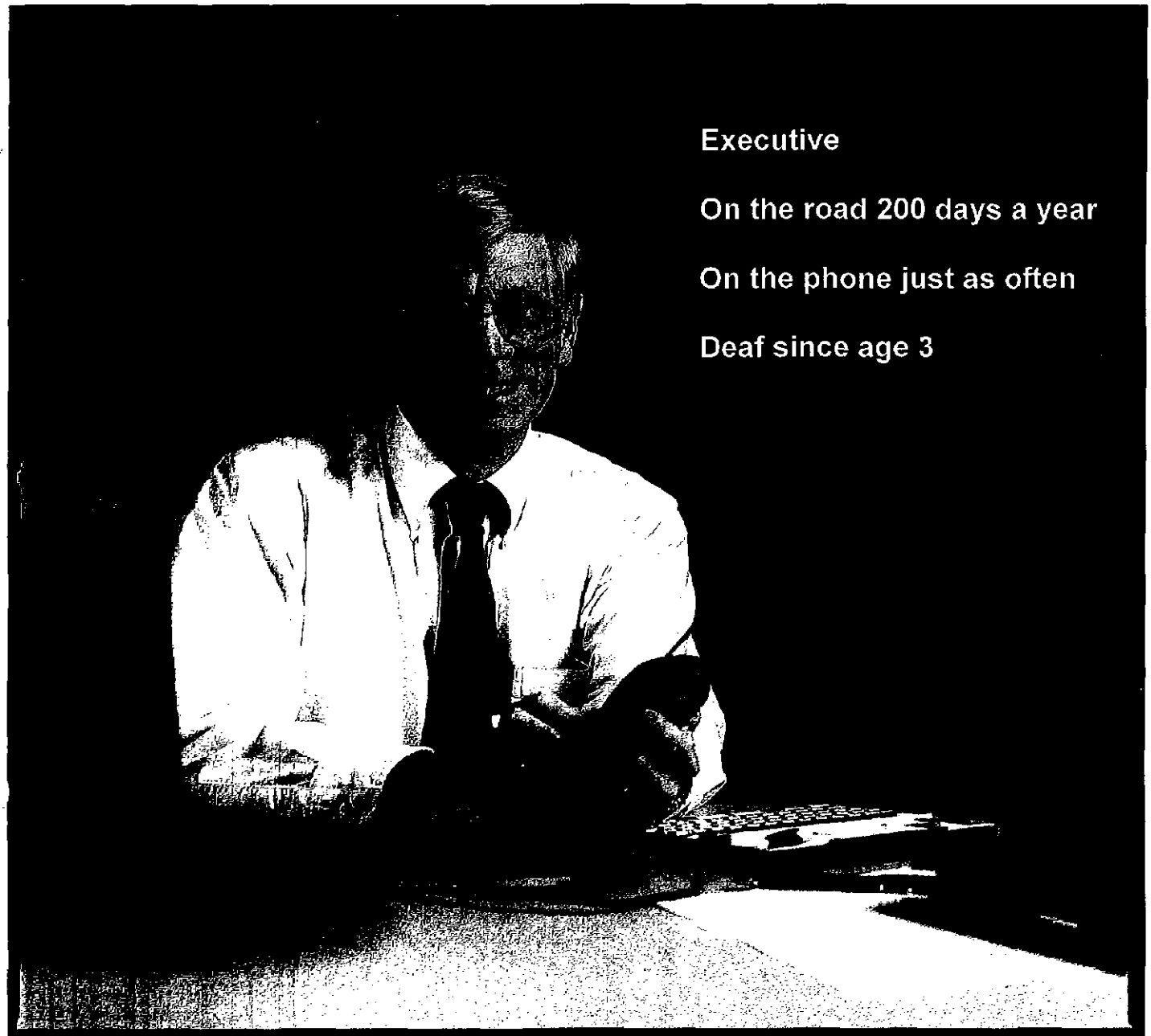

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Hamilton Relay Service Combined Outreach 2007-2008

Arizona Outreach Activities 2007

Date:	Activity	# of people
28-Apr	AzAD - Phoenix, AZ	12
08-May	Pima Community College - Tucson, AZ	3
08-May	One-on-One CapTel- Tucson, AZ	2
09-May	One-on-One:Deaf-Blind - Tucson, AZ	2
14-May	One-on-One:Deaf-Blind - Tucson, AZ	1
15-May	AzTAP Open House, Phoenix, AZ	
17-May	Deaf Seniors - Tucson, AZ	30
22-May	AZRS Town Hall Meeting - Tucson, AZ	14
23-May	Sequoia Charter School - Mesa, AZ	18
23-May	Sertoma Club - Mesa, AZ	14
23-May	9-1-1 Administration - Phoenix, AZ	4
29-May	ALOHA - Tucson, AZ	14
20-Jun	Kiwanis Club - Naco, AZ	21
21-Jun	Bisbee Rotary Club - Bisbee, AZ	18
June 25 & 26	AzTAP Conference - Litchfield Park, AZ	130
27-Jun	Green Valley Forum - Green Valley, AZ	28
02-Jul	Hearing Loss Support Group - Green Valley, AZ	11
July 16-18	Arizona Commission of Indian Affairs Conference - Tucson, AZ	85
18-Jul	Med-El workshop - Phoenix, AZ	2
30-Jul	One-on-One: Deaf-Blind - Tucson, AZ	1
30-Jul	Fairfield Inn and Suites - Sierra Vista, AZ	6
30-Jul	Chase Bank - Sierra Vista, AZ	5
31-Jul	Wells Fargo - Sierra Vista, AZ	17
01-Aug	Kartchner Caverns State Park - Benson, AZ	7
01-Aug	Papa John Pizza - Sierra Vista, AZ	4
03-Aug	Deaf Professional Happy Hour - Phoenix, AZ	25
09-Aug	Tucson Parks and Recreation - Tucson, AZ	8
09-Aug	Advanced Bionics Cochlear Implant workshop - Phoenix, AZ	12
07-Sep	Deaf Professional Happy Hour - Scottsdale, AZ	75
08-Sep	Sign Lanuage Media Expo	1000
08-Sep	Devonshire Senior Center - Phoenix, AZ	8
17-Sep	Phoenix College - Phoenix, AZ	15
20-Sep	Tucson Hispanic Chamber of Commerce - Tucson, AZ	120
21-Sep	Networking Employment & Training Profssional Assoc. - Phoenix, AZ	75
21-Sep	AZRS Town Hall meeting - Phoenix, AZ	5
22-Sep	Spanish Speaking Parents w/ Deaf & HH Children wkshp - Mesa, AZ	11
25-Sep	16th Annual Elder Issues Conference - Flagstaff, AZ	200
29-Sep	AZ Deaf Festival - Tucson, AZ	900
06-Oct	AZ State Schools f/t Deaf & the Blind - Tucson, AZ	200
10-Oct	Arizona State University - Phoenix, AZ	20
11-Oct	Arizona State University - Phoenix, AZ	19
13-Oct	Valley Center for the Deaf's Hondo Golf Tourney - Scottsdale, AZ	80
19-Oct	National Jr.NAD Conference - Tucson, AZ	350
20-Oct	Phoenix Assoc. o/t Deaf's 60th Anniversary Banquet - Phoenix, AZ	50
25-Oct	ALOHA - Tucson, AZ	5
27-Oct	Arizona Black Expo - Phoenix, AZ	300
11-Nov	ALOHA Golf Tournament - Tucson, AZ	80
17-Nov	Phoenix Assoc. o/t Deaf's Social Swing - Phoenix, AZ	60
27-Nov	ASL Class at Sunrise Chapel - Tucson, AZ	8
30-Nov	Students/Staff/Faculty at Coconino Community College - Flagstaff, AZ	7
30-Nov	AZRS Town Hall meeting - Flagstaff, AZ	4
01-Dec	Youth of Deaf Adults' event at Santa Village - Chandler, AZ	100
03-Dec	3rd-5th graders at Miles Exploratory Learning Center - Tucson, AZ	32

Arizona Outreach Activities 2008

Date:	Activity	# of people
12-Jan	Surprise Emergency Preparedness Summit: Exhibition Booth - Surprise	125
15-Jan	Lovin' Life 50+ Expo: Exhibition Booth - Tucson	1,000
16-Jan	Phoenix Municipal Court: AZRS & Deaf Culture - Phoenix	17
17-Jan	Arizona APCO_NENA State Training Conference: Networking - Akwatukee	100
22-Jan	Lovin' Life 50+ Expo: Exhibition Booth - Sun City	1,500
23-Jan	The Madison Senior Citizens Community: CapTel - Sun City West	4
06-Feb	Legislative Disability Awareness Day: Exhibition Booth - Phoenix	300
08-Feb	Colorado River Association of the Deaf and Hard of Hearing: AZRS - Lake Havasu City	2
Feb 9-10	Winterfest Festival: Exhibition Booth - Lake Havasu City	35,000
20-Feb	Arizona Disabilities Expo: Exhibition Booth - Phoenix	850
21-Feb	Issues & Aspects of Deafness class @ Phoenix College: TRS/Hamilton Relay/VRS - Phoenix	13
23-Feb	The 4th Annual Black History Celebration & Festival: Exhibition Booth - Peoria	400
12-Mar	ACDHH Road Tour: AZRS/Customer Profile - Tucson	65
14-Mar	AZ Deaf Senior Citizens Coalition's Spaghetti Dinner: AZRS, Customer Profile & 911- Phoenix	97
15-Mar	DeafNation Expo - Phoenix	3,600+
15-Mar	AZ Deaf Senior Citizens Coalition's Good News Luncheon: Relay Friendly Business & Customer Profile- Phoenix	125
19-Mar	4th Annual Urban American Indian Disability Summit: Exhibition Booth - Phoenix	100
02-Apr	Issues & Aspects of Deafness class @ Phoenix College: TRS/Hamilton Relay/VRS - Phoenix	20
02-Apr	2 ASL IV classes @ Arizona State University: TRS/Hamilton Relay/VRS - Phoenix	44
09-Apr	ACDHH Road Tour: AZRS/Customer Profile/CTS - Yuma	46
10-Apr	Tempe Senior Health & Fitness Expo: Exhibition booth - Tempe	300
April 11-12	Community Outreach Program for the Deaf's 35th Anniversary Conference: Exhibition booth - Tucson	140
16-Apr	KTTU-TV Interview ("In Focus"): AZRS & CTS for Better Hearing and Speech Month in May	500+ viewers
30-Apr	Jobbing.com Career Expo: Network for Relay Friendly Business	150+
06-May	ACDHH Road Tour: AZRS/Customer Profile/CTS - Lake Havasu City	30
07-May	ADA Advisory Board: Relay Friendly Business - Lake Havasu City	5
07-May	Deaf and Hard of Hearing/Senior Citizens Community Forum: AZRS and Spanish presentation - Lake Havasu City	4
08-May	Deaf Education for Parents and Educators of Deaf and Hard of Hearing Children: AZRS/Customer Profile/CTS/Hamilton products - Kingman	30
15 & 16 May	Governor's Conference on Aging: Exhibition booth - Mesa	500
16-May	One-on-One: Relay Friendly Business - Scottsdale	2
20-May	One-on-One: AZRS/CTS/Web CapTel - Tucson	2
31-May	Arizona Association of the Deaf: Customer Profile & My role - Tucson	19
02-Jun	Arizona Technology Access Program Conference: Exhibition Booth - Litchfield Park	400
03-Jun	Traumatic Brain Injury 6th Annual Conference: Exhibition Booth - Glendale	200
07-Jun	Colorado River Assoication of the Deaf and HH Picnic - Kingman	40
12-Jun	Deafillionaire Game in Kingman	7
13-Jun	Western AZ Council of Governments Vendor Fair - Kingman	200
17-Jun	ACDHH Road Tour: AZRS/Customer Profile/CTS - Prescott	75
18-Jun	ACDHH Road Tour: AZRS/Customer Profile/CTS - Flagstaff	9
23-Jun	ASDB Summer Program: AZRS, Hamilton & CapTel - Tucson	14
24-Jun	Community View TV Shooting: AZRS, CapTel, Relay Friendly Business & Customer Profile - Phoenix (ACDHH's TV program)	

27-Jul	Community View TV Show	10,000
27-Aug	ACDHH Road Tour: AZRS/Customer Profile/CTS - Surprise	90
28-Aug	Arizona State Schools for the Deaf and the Blind Open House - Tucson	100
13-Sep	Hands and Voices Fall Expo in Tempe: Exhibition booth	215
17-Sep	NACOG Area Agency on Aging's 17th Annual Elder Issues Conference: Exhibition booth - Prescott	220
18-Sep	Senior Citizen Volunteer Program: AZRS/CapTel & Hard of Hearing Culture Cottonwood	7
19-Sep	Senior Citizen Volunteer Program: AZRS/CapTel & Hard of Hearing Culture - Glendale	19
19-Sep	Personal Touch Tax service: One-on-One Relay Friendly Business - Phoenix	1
20-Sep	Arizona State Schools for the Deaf and the Blind Homecoming: Exhibition booth - Tucson	150
22-Sep	Issues & Aspects of Deafness class @ Phoenix College: TRS/Hamilton Relay/VRS - Phoenix	19
23-Sep	Glen Canyon National Park Staff: AZRS & Deaf & Hard of Hearing Culture - Page	8
23-Sep	City of Flagstaff Parks & Recreation Department: AZRS & Deaf & Hard of Hearing Culture - Flagstaff	6
24-Sep	Comfort Keeper: AZRS/CTS & Deaf & Hard of Hearing Culture - Flagstaff	2
25-Sep	Senior Citizen Volunteer Program: AZRS/CTS & Hard of Hearing Culture - Kingman	22
27-Sep	Arizona Deaf Festival: Exhibition Booth - Phoenix	850
04-Oct	Rainbows Festival: Exhibition Booth - Phoenix	200
11-Oct	Northern Arizona Deaf Expo: Exhibition Booth, AZRS/Customer Profile & "Who Wants to be a Deafillionaire" game - Flagstaff	250
18-Oct	Hamilton Relay Picnic: AZRS & Hamilton Relay - Phoenix	35
07-Nov	ALOHA's Golf Tournament: A brief presentation on AZRS & CTS - Tucson	35
17-Nov	Arizona State Schools for the Deaf and the Blind Deaf Studies Class: AZRS and Hamilton products presentation - Tucson	15
22-Nov	Desert Cochlear Connection: AZRS and CTS presentation - Tucson	13
23-Nov	Hands and Voices Picnic: Making network - Peoria	75
25-Nov	Midtown Sertoma Club	19
02-Dec	Middle School at Arizona School for the Deaf: History of Telecommunications and AZRS and CTS presentation	25
02-Dec	Introduce to Interpreting class at the University of Arizona: History of Telecommunications, AZRS and Hamilton products	19
10-Dec	HLAA Fountain Hills Chapter: AZRS & CTS presentation - Fountain Hills	14
12-Dec	TDI Town Hall Meeting: Build networking - Tucson	65

District of Columbia Outreach Activities 2008

Date:	Activity	# of people
September	AARP National Conference	
Oct 16-18	Gallaudet University Homecoming activities	

Georgia Outreach Activities 2007

07-Jan	One-on-One; Decatur GA	1
07-Jan	One-on-One; Decatur GA	1
13-Jan	Presentation - ALDA; Tucker GA	15
17-Jan	One-on-One; Atlanta GA	1
18-Jan	One-on-One; Decatur GA	1
19-Jan	Presentation - Office of Mayor - Atlanta GA	70
20-Jan	GAD Road Tour, Valdosta GA	20-25
22-Jan	One-on-One; Decatur GA	1
23-Jan	Presentation - New Horizon Community Board - Columbus GA	7
23-Jan	Chamber of Commerce, Columbus GA	1

23-Jan	United Way - Columbus GA	1
25-Jan	Exhibition - Health Fair - Blakely GA	100
25-Jan	Georgia Cares - Blakely GA	1
25-Jan	SOWEGA Council on Aging - Blakely GA	1
25-Jan	Senior Center - Blakely GA	1

Georgia Outreach Activities 2008

Date:	Activity	# of people
26-Jan	GACHI-Open House- Hinesville, GA	
21-Feb	Presentation - Hospice- Central Macon, GA	25
13-Mar	Presentation-Disability Link Northwest-Rome, GA	6
18-Mar	Presentation-Cobb Audiology Service-Marietta, GA	5
25-Mar	Living Independent for Everyone-Savannah, GA	7
26-Mar	Southeast Georgia Area Agency-Waycross, GA	15
04-Apr	Multiple Choice - Athens, GA	10
05-Apr	One-to-One-Buford, GA	1
13-15-Apr	Deaf Seniors of Georgia Conference-Tybee Island, GA	30
16-Apr	Walton Options-Augusta, GA	8
12-Apr	GAD-Macon Chapter-Macon, GA	153
19-Apr	Walk4Hearing-Atlanta, GA	45
22-Apr	Region 3 MHCCD directors-Tucker, GA	18
23-Apr	Adult Day Care-Atlanta, GA	20
03-May	Deaf Nation-Atlanta, GA	3000
05-May	Countryside Hospice Care-Newnan, GA	10
06-May	Thomaston Hospice Care-Thomaston, GA	12
07-May	United Way-Augusta, GA	4
08-May	Key Elementary School - Columbus, GA	100
13-May	Gwinett County Senior Center-Lawrenceville, GA	45
14-May	Powder Springs Senior Center- Powder Springs, GA	300
15-May	Greensboro Senior Center-Greensboro, GA	75
20-May	Tanner Medical Center-Carrollton, GA	10
21-May	Heart of Georgia-Warner Robins, GA	12
27-May	Hutcheson Hospice-Ft Olgathorpe, GA	30
29-May	Covenant Woods-Columbus, GA	39
30-May-1-June	GPCIA Retreat-Crandall, GA	107
10-Jun	West Georgia, Inc-LaGrange, GA	5
11-Jun	United Way-Metro Atlanta-Atlanta, GA (2 presentations)	11
12-Jun	One-to-One-Decatur, GA	1
20-Jun	GA Relay Center-Albany, GA	35
23-Jun	Bethany Hospice-Valdosta, GA	6
25-Jun	GA Relay Center-Albany, GA	9
26-Jun	Hall County Senior Center-Gainesville, GA	60
27-Jun	Hospice of Northeast Georgia Medical Center-Gainesville	6
01-Jul	Hall County Senior Center-Gainesville, GA	45
08-Jul	GA Relay Center-Albany, GA	9
09-Jul	Woodstock Assisted Living Center-Woodstock, GA	6
09-Jul	VistaCare Hospice-Macon, GA	6
10-Jul	Children's Medical Services Expo-Gainesville, GA	100
15-Jul	Benton Village- Stockbridge, GA	9
16-Jul	Alpharetta Senior Center-Alpharetta, GA	10
25-Jul	Peachtree Village-Commerce, GA	2
29-Jul	Appling Co Senior Center-Baxley, GA	11
29-Jul	Jeff Davis Co Senior Center-Hazelhurst, GA	21
03-Jul	GA Relay Center-Albany, GA	8
31-Jul	One-to-One-Covington, GA	2
05-Aug	Willowwood Nursing Home - Flowery Branch, GA	13
08-Aug	GA Relay Center-Albany, GA	11

09-Aug	Pike Community Resources Back to School-Zebulon, GA	300
11-Aug	Lake Pointe Assisted Living-Hartwell, GA	20
13-Aug	Augusta Senior Center-Augusta, GA	104
21-Aug	Floyd County Prison - Rome, GA	4
23-Aug	GACHI 2nd Annual Health Fair- Clarkston, GA	250
28-Aug	Morningside of Macon - Macon, GA	22
08-Sep	Area on Aging - Augusta, GA	19
09-Sep	GA Relay Center-Albany, GA (Deaf Culture)	9
10-Sep	Glenvue Nursing Home - Glennville, GA	7
13-Sep	GA Relay 1st Annual Picnic- Columbus, GA	35
16-19-Sep	GRA Conference & Expo	300
24-27-Sep	GA Golden Olympics	351
25-Sep	Treutlen County Nursing Home	41
03-Oct	Carrollton Career Center-Carrollton, GA	21
14-Oct	Cobb Co Senior Services-Symna, GA	4
18-Oct	4th Street Baptist Church (Deaf Services)-Columbus, GA	89
20-Oct	RESA-Griffin, GA	18
21-Oct	Southwest Atlanta Hospital- Atlanta, GA (TTY training)	10
23-25-Oct	Touch the Future/Transition and SERID Conference & Expo	826
29-Oct	1:1 Captel Training-Atlanta, GA	2
01-Nov	DAW Award at DSG Fall Bazaar-Atlanta, GA	53
05-Nov	Upton County Senior Center-Thomaston, GA	35
06-Nov	Summer Breeze Retirement Community-Savannah, GA	6
12-Nov	Deaf Extreme Expo--Clarkston, GA	186
13-Nov	Dept of Labor-Griffin, GA	21
14-Nov	GA Relay Center-Albany, GA	6
17-Nov	Lakeview Academy School at GACHI-Decatur, GA	7
20-Nov	Spalding Co Senior Center-Griffin, GA	21

Idaho Outreach Activities 2007

Date:	Activity	# of people
06-Nov	Idaho Falls ID, Good Samaritan Nursing Home - drop off brochures	1
06-Nov	Idaho Falls ID, ID Falls Care Center - drop off brochures	1
06-Nov	Idaho Falls City Library - drop off brochures	1
06-Nov	Idaho Falls ID, Care Facility - drop off brochures	1
06-Nov	Pocatello ID, Public Library- drop off brochures - VP placement	3
07-Nov	Pocatello ID, Idaho State Unversity (ISU) Ron Showe Audiologist Instructor	1
07-Nov	ISU, Emily Turner, Head of Interpreter training program	1
07-Nov	ISU, David Mercaedo, Head of Deaf Ed program	1
07-Nov	ISU ADA office - drop off brochures	2
08-Nov	Twin Falls ID, Public Library - drop off brochures	1
08-Nov	Twin Falls ID, Living Independence Corp- demo and loan - drop off brochures	1
08-Nov	Boise ID, Christa and I met with Bob Dunbar	1
08-Nov	Boise ID, Patti Durham - Regional Consultant Deaf and HoH	2
09-Nov	Caldwell ID, Living Independence Corp - demo and loan - drop off brochures	1
04-Dec	One-on-One Contact and presentation VRS and TRS	2
10-Dec	One-on-One Contact and presentation TRS	2
11-Dec	One-on-One Contact and presentation TRS	3
12-Dec	One-on-One Contact and Presentation CapTel and VRS	2
14-Dec	One-on-One Contact and Presentation VRS	1
15-Dec	Christmas Breakfast Kootenai Chapter HLAA-CapTel	8

Idaho Outreach Activities 2008

18-Jan	In Home Contact and presentation TRS	2
21-Jan	In Home Contact and Presentation VRS and IP Relay	2
25-Jan	In Home Contact and Presentation VRS	1
06-Feb	Meeting with Idaho Athlectic Club for the Deaf VP	1

07-Feb	Meeting with State Adminsistrator	1
07-Feb	Intro and presentation at United Cerebral Palsy	2
07-Feb	Intro and distribute materials to Idaho Commission for Hispanics	1
07-Feb	Introduction and presentation at Deaf Coffee Chat	6
08-Feb	Attend Idaho Council for the Deaf and Hard of Hearing Board Meeting	15
23-Feb	Presentation and booth at North Idaho Deaf Club	21
18-Jun	Presentation to Audiologist, Tia Flynn	2
19-Jun	Mtg State Administrator, Bob Dunbar	1
24-Jun	1:1 presentation VRS, Tom Williams	1
26-Jun	1:1 presentation CapTel, John Centa	2
07-Jul	CapTel demo at Senior center	16
09-Jul	CapTel demo at Senior center	19
22-Jul	CapTel demo at Senior center	42
24-Jul	CapTel demo at Senior center	24
24-Jul	Web CapTel demo at Disability Action Center	2
25-Jul	CapTel demo at Senior center	51
26-Jul	CapTel, Web CapTel and TRS Booth display at ADA Celebration	75
31-Jul	1:1 VRS demo, Robert Montee	1
31-Jul	1:1 VRS demo, Roy Burns	1

Iowa Outreach Activities 2007

Date:	Activity	# of people
07-Feb	CapTel/TRS presentation at Great River Rehabilitation Center	30
08-Feb	CapTel demonstration to Susan Pickford	1
14-Feb	CapTel demonstration to TAI distributors	2
15-Feb	HCO customer service call to Dr. Hess	2
15-Feb	Relay Friendly Business certification for A&R Marketing	2
19-Feb	CapTel/TRS presentation at Iowa Workfoce Development	90
19-Feb	CapTel/TRS presentation at Iowa Workfoce Development	20
21-Feb	Board meeting with the Dual Party Relay Council	20
26-Feb	Exhibited a booth at the Parent-Educator Conference	30
03-Mar	Exhibited a booth at the Diverse Learner's Fair	50
07-Mar	911 dispatch training at the Iowa Law Enforcement Academy	16
17-Mar	Exhibited a booth at the Midwest Athletic Association of the Deaf	400
20-Mar	CapTel/TRS presentation at Lake Mills Civic Center	10
20-Mar	911 dispatch training at the Northwood Fire Department	7
21-Mar	911 dispatch training at the Forest City Sheriff's Department	8
22-Mar	CapTel/TRS presentation at Hancher Auditorium	3
26-Mar	CapTel/TRS presentation at Mainstream Living	14
27-Mar	CapTel/TRS/VRS/IRS presentation at Hiatt Middle School	11
27-Mar	CapTel/TRS presentation at Scottish Rite Park	7
28-Mar	CapTel/TRS presentation at Memorial Union	4
28-Mar	CapTel/TRS presentation at Cy Stevens Stadium	3
30-Mar	Exhibited a booth at the Iowa Hearing Association Conference	100
10-Apr	911 dispatch training at the Red Oak Sheriff's	

	Department	20
11-Apr	911 dispatch training at the Clarinda Sheriff's Department	20
12-Apr	Exhibited a booth at Deaf Capitol Day	200
19-Apr	Exhibited a booth at Deaf Family Night	100
20-Apr	CapTel/TRS presentation at Iowa Workfoce Development	15
21-Apr	Board meeting with the Iowa Association of the Deaf	20
23-Apr	CapTel/TRS presentation at Iowa Hospice	17
28-Apr	Exhibited a booth at the Iowa Hands and Voices Camp	45
02-May	911 dispatch training at the Glenwood Sheriff's Department	15
02-May	CapTel/TRS presentation at the Center for the Siouxland	4
03-May	Relay Friendly Business certification for the Rape Victim Advocacy Program	7
09-May	911 dispatch training at the Iowa Law Enforcement Academy	15
16-May	Exhibited a booth at the Polk County Senior Citizen's Picnic	1000
17-May	Exhibited a booth at the Central Iowa Society for Human Resource Management Diveristy Fair	100
18-May	Exhibited a booth at the Senior Health Fair	200
21-May	Board meeting with the Iowa Board of Interpreters for the Hearing Impaired	15
22-May	CapTel/TRS presentation at American Red Cross	7
23-May	Board meeting with the Dual Party Relay Council	15
24-May	CapTel/TRS presentation at Goodwill Industries	5
30-May	911 dispatch training at the Osage Fire Department	16
31-May	CapTel/TRS presentation at Iowa Vocational Rehabilitation Center	15
06-Jun	911 dispatch training at the Iowa Law Enforcement Academy	15
08-Jun	CapTel demonstration to Therese Molloy	4
08-Jun	CapTel demonstration to Evelyn Stodola	3
08-Jun	CapTel demonstration to Carolyn Campbell	4
13-Jun	CapTel/TRS presentation at City Hall	10
14-Jun	911 dispatch training at Carroll Fire Department	6
16-Jun	CapTel/TRS presentation to Self Advocacy and Leadership for Youth with Disabilities	10
18-Jun	CapTel/TRS presentation to 211 United Way morning staff	3
18-Jun	CapTel/TRS presentation to 211 United Way evening staff	3
26-Jun	CapTel/TRS presentation to Project Concern	5
26-Jun	CapTel/TRS presentation to Iowa Workforce Development	4
30-Jun	CapTel/TRS presentation to the Central Iowa Club of the Deaf	25
02-Jul	TRS presenation- Emergency Department and Occupational Health for Pella	10
10-Jul	CapTel/TRS presenation- Chamber of Commerce and United Way chapter of Muscatine	4
10-Jul	CapTel/TRS presenation- University of Iowa Hospital	23

11-Jul	CapTel/TRS presenation- 5th Judical District	20
11-Jul	911 dispatch training- Johnston	12
12-Jul	TRS presenation- Pella Regional Hospital (Day Shift)	10
12-Jul	TRS presenation- Pella Regional Hospital (Night Shift)	5
17-Jul	CapTel/TRS presenation- North Central Correctional Facility	10
17-Jul	CapTel/TRS presenation- Fort Dodge Correctional Facility	2
20-Jul	CapTel/TRS presentation- Allied Insurance Customer Services	6
24-Jul	Meeting- Central Iowa Hearing Loss Association	6
31-Jul	CapTel/TRS presentation- New Iowan Center	22
2-4- Aug	Exhibited a booth - the Iowa Association of the Deaf conference.	160
07-Aug	CapTel/TRS presentation- at Iowa Protection and Advocacy	15
09-Aug	Road to Freedom rally - ADA	100
16-Aug	Cap/Tel/TRS presentation- City of Des Moines Public Housing	5
17-Aug	Exhibited a booth- Iowa State Fair	200
21-Aug	CapTel/TRS presenation - Clarinda Correctional Facility	10
06-Sep	CapTel/TRS presentation- Sigourney Senior Center	12
06-Sep	CapTel/TRS presentation- North English Senior Center	15
10-11- Sep	Exhibited a booth- Iowa Caregiver's Association Conference	200
12-Sep	911 Dispatcher Training – Johnston	25
15-Sep	Exhibited a booth- Iowa School for the Deaf's Homecoming	250
20-Sep	Exhibited a booth- Capitol View Elementary School's Family Night.	125
26-Sep	Relay Friendly Business- Center for the Siouxland	19
03-Oct	Exhibited a booth at Assistive Technologies Expo- Marion	75
07-Oct	CapTel/TRS presenation- Lost Chord Club of Centeral Iowa	13
11-Oct	911 Dispacther Training- LeMars	20
15-Oct	Exhibited a booth- Iowa Mosasic Diversity Conference	160
18-Oct	911 Dispacther Training- New Hampton	20
23-Oct	1 on 1 meeting- Monroe (Customer)	2
24-Oct	CapTel/TRS presenation- Fourth Judical District of Iowa	28
24-Oct	CapTel/TRS presenation- Iowa Western Community College	12
24-Oct	1 on 1 meeting- Red Oak (Agency)	2
25-26- Oct	Exhibited a booth- Iowa Speech Lanague Hearing Assoc. conference	264
30-Oct	CapTel/TRS presenation- Elder Right Conference	15
13-Nov	CapTel/TRS presentation- Area XIV Agency on Aging Center	25
15-Nov	CapTel/TRS presentation- State Office of Workforce Development	15
04-Dec	CapTel/TRS presentation-Bloomfield Senior Center-	20
05-Dec	911 dispatch training at the Iowa Law Enforcement	15

Iowa Outreach Activities 2008

14-Feb	One-on-one, Cornerstone Assisted Living Facility	1
12-Mar	CapTel presentation - Fox Run Assisted Living Facility	15
12-Mar	CapTel/TRS presentation - Fourth Judical District of IA	23
02-Apr	911 Dispatch Training	25
07-Apr	Exhibit booth at Deaf Capitol Day	70
08-Apr	Presentation for Iowa School for the Deaf/ IA School Administrators	28
15-Apr	Presentation for Voc Rehab Counselors for Deaf & Hard of Hearing	16
17-Apr	Deaf and Hard of Hearing Program Peter Cook Entertainer	100
19-Apr	Exhibit Booth for Deaf Nation	2000
23-Apr	Relay Friendly Business Presentation Mt. Pleasant Library	13
24-Apr	Relay Friendly Business Presentation D.J. Assessment Subsance Abuse	2
25-Apr	Presentation Bethany Heights Assisted Living Facility	18
28-Apr	Deaf Deaf Workshop	15
02-May	One-on-one, John Gannon, CapTel Customer	1
08-May	Presentation 911 Dispatch Training	4
13-May	Presentation Scuyler Place Assisted Living Administrators	3
13-May	Presentation 911 Dispatch Training	10

14-May	Exhibit Booth for Polk County Senior Picnic	1500
14-May	Presentation 911 Dispatch Training	5
15-May	Presentation 911 Dispatch Training	9
15-May	Presentation for HLC-CI Association in Des Moines	14
19-May	Exhibit Booth for Governor's Conference on Aging	1,200
21-May	Presentation 911 Dispatch Training	10
27-May	One-on-one, Carol Schroeder, Deaf Senior needing TTY	2
03-Jun	Presentation for Prairie Hills Assisted Living	20
03-Jun	Presentation for Pennsylvania Place Independent Living	17
04-Jun	Presentation for Sylvan Woods Assisted Living	10
05-Jun	Exhibit Booth for ARCability Conference	150
07-Jun	Sponsored Luncheon for Iowa Association for the Deaf annual picnic	125
11-Jun	One-on-one, Stacie Roller, Heritage House Assisted Living	4
11-Jun	911 Dispatch Training	30
15-Jun	Junior Commission Camp sponsor for t-shirts	28
20-Jun	Presentation Junior Commission Camp	20
24-Jun	One-on-one, resident, Heritage House	2
25-Jun	Presentation Scott County TRIAD Meeting	5
25-Jun	Presentation Davenport Lutheran Home Assisted Living Facility	19
03-Jul	One-on-one, Carol Schroeder, Set up new TTY	2
09-Jul	Presentation 911 Dispatch Training	6
14-Jul	Presentation Marriott Courtyard Ankeny Relay Friendly Business	7
22-Jul	One-on-one with Heritage House resident regarding new CapTel	2
23-Jul	Presentation Windmill Estates/Hawthorne Assisted Living CapTel	15
23-Jul	Presentation Grand Haven Retirement in Eldridge	25
25-Jul	Presentation for 4th Judicial District In-Service Training	17
25-Jul	Amelia House Assisted Living in Council Bluffs	13
29-Jul	Presentation Mt. Pleasant Public Library - Community Workshop	3
29-Jul	Presentation Farmington Senior Center	16
30-Jul	Musser Public Library Relay Friendly Business	5
30-Jul	Generations Area Agency on Aging (Area 9) Relay Friendly Business	6
31-Jul	Exhibit Booth at Davenport Senior Day at the Fair	1,000
30-Jul	One-on-one with Valley View Villa Senior Housing	5
01-Aug	Presentation Goodwill, Inc. Relay Friendly Business	24
02-Aug	Presentation Deaf Senior Citizens Conference	105
02-Aug	Sponsored Luncheon for Deaf Senior Citizens Conference	105
11-Aug	Relay Iowa Summer Splash Event	8
14-Aug	Presentation Mayflower Community Assisted Living	4
14-Aug	Presentation Seneca Area Agency on Aging	30
22-Aug	Presentation Hawkeye Area Agency on Aging	18
05-Sep	Exhibit booth at Iowa Hearing Association Conference	98
09-Sep	State of Iowa Library Meeting	4
10-Sep	Presentation 911 Dispatch Training	25
10-Sep	Presentation Community Action for SE Iowa	10
19-Sep	Exhibit Booth Iowa Symposium on Hearing Loss	85
20-Sep	Sponsorship of Deaf Awareness Walk-a-thon	60
20-Sep	Presentation Deaf Awareness Week Award Presentation	60
20-Sep	Town Hall Meeting with Cedar Rapids Deaf Club	28
22-Sep	Presentation Golden Meadows Senior Center	15
25-Sep	Presentation Allen House Assisted Living Facility	15
25-Sep	Presentation Hilton Garden Inn in West Des Moines	10
25-Sep	Hearing Loss Association Meeting	30
27-Sep	Exhibit Booth at Iowa School for the Deaf Homecoming	200
30-Sep	Presentation Bayard Public Library	3
02-Oct	Presentation at Iowa Respite & Crisis Care Coalition	2
07-Oct	Sponsorship of 3rd Annual Midwest Deaf Technology Conference	30
14-Oct	Presentation 911 Dispatch Training	28
15-Oct	Exhibit Booth at Iowa Library Assocation Conference	100

16-Oct	Presentation 911 Dispatch Training	30
22-Oct	Presentation Shellsburg Public Library	6
23-Oct	Presentation Iowa Speech-Language Hearing Association Conference	30
23-Oct	Presentation at Bertha Bartlett Public Library	6
06-Nov	Presentation at Premier Estates Assisted Living	8
07-Nov	One-on-one with potential TRS/CapTel Customer	1
11-Nov	Presentation at Scottish Rite Park Assisted Living	5
12-Nov	Workshop at Bertha Bartlett Public Library	10
13-Nov	Presentation at Silvercrest Assisted Living	8
18-Nov	Meeting with ALS Association Iowa Chapter Coordinator	1
02-Dec	Relay Friendly Presentation at Embassy Suites	8
02-Dec	Presentation with Story City Kiwanis Club	15
11-Dec	Presentation 911 Dispatch Training	28
11-Dec	One on One with CapTel customer	1
11-Dec	One on One with Potential CapTel Customer	2
12-Dec	Bettendorf Deaf Club Presentation	23
15-Dec	Presentation at The Willow Assisted Living in Mason City	8
15-Dec	Presentation at Willow Pointe Assisted Living in Mason City	2

Kansas Outreach Activities 2007

Date:	Activity	# of people
June 8-9	Kansas Association f/t Deaf Convention- Hutchinson	115
June 29-30	National Deaf Mixed Bowling Association-Exhibition Booth-Overland Park	300
13-Jul	Kansas Commission for the Deaf/HH-CapTel – Topeka	20
20-Jul	Hamilton Relay Hosted Party- Presentation- Olathe	8
21-Jul	KRC Advisory Council Meeting – Outreach Plans – Wichita	20
21-Jul	1:2 customers from Wichita- AIM, VRS	2
23-Jul	Johnson County Community College ASL Students	11
23-Jul	Johnson County Community College Instructors	3
3-Aug	ADARA (American Disability and Rehabilitation Association)	13
4-Aug	Topeka Picnic- Customer Profile	120
14-Aug	Olathe Club for the Deaf Senior Citizen Potluck	35
15-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
15-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
17-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
17-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
17-Aug	PSAP Tour- Kansas City	1
20-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
24-Aug	Olathe Library West-Added Hamilton Relay on VRS, Inspire Chat	1
24-Aug	Olathe Library East- Added Hamilton Relay on VRS, Inspire Chat	1
24-Aug	Audiologist- Marketing Literature/Brochures – Olathe	1
24-Aug	Audiologist- Marketing Literature/Brochures – Olathe	1
24-Aug	Hamilton Relay Hosted Party – Olathe	13
25-Aug	Deaf/Blind Social – Inspire Chat –TAP – Olathe	40
27-Aug	Home Visit- 1:1- Hamilton Relay, Internet Services- Shawnee	1
28-Aug	Olathe Medical Center- VRS	1
29-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
30-Aug	Aberdeen Village Assisted Living Facility- Olathe	2
30-Aug	Home Visit-1:1- Hamilton Relay, Internet Services- Olathe	1
31-Aug	Home Visit-1:2- Hamilton Relay, Internet Services- Shawnee	2
4-Sep	Johnson County Mental Health Staff- Olathe	5
14-Sep	Johnson County Independent Living Program-Presentation	4
14-Sep	Coffee Chat- Hamilton Relay, Internet Based Services	5
15-Sep	Manhattan "Little Apple Social" -Manhattan	7
16-Sep	D.E.A.F Sunday Exhibition Booth- Olathe	300
22-Sep	Kansas School for the Deaf Homecoming Exhibition Booth	200

22-Sep	Kansas School for the Deaf Alumni Association-Customer Profile-Olathe	60
24-Sep	Shawnee Mission East High School- Shawnee	6
6-Oct	Kansas School for the Deaf-GPSD VB Tourney-Booth	250
11-Oct	VR Managers/Field Managers-Presentation- Topeka	30
11-Oct	Blue Valley School District Staff- Presentation- Stanley	12
12-Oct	Heart Springs- Literature on Resource Table	200
12-Oct	Independent Living Center-Presentation- Garden City	17
12-Oct	Edith Scheuman School Staff and Students-Presentation- Garden City	15
12-Oct	Bernadine Sitts Middle School Staff/Students-Presentation-Garden City	7
12-Oct	Garden City Deaf Community-1:1 on TAP, VP, and Customer Profile	3
13-Oct	Liberal Deaf Community- Presentation- Liberal	25
17-Oct	Olathe School District Staff-Presentation- Olathe	17
23-Oct	Topeka Library Staff- Presentation- Topeka	30
24-Oct	Pizza Hut- Relay Friendly- Olathe	2
30-Oct	Women's Care-Relay Friendly- Olathe	3
30-Oct	Commerce Bank- Relay Friendly – Olathe	1
2-Nov	Prairie Independent Living Resource Ctr.- Presentation- Hutchinson	10
2-Nov	Hutchinson Library- Presentation- Hutchinson	2
2-Nov	Salvation Army- Presentation 1:1- Hutchinson	1
2-Nov	Dillion Assisted Living Center- CapTel 1:1- Hutchinson	1
2-Nov	Hutchinson SRS-711-making accessible – Hutchinson	1
3-Nov	Hutchinson Club f/t Deaf- Presentation- Hutchinson	30
9-Nov	Hays LINK (TAP site) Presentation/CapTel – Hays	6
9-Nov	Dept of Agining- 1:1 Captel- Hays	2
9-Nov	Hays Library- 1:1 Hamilton Relay, added to VRS, CapTel- Hays	2
9-Nov	Hays Police Dept/911 Emergency-Check	4
9-Nov	Hays VR/SRS- Presentation- Hays	8
9-Nov	SKIL (Southeast Kansas Independent Living)1:1 Hamilton Relay, Internet based information, VRS	2
9-Nov	Hays Mental Health – 1:1 CapTel, Hamilton Relay- Hays	1
9-Nov	Hays High Plains Indepndent Center, Inc. Hamilton Relay- Hays	1
10-Nov	Hays Deaf Club- Presentation- Hays	40
17-Nov	KRSI Advisory Council Meeting-update outreach/numbers- Hutchinson	30
20-Nov	Deaf/Blind Consortium- Presentation- Kansas City	13
27-Nov	JCCC Finger Spelling Class- Presentation-Overland Park	6
1-Dec	Hutchinson Deaf Club- 1:1 with 3 different individuals- Customer Profile, VRS, Video Mail. Presentation on Phone password	25
6-Dec	Home Visit 1:1- VRS – Olathe	2
7-Dec	911 Emergency Ctr.- Check and update- Wichita	3
7-Dec	Wichita Library-1:1 VRS, Brochures	2
8-Dec	Wichita Association for the Deaf –Presentation- Wichita	50
Dec 10-11	Training Call Center- Louisiana	6
12-Dec	Nursing Home – sponsored visit by Hamilton Relay	5
19-Dec	Assistive Technologies – Presentation/Captel- Parsons	
20-Dec	Signing Santa- Kansas School for the Deaf-Sponsored Event by Hamilton Relay	65

Kansas Outreach Activities 2008

Date:	Activity	# of people
11-Jan	Meeting with David Rosenthal and Joyce Hightower	2
28-Jan	Eskridge Senior Citizen Center-Captel	7
28-Jan	Eskridge Library-Hamilton Relay/Captel	1
28-Jan	Golden Independent Living Center-Captel	2
28-Jan	Mission Valley Schools-Hamilton Relay/Captel	1
29-Jan	Customer 1:1-Internet Based info	1
7-Feb	Papans Senior Citizens Center-Captel	27
7-Feb	Lulac Senior Citizen Center-Captel	13

7-Feb	Topeka 911 Dispatch Center-follow up tty equiette		6
7-Feb	Three Rivers Independent Living Resource Ctr-Hamiton Relay/Captel		2
7-Feb	Wamego Senior Center-Captel		21
7-Feb	Wamego Library-Hamilton Relay/Captel		1
11-Feb	Kansas State Department of Education-Exhibition Booth		35
11-Feb	Kansas City ASL EXPO-Exhibition Booth		400
20-Feb	Kansas Health Policy Authority- Work Healthy-Hamilton Relay/Captel		15
5-Mar	KSU(Kansas State Univ) Disabilty Day-Exhibition Booth		40
6-Mar	Deaf Day at the Capitol (Topeka, Ks)-Exhibition Booth		100
7-Mar	Host GKCADARA (Greater KC Amer. Disabilty and Rehab Assoc.) mtg		10
10-Mar	Alta Vista, Ks Senior Center-Captel		
4-Apr	Worked with CapTel user/low vision and supervisor at SRS-Topeka, Ks		2
5-Apr	Topeka Club for the Deaf- Potluck		30
9-Apr	Olathe Senior Center- CapTel, KRC, Internet Based Services		3
14-Apr	Riley Senior Center- CapTel, WebCapTel		6
14-Apr	911 Emergency 1:1 with supervisor		1
14-Apr	Manhattan Library- shared info on KRC, CapTel, Internet Based Services		1
18-Apr	1:1 STS User. Discussed improving outreach to STS/HCO users		1
22-Apr	Humboldt Senior Center- CapTel and WebCapTel		7
5/7,8/2008	Govenor's Conference on Aging Topeka, Ks		500
9-May	St. Paul Senior Center		5
15-May	TAP Training Workshop - Wichita, Ks		35
16-May	1:1 STS Dick Hosty- Plan for live demo in Wichita July 25, 2008		2
21-May	Multi-Culture Festival (Senior Citizens) K.C., Ks		800
6-Jun	Social Security Salina, Ks		13
6-Jun	911 Disptach Center		3
6-Jun	Library		3
6/8-12/08	NENA- Tampa Bay, Fla	600+	
23-Jun	Project Concern Senior Center		20
2-Jul	Bonner Springs Senior Center		4
14-Jul	Leavenworth Senior Center (Trinity Church) Leavenworth, Ks		30
21-Jul	Meeting with Dick Hosty, set up Inspire Chat		1
22-Jul	Help set up CapTel/USB for customer- demo how to use.		2
25-Jul	Live demo for STS Wichita, Ks		3
26-Jul	KRSI Advisory Board Meeting		35
8-Aug	JoCo Customer Service -CapTel		3
8-Aug	Topeka Customer Service- CapTel/WebCaptel		1
16-Aug	Topeka Picnic		160
19-Aug	Appolo Towers, Clay Center, Ks		16
19-Aug	Clay Center Library		1
26-Aug	Independent Living Center Atchison, Ks		1
26-Aug	Community Collaboration Service Center (SRS) Atchison, Ks		20
27-Aug	Vernon Multi-purpose Center		8
27-Aug	Drury Place		15
9/4,5,6/08	Old Settlers Day Exhibition booth		2000
18-Sep	Northeast Aging Conf. Ks Expo Hiawatha, Ks		150
21-Sep	D.E.A.F Sunday		200
27-Sep	Deaf Festival		150
4-Oct	Ks Speech Hearing Language Association Conf. Overland Park, Ks		300
14-Oct	Senior Quest Overland Park, Ks		1000
14-Oct	Hamilton Picnic		25
21-Oct	Basehor Senior Center		7
28-Oct	Association of Public Safety Communication Officers (APCO) Hays, Ks		10
6-Nov	Professionals with Aging Conference Overland Park, Ks		130
8-Nov	KRSI Advisory Board Meeting Topeka, Ks		25
10-Nov	Customer 1:1		2
11-Nov	Commerce Bank Olathe, Ks		2
13-Nov	Customer 1:2		2

21-Nov	Customer 1:1	1
24-Nov	Customer 1:1	4
25-Nov	Customer 1:1	2
9-Dec	Hiwatha SRS (Social and Rehabilitatio Services) Hiawatha, Ks	12
9-Dec	Brown County Services for Elderly Hiwatha, Ks	1
9-Dec	Brown County Special Education Hiawatha, ks	1
9-Dec	Morrison Speech Language Clinic Hiawatha, Ks	1
9-Dec	Gran Villas Hiawatha, Ks	1
9-Dec	Maple Heights Retirement Community	1
9-Dec	Library of Hiawatha Hiawatha, Ks	1
9-Dec	Maple Nursing Hiawatha, Ks	1
10-Dec	Customer 1:1	1
11-Dec	Burlington Senior Center Burlington, Ks	10
11-Dec	Highland Assisted Living Center	1
11-Dec	LeRoy Library	1
11-Dec	LeRoy Senior Center	6
11-Dec	The Meadows Assisted Living Center Burlington, Ks	1
11-Dec	Life Center Burlington, Ks	1

Kentucky Outreach Activities 2007

Date:	Activity	# of people
01-Feb	Meeting with DPOC team member	1
02-Feb	Meeting with DeafNation coordinator, Frankfort	1
02-Feb	Meeting with Coordinator of Deaf/HOH in Education Department, Frankfort	1
02-Feb	Meeting with Team member about DPOC event, Frankfort	1
02-Feb	Meeting with customer, Frankfort	1
05-Feb	Meeting with DPOC team member, Frankfort	1
06-Feb	Meeting with DeafNation team member,Frankfort	1
06-Feb	Meeting with Ohio State Blitz team member, Frankfort	1
06-Feb	Meeting with DPOC team members, Frankfort	1
06-Feb	Coordinator of Deaf/HOH in Education Departmen, Frankfort	1
07-Feb	Meeting with show manager of Ohio State blitz, Frankfort	1
07-Feb	Outreach Team meeting	1
07-Feb	Meeting DPOC team , Frankfort	1
07-Feb	Meeting with DeafNation team, Frankfort	1
08-Feb	Meeting with Coordinator of Deaf/HOH service of Fayette County school system, Frankfort	1
08-Feb	Meeting with DPOC team, Frankfort	1
13-Feb	Meeting with customer service in LA, Frankfort	1
13-Feb	Research for presentation in KY, Frankfort	1
14-Feb	Meeting with DPOC team member Frankfort	1
15-Feb	Meeting with DeafNation team member, Frankfort	1
15-Feb	DeafNation team meeting , frankfort	1
16-Feb	DeafNation team meeting	1
19-Feb	DeafNation team meeting	1
19-Feb	Meeting with Customer Service in LA, Frankfort	1
20-Feb	DeafNation team meeting	1
20-Feb	Meeting with DPOC team members, Frankfort	1
21-Feb	Deaf People of Color team meeting, Frankfort	1
21-Feb	Meeting with DeafNation team member, Frankfort	1
22-Feb	Meeting with DeafNation team member, Frankfort	1
22-Feb	Meeting with coordinator of Deaf/HOH of Shelby Co. Education system , Frankfort	1
23-Feb	Presentation at Shelbyville Department of Education to Teachers of Deaf/Hard of Hearing in Shelbyville	7
23-Feb	Meeting with DeafNation team member, Frankfort	1
26-Feb	Meeting with DeafNation team member, Frankfort	1

27-Feb	Meeting with show manager for Ohio State Blitz , Frankfort	1
27-Feb	Meeting with customer service in LA, Frankfort	1
27-Feb	Meeting with DeafNation team member, Frankfort	1
27-Feb	meeting with TAP, Frankfort	1
27-Feb	Meeting with customer service in LA, Frankfort	
28-Feb	Meeting with show manager for Ohio State Blitz , Frankfort	1
28-Feb	Meeting with DPOC team members, Frankfort	1
28-Feb	Exhibition at Kentucky Speech Hearing Association in Lexington	400
02-Apr	Meeting with coordinator for Deaf Health Fair, Frankfort	1
04-Apr	Meeting with HLAA, Raunch, KCDHH, and HHI Louisville	6
09-Apr	Meeting with DPOC team members, Frankfort	1
11-Apr	Meeting with customer, Louisville	1
11-Apr	Meeting with KCDHH Staff Frankfort	1
12-Apr	Meeting with customer, Frankfort	1
13-Apr	Meeting with coordinator of deaf/hard of hearing services, Frankfort	1
16-Apr	Meeting with Ohio State Blitz team member, Frankfort	1
18-Apr	Outreach team meeting	1
19-Apr	DeafNation Atlanta team meeting	1
19-Apr	Meeting coordinator for Deaf Health Fair, Frankfort	1
19-Apr	Meeting with customer service in LA, Frankfort	1
23-Apr	Meeting with customer service in LA, Frankfort	1
26-Apr	DeafNation Ohio team meeting , Frankfort	1
26-Apr	Meeting with KCDHH staff, Frankfort	1
26-Apr	Meeting with customer	1
28-Apr	Exhibition at DeafNation in Columbus, OH	500
03-May	Kentucky Advisory Board Meeting, Frankfort	
May 4-5	Exhibition and presentation at Family Learning Vacation in Bagdad	24
07-May	Meeting with Iowa Regional Coordinator, Frankfort	2
08-May	Meeting with customer service in LA, Frankfort	
09-May	Meeting with customer, Covington,	
09-May	Meeting with customer service in LA, Frankfort	
10-May	DeafNation Atlanta team meeting	4
10-May	Meeting with customer, Lexington	
15-May	Meeting with KAD President, Frankfort	
15-May	Meeting with coordinator for Health Fair in Atlanta	
16-May	Meeting with team members	
17-May	Meeting VRS manager, Frankfort	
17-May	Meeting with KCDHH Tap staff, Frankfort	
18-May	Research for presentations and trainings in KY and GA,Frankfort	
20-May	Working in Georgia office	
21-May	Meeting with National Outreach Manager	
21-May	Meeting with staff at Montana School for the Deaf and Blind	
22-May	Meeting with Marketing Manager	
22-May	Meeting with MT TAP staff, Frankfort	
23-May	Meeting with MT TAP staff, Frankfort	
25-May	Research for some new developments for presentations	
29-May	Prepare for trip to Montana	
12-May	Exhibition at DeafNation Atlanta	700
16-May	Presentation to OVEC DOSE educational group, Shelbyville	12
17-May	Presentation to Kentucky School for the Deaf about VRS and technology, Danville	9
21-May	Exhibition at Grady Memorial Hospital Health Fair, Atlanta	400
24-May	Presentation to OVEC DOSE education group, Lexington	9
03-Jun	Meeting with National Regional Manager, 1:1, Frankfort	1
14-Jun	Meeting with GAD president, Frankfort	1
14-Jun	Researching for information for presentation in GA, Frankfort	1
14-Jun	Contacting Rainbow Alliance of the Deaf, Frankfort	1
17-Jun	Meeting with GAD president, Frankfort	1

18-Jun	Meeting with Information Coordinator of KCDHH	1
19-Jun	Meeting with United Way coordinator in GA	1
19-Jun	Meeting with National Stutter Organization in GA	1
21-Jun	Presentation at United Way in Atlanta, GA	10
21-Jun	Presentation at United Way in Atlanta, GA	6
22-Jun	Presentation to Kentucky Licensure Board, Frankfort	8
25-Jun	Meeting with National Regional Manger, 1:1, Frankfort	1
25-Jun	Meeting with GAD president, Frankfort	1
26-Jun	Meeting with GAD president, Frankfort	1
27-Jun	Meeting with Outreach Team	1
28-Jun	Meeting with Kentucky State Fair committee	2
03-Jul	Meeting with Steve Dye in KY, Frankfort	1
Jul 13-14	Exhibition and sponsorship at Kentucky Association of Deaf Conference	80
Jul 16-26	Exhibition at Kentucky State Fair in Louisville	800,000
25-Jul	Attended Kentucky Commission of the Deaf and Hard of Hearing 25th Anniversary Gala in Louisville	125
09-Jul	Meeting with KY State Fair committee, Frankfort	2
23-Jul	Researching for information for presentation in GA, Frankfort	1
30-Jul	Meeting with Steve Dye, Frankfort	1
08-Sep	Exhibition at ASL EXPO- Louisville	1,500
Sep 14-15	Exhibition/Presentation at Kentucky Hands and Voices 1st Conference	75
26-Sep	Kentucky Outreach met with KCDHH staff – Frankfort	1
09-Oct	Preparation for KAB, Ft Mitchell	1
10-Oct	Preparation for KAB, Ft Mitchell	1
Oct 11	KAB meeting in Frankfort	8
27-Oct	KCDHH Board Meeting, Danville	30
07-Nov	Presentation at dispatch center, Independence	5
08-Nov	Meeting with State fair committee, Louisville	4
16-Nov	Booth at KSDAA Bazaar, Danville	150+
28-Nov	Signing Santa (December 2007 at KSD) meeting with Barb Snapp via VP	1
30-Nov	Presenttion at dispatch center, Lawrenceburg	2
06-Dec	Presentation, St. Elizabeth Medical Center, Edgewood	18
08-Dec	Presentation, KY Black Deaf Advocacy group, Louisville	12
08-Dec	Presentation, Louisville Association for the Deaf, Louisville	70
17-Dec	Signing Santa at River Ridge Elementary School, Villa Hills	6
18-Dec	Presentation at dispatch center, Carrollton	5
20-Dec	Signing Santa at KY School f/t Deaf, Danville	45

Kentucky Outreach Activities 2008

Date:	Activity	# of people
Jan 23-24	CapTel Training, Madison WI	
29-Jan	presentation , River Ridge Elementary school (2 separate presentations)	15
13-Feb	Presentation at Frankfort KY Dispatch Center	15
16-Feb	ASLExpo Kansas City MO	1,000+
20-Feb	presentation at Shelbyville KY Dispatch Center	15
20-Feb	Hamilton Relay party @ residence, Louisville KY	9
21-Feb	presentation at University of Louisville Medical Center	8
Feb 24-29	Outreach Summit at Aurora NE	
06-Mar	presentation at Senior Center, Georgetown KY	31
11-Mar	presentation at Medical Center, Owensboro KY	9
11-Mar	presentation at New Horizon Church, Owensboro KY	8
12-Mar	presentation at Henderson KY Dispatch Center	12
12-Mar	presentation at Gathering Place (senior center), Henderson KY	29
12-Mar	presentation at Dispatch Center Hartford KY	7
13-Mar	presentation at Senior Center, Hartford KY	17
13-Mar	presentation at Henderson KY Dispatch Center	6
13-Mar	presentation at Country Heights Elementary, Owensboro KY	7

14-Mar	presentation at Methodist Hospital, Henderson KY	10
14-Mar	presentation/booth at Apollo High School audiotrium, Owensboro KY	75+
18-Mar	presentation at New Horizon Hospital, Owenton KY	8
20-Mar	presentation at Owen County Senior Center, Owenton KY	14
24-Mar	presentation at Northern KY Univ, Highland Heights KY	11
25-Mar	presentation at 911 ctr, Cynthiana KY	3
25-Mar	presentation at Memorial Hospital, Cynthiana KY	1
28-Mar	presentation at Ludlow Senior ctr, Ludlow KY	25
29-Mar	booth/presentation at Deaf Health Fair, Cincinnati OH	100+
09-Apr	presentation at 911 Ctr, Coivington KY	6
16-Apr	presentation at Mercer Co Senior ctr, Harrodsburgh KY	27
16-Apr	presentation at 911 ctr, Springfield KY	3
05-Apr	booth at DeafNation, Orlando FL	2000+
12-Apr	booth at DeafNation, Pomona CA	2000+
16-Apr	presentation at Hamilton Relay Party, Danville KY	22
17-Apr	presentation at Ephraim McDowell Hospital (2 separate)	11
17-Apr	presentation at Kentucky School for the Deaf, Danville KY	44
18-Apr	presentation at Boyle Co Senior ctr, Danville KY	15
18-Apr	presentation at Garrard Co Senior Ctr, Stanford KY	10
26-Apr	booth at DeafNation, Columbus OH	2000+
01-May	presentation at Senior Apt, Covington KY	2
03-May	booth at DeafNation, Atlanta GA	2000+
12-May	presentation at Boyd Co Senior Ctr, Ashland KY	20
12-May	presentation at Public Library, Ashland KY	2
12-May	presentation at Ashland communtity college, Ashland KY	8
13-May	presentation at 911 ctr, Louisa KY	5
13-May	presentation at Lawrence Co Senior Ctr, louisa KY	17
14-May	presentation at Carter Co Senior ctr, Grayson KY	15
20-May	booth at KY Ahead Conference, Carrollton KY	50+
22-May	1-1 mtg with KY Educational Outreach Coop, Burlington KY	1
29-May	presentation at Haggins Hopsital, Harrodsburgh KY (2 separate)	14
30-May	presentation at Public Library, Lancaster KY	5
30-May	presentation at 911 Ctr, Lancaster KY	6
30-May	presentation at Public Library, Stanford KY	4
31-May	booth/presentation at Family Learning vacation, Danville KY	50+
12-Jun	presentation at Public Library, Richmond KY	7
12-Jun	presentation at 911 ctr, Richmond KY	2
13-Jun	presentation at Madison Co Senior Ctr, Richmond KY	20
13-Jun	booth/presentation at Student Transistional Education Program, Richmond KY	15+
13-Jun	presentation at Walton Senior ctr, walton KY	18
16-Jul	presentation at ACCESS, Louisville KY	4
16-Jul	presentation at Seven Counties Mental Health Ctr, Louisville KY	9
July 19-20	booth at Midwest Region Deaf Black Advocates Conference, Louisville KY	100+
25-Jul	Meeting with HLAA, Heuser Hearing Institute & KCDHH for KY State fair planning	8
01-Aug	email writing workshop in Cincinnati, OH	
06-Aug	Presentation at Northern KY Senior Ctr, Covington KY	12
12-Aug	Presentation at KIPDA, Louisville kY	42
8/14-8/24	Booth at KY State Fair, Louisville KY	
30-Aug	Booth at KCDHH DeaFestival, Louisville KY	5,000+
02-Sep	presentation at Elsmere Senior Ctr, Elsmere KY	18
19-Sep	presentation at CKSEC, Lexington KY	11
22-Sep	presentation at Pathways, Morehead KY	6
22-Sep	presentation at ACCESS, Ashland KY	5
23-Sep	presenttion at Highland Medical center, Prestonsburg KY	8
23-Sep	presentation at Gatti's (Hamilton Relay Party), Pikeville KY	36
24-Sep	presentation at Hazard 911 ctr, Hazard KY	3

24-Sep	presentation at Hazard Public Library, Hazard KY	1
24-Sep	presentation at Jenkins Public Library, Jenkins KY	1
25-Sep	presentation at Big Sandy Aging Dept, Prestonsburg KY	17
25-Sep	presentation at Pikeville Senior Center, Pikeville KY	10
29-Sep	presentation at Erlanger Public Library, Erlanger KY	4
30-Sep	presentation at Independence Public Library, Independence KY	7
14-Oct	presentation at Hearing Loss Assoc of KY, Louisville	30
15-Oct	presentation at TJ Samson Hopsital, Glasgow KY	16
15-Oct	presentation at Mary Wood Public Library, Galsgow KY	2
15-Oct	presentation at Glasgow 911 center, Glasgow KY	3
18-Oct	booth at DeafNation, Seattle WA	3,000+
25-Oct	booth at DeafNation, Pleasanton CA	4,000+
oct 6-10	Hamilton Relay Summit, Crandall GA	
06-Nov	presentation at Knott County Senior center, Hindman KY	22
06-Nov	presenation at knott County Public Library, Hindman KY	3
06-Nov	presentation at Breahitt County Adult Education Center, Jackson KY	3
06-Nov	presentation at Breahitt County Public Library, Jackson KY	2
07-Nov	presentation at Applachian Regional Hopsital, Hazard KY	19
20-Nov	Colloboration vp meeting with KCDHH (with a new Exec Director)	2

Louisiana Outreach Activities 2007

Date:	Activity	# of people
10-Jan	One on One VCO Contact, Mandeville	1
10-Jan	One on One 2LVCO Contact, Convington	2
10-Jan	One on One VCO Contact, Pontchatoula	2
10-Jan	One on One VCO Contact, Baton Rouge	1
10-Jan	Presentation: Hands & Voice Chapter meeting, Baton Rouge	9
11-Jan	One on One VCO Contact, LRS Center, Baton Rouge	2
24-Jan	Deaf Culture to Trainees, LRS Center, Baton Rouge	6
26-Jan	Presentation: Starmount Life Insurance Co, Baton Rouge	15
26-Jan	One on One VCO Contact, Baton Rouge	3
30-Jan	Exhibition: Council for Exceptional Children SuperConference, Lafayette	50
31-Jan	Exhibition: Council for Exceptional Children SuperConference, Lafayette	30
01-Feb	Presentation: Pollock Water System, Pollock	5
01-Feb	Town Hall meeting: Deaf Community, Shreveport	26
02-Feb	One on One VCO Relay User, Shreveport	1
02-Feb	One on One TTY Relay User, Leesville	2
02-Feb	One on One TTY Relay User, Leesville	1
03-Feb	Social: Deaf Women of Baton Rouge Mardi Gras Ball, Baton Rouge	60
07-Feb	One on One 2LVCO Contact, Baton Rouge	1
12-Feb	One on One 2LVCO Contact, Baton Rouge	1
15-Feb	Meeting: President of New Orleans Chapter of HLAA, New Orleans	2
15-Feb	Presentation: Deaf Coffee Chat, New Orleans	24
25-Feb	Donation: Promotional Items for ArtSign 07, LA School for the Deaf, Baton Rouge	100
26-Feb	One on One TTY Relay User, St. Francisville	1
02-Mar	Presentation: Human Resource/Patient Education office, St. Elizabeth hospital, Gonzales	1
02-Mar	One on One VCO User, Gonzales	2
02-Mar	Presentation: Louisiana Commission for the Deaf board meeting Louisiana School for the deaf, Baton Rouge	36
06-Mar	One on One VCO Relay User, Rosepine	2
06-Mar	Beauregard Parish Public Library to update rescources	

	Information Desk, Beauregard Parish	2
07-Mar	Planning Session: St Patrick's Hospital Home Health Agency, Lake Charles	1
07-Mar	Presentation: McMain Child Development Center, Baton Rouge	21
07-Mar	Town Hall meeting: Deaf Community, Lake Charles	22
08-Mar	Presentation: Barbe High School, Lake Charles	5
10-Mar	Presentation: HLAA New Orleans Chapter, East Jeffereson Hospital, New Orleans	17
12-Mar	One on One TTY User, Cut Off	1
12-Mar	One on One TTY user, Lockport	1
12-Mar	One on One TTY Relay user, Lockport	2
12-Mar	Town Hall meeting: Deaf Community, Gray	18
13-Mar	Presentation: Terrebonne Council on Aging, Raceland	2
16-Mar	One on One TTY Relay user, Plaquamines	1
21-Mar	Presentation: Mayors' Council on Disability, New Orleans	17
21-Mar	One on One VCO Relay User, New Orleans	1
21-Mar	Deaf Culture to Trainees, LRS Center, Baton Rouge	6
27-Mar	Special Topic: Deaf Culture: CA quarterly Meeting, LRS Center, Baton Rouge	56
28-Mar	Exhibition: Transitional Program for Parents and Students, Manderville Convention Center, Manderville	52
04-Apr	Presentation: Resources for Independent Living center, New Orleans	8
17-Apr	Presentation: Christus St. Patrick Home Health Agency, Lake Charles	15
19-Apr	Presentation: Deaf Coffee Chat, Metairie	47
20-Apr	Social: Volunteer at Deaf Olympics, New Orleans	42
20-Apr	Presentation: Facilitator for Stroke Support group, East Jefferson General Hospital, Metairie	2
21-Apr	Presentation: New Orleans HLAA Chapter meeting	14
23-Apr	Presentation: Louisiana Career Development Center, Baton Rouge	21
23-Apr	One on One VCO Relay user, Baton Rouge	1
24-Apr	presentation: East Jefferson Hospital Stroke Support group Metairie	14
16-May	LRS Presentation, Greater Baton Rouge Cancer Service Organization, Baton Rouge	16
23-May	One on One visit: State employee, Baton Rouge	1
24-May	One on One TTY Relay User, Baker	2
28-May	One on One HCO Relay User, New Orleans	1
31-May	LRs Presentation, Speech Pathologist, Ochsner Community Hopsital, New Orleans	1
31-May	One on One HCO Relay User, New Orleans	2
01-Jun	One on One TTY Relay User, Baton Rouge	2
04-Jun	One on One TTY Relay User, Shreveport	1
8/9-Jun	Exhibitation: Louisiana Association of the Deaf Conference, Lafayette	56
12-Jun	One on One 2LVCO Relay user, Baton Rouge	1
23-Jun	LRS Presentation, Metairie Chapter of American Association of Retired People, Metairie	110
20-24-Jun	Exhibitation: Deaf Women United Conference, New Orleans	99
25-Jun	One on One TTY Relay User, Baton Rouge	1
28-Jun	CEPIN Workshop, Baton Rouge Parish Office of Emergency Preparedness, Baton Rouge	50
07-Jun	Exhibition: Lions Club Hall, Deaf Community Picnic, Raceland	300
11-Jul	One on One 2LVCO D/B Customer, New Orleans	2
18-Jul	One on One 2LVCO Customer, Baton Rouge	1

19-Jul	One on One new PVCO Customer, Baton Rouge	1
05-Aug	Exhibition: Catholic Deaf Center Annual Picnic, Baton Rouge	392
13-Aug	One on One VCO Customer, Baton Rouge	1
27-Aug	LRS Presentation: Director of Disabled Student Servives, Southern University, Baton Rouge	2
29-Aug	One on One VCO Customer, Baton Rouge	1
11-Sep	Sertoma Club monthly Breakfast Meeting	
11-Sep	One on One VCO Customer,Catholic Deaf Center, Lafayette	2
11-Sep	One on One VCO Customer,Catholic Deaf Center, Baton Rouge	1
11-Sep	One on One VCO Customer,2LVCO Customer Blue Cross	2
11-Sep	One on One VCO Customer, New Orleans	2
13-Sep	Media: Times Picayune Newspaper article on relay services and upcoming community meeting, New Orleans	200,000
14-Sep	Social: Baton Rouge Deaf Community Meeting, Baton Rouge	67
15-Sep	Presentation: Hearing Loss Association of New Orleans open meeting for membership and public, East Jefferson General Hospital, Kenner	22
30-Sep	One on One new 2LVCO Customer, Baton Rouge	1
06-Oct	Information Sharing: LA Association f/t Deaf, LA School for the Deaf, Baton Rouge	50
06-Oct	Exhibit: LA School for the Deaf Home coming, Baton Rouge	60
11-Oct	Presentation and Exhibit: LA Rehabilitation Assocition Conference, Baton Rouge	37
23-25-Oct	Exhibit: 1st State Disability Summit, Alexandria	200
30-Oct	Exhibit: State Job Fair for the Disabled, Lafayette	37
31-Oct	Presentation: LA Disability Employment Symposium, Marriott Hotel, Baton Rouge	50
05-Nov	One on One 2LVCO Customer, Baton Rouge	1
06-Nov	Exhibition: Senior Citizens Health Expo, Lafayette	400
06-Nov	One on One TTY Customer, Lafayette	1
07-Nov	Sponsor/ Presenter: 15th Annual Walmrt Deaf Childrens Golf Classic, Covington	225
08-Nov	On on One 2LVCO Customer, Baton Rouge	1
09-Nov	On on One VCO Customer, New Orleans	1
09-Nov	On on One VCO/Deaf Blind Customer, New Orleans	1
13-Dec	Presentation: Workforce Investment Board, De Ridder	25
17-Dec	One on One 2LVCO Customer, Baton Rouge	1
17-Dec	Presentation: Recovery School District, New Orleans	4
17-Dec	Social: Santa Claus Support for Deaf Children, Elementary Dormitory's, LA School for the Deaf, Baton Rouge	38
18-Dec	Presentation: Slidell High School Deaf/Hearing ASL Class, Slidell	23
18-Dec	Presentation: Pineville Middle School Deaf Education Teachers and support staff, Covington	4
18-Dec	Deaf Culture to Trainees, LRS Center, Baton Rouge	4
20-Dec	Social: Santa Claus Support for Deaf and Hard of Hearing Children, LaSalle Elementary School, Baton Rouge	29
20-Dec	One on One 2LVCO Customer, Baton Rouge	1
20-Dec	Social: Santa Claus Support for Deaf and Hard of Hearing Children, LA School fo the Deaf Elementary Program, Baton Rouge	72
20-Dec	Media Event: WBRZ - Channel 2 TV video taped entire Santa Claus visits to schools in Baton Rouge to create 6:00 and 10:00 pm TV news and a longer story on web news	300,000

Louisiana Outreach Activities 2008

Date:	Activity	# of people
10-Jan	Presentation to Deaf Education Administrators & Staff, N.O.	16
10-Jan	Presentation to Job Coaches & Staff N.O. City Job Ctr	66
11-Jan	One on One 2VCO Contact, Baton Rouge	1
15-Jan	One on One 2VCO Contact, New Roads	2
15-Jan	Presentation to Cued Teachers,parents & students, Berwick	26
18-Jan	Presentation to Teachers,parents & students, Bossier City	23
22-Jan	Deaf Culture to New Trainees, Baton Rouge	5
24-Jan	One on One TTY Contact, Baton Rouge	3
02-Feb	Networking Activity: Mardi Gras Ball, Landmark Hotel, N.O.	190
15-Feb	Presentation to Deaf Education Teachers, Live Oak, N.O.	8
18-Feb	Presentation to parents & students, Independence H.S.	15
18-Feb	One on One 2VCO Contact, Independence H.S. Independence	1
20-Feb	Presentation to Goodwill Industries Staff, Metairie	25
20-Feb	One on One 2VCO Contact, Metairie	1
20-Feb	One on One 2VCO Contact, Metairie	1
22-Feb	Presentation to parents & students, IS.W. Welsh Middle School Lake Charles, LA	28
04-Mar	One on One Internet CapTel Contact, Metairie, LA	1
04-Mar	One on One Internet CapTel Contact, Metairie, LA	1
06-Mar	Presentation to Walmart Supervisors & Staff, Zachary, LA	57
06-Mar	Business Friendly Presentation to Walmart Management & Supervisors, Zachary, LA	13
06-Mar	Deaf Culture to New Trainees, Baton Rouge	7
17-Mar	One on One, Internet CapTel Training, Metairie, LA	1
18-Mar	Relay Service Exhibit, Castine Ctr, Mandeville, LA	370
19-Mar	One on One Internet CapTel Training, Baton Rouge, LA	1
25-Mar	Presentation at CA Meeting, LRS Center, Baton Rouge, LA	
16-Apr	One on One Meeting, New Orleans Public Schools, N.O, LA	1
17-Apr	Mayors Council on Disablity Presentation, Lake Charles, LA	18
18-Apr	New HOH Customer, LRS Ctr, Baton Rouge, LA	1
22-Apr	One on One Meeting, LA Dept. of Social Services, B.R., LA	1
24-Apr	Parent & Student Workshop, New Orleans, LA	32
30-Apr	Relay Presentation, Baton Rouge Community College, LA	33
15-May	News Story on Web CapTel, Times Picayune, N.O. LA	Cir. 100,000
15-May	Another News Story on Web CapTel, Times Picayune, N.O. LA	Cir. 100,000
17-May	Web CapTel Presenattion at HLAA meeting, EJGH, Metairie	88
22-May	Relay Presentation Northdrop Gruman, Harahan LA	1
03-Jun	One on One Visit, IP Relay Customer, Denham Springs, LA	2
05-Jun	New Web Captel Customer, Alexandria, LA	2
5 - 7 June	Exhibit, LA Soeech and Hearing Conference, Shreveport, LA	400
07-Jun	Southern School f/t Deaf Reunion, Bton Rouge, LA	189
16-Jun	Relay Presentation Northdrop Gruman, Harahan LA	3
17-Jun	One on One, New Web CapTel Customer, Baton Rouge, LA	1
18-Jun	Deaf Culture,New Trainees, LRS Ctr, Baton Rouge	7
19-Jun	One on One, New Web CapTel Customer, Baton Rouge, LA	1
20-21 June	Exhibition at SW Deaf Softball Tournament, Lafayette, LA	272
02-Jul	One on One, New Web CapTel Customer, Baton Rouge, LA	1
03-Jul	One on One, New Web CapTel Customer, Amite, LA	2
05-Jul	Exhibition, Annul Deaf Picnic, Raceland, LA	275
8-11 Jul	Exhibitor, National Assc. Of the Deaf Conference , N.O. , LA	1,230
15-Jul	One on One, Internet Relay Customer, Baton Rouge, LA	1
22-Jul	One on One, Internet Relay Customer, Baton Rouge, LA	1
24-Jul	One on One, Internet Relay Customer, Baton Rouge, LA	1
14-18 Jul	Statewide Advertisement, LRS Event, Baton Rouge, LA	760
22-Jul	Deaf Culture,New Trainees, LRS Ctr, Baton Rouge	7

03-Aug	Exhibit at the Annual Catholic Deaf Picnic. CDC, Baton Rouge	355
08-Aug	One on One, Internet Relay Customer, Baton Rouge, LA	1
09-Aug	Coordinate First Annual LRS Picnic at Highland Park	7
09-Aug	First Annual LRS Picnic at Highland Park	40
09-Aug	One on One, Internet Relay Customer, Baton Rouge, LA	1
09-Aug	One on One, Internet Relay Customer, Baton Rouge, LA	1
09-Aug	Newspaper interview on	1
01-Oct	Presention at Baton Rouge Community College	22
2-3 Oct	Exhibit at SLP in LA. Public Schools Conference, BTR, LA	366
21-Oct	Exhibit at Job fair f/t disAbled, LA Tech College, N.O.	32
21-Oct	Presentation at Touro Hospital, New Orleans, LA	5
22-Oct	Exhibit at Job fair f/t disAbled, B.R.Tech College, N.O.	42
28-Oct	Exhibit at Job fair f/t disAbled, Heymann Performing Arts Ctr	40
04-Nov	Deaf Culture,New Trainees, LRS Ctr, Baton Rouge	5
07-Nov	Exhibit at "Connections to Independent Living Expo	216
14-Nov	One on One, New HCO Relay Customer, Monroe, LA	3
15-Nov	LA Association for theDeaf Gala, Holiday Inn	166
19-Nov	HLAA Meeting and Presentation at LRS Center	11
21-Nov	Presentation at LA Commisison for the Deaf	46

Maine Outreach Activities 2007

Date:	Activity	# of people
08-Jan	Lewiston Senior Center – Presentation - Lewiston, ME	30
09-Jan	Cumberland County Family Crisis – Presentation - Cape Elizabeth, ME	25+
09-Jan	Lewiston Community Center – Exhibit with equipments, application, & information - Lewiston, ME	20
09-Jan	Lewiston B Street Center – Presentation - Lewiston, ME	2
09-Jan	Maine Center on Deafness ASL News – Presentation - Lewiston, ME	2
25-Jan	Maine Center on Deafness - Advancing Technologies for the Deaf and HOH – Presentation - Portland, ME	2
01-Feb	Maine Center on Deafness - Remote Office Hour - Augusta, ME	
01-Feb	Businesses in Augusta area - Relay Training/Forum - Augusta, ME	5
01-Feb	Senior Spectrum - Relay & Equipment Presentation - Waterville, ME	10
15-Feb	Maine Center on Deafnes - Open House - Portland, ME	10
03-Apr	Maine Relay Business Relay Friendly – Presentation - Bangor, ME	0
03-Apr	Bangor ASL News – Presentation	20
04-Apr	Lewiston – MCD/ME Relay Remote Office Hour – Lewiston, ME	2
11-Apr	Belfast/Waldo County, Senior Spectrum – Presentation	1
11-Apr	Rockland/Knox County, Senior Spectrum – Presentation	3
11-Apr	MCD – Job Shadow Day – Presentation – Portland, ME	1
21-Apr	MCD & USM – Screening of the PBS special "Through Deaf Eyes" event - Exhibit – Portland, ME	100
01-May	Maine Center on Deafness – Naturals Restaurant – Exhibit - Falmouth, ME	100+
02-May	Hearing Expo sponsored by Communication Science and Disorders department – Exhibit, Orono, ME	
08-May	Visual Gestural Communication – Information Package – Bangor, ME	20
09-May	Maine Disability Awareness Day – Exhibit – Augusta, ME	100+
11-May	MCD Visual Gestural Communication Class – Information Package – Lewiston, ME	20
21-May	Alpha One (Agency) – Presentation – South Portland, ME	13
23-May	Southern Maine Agency of Aging "Aging Expo" - Exhibit – Portland, ME	2000+
25-May	The Maine Educational Center for the Deaf and Hard of Hearing – Presentation Mackworth Island, ME	30
1-3 Jun	Maine Association of the Deaf Conference - Exhibit - Augusta, ME	35
12-Jun	Lewiston Sun Journal - Presentation (ME Relay Training) - Lewiston, ME	13
13-Jul	Maine TRS Advisory Council Meeting - Bangor, ME	10
07-Sep	ALDA-Maine – Presentation - Windham, ME	5

14-15 Sep	Senior Spectrum – Active Age Expo – Exhibit - Augusta, ME	2600
19-Sep	Biddeford Police Department – Presentation – Biddeford, ME	50
20-Sep	Waterville Elementary School – Exhibit – Waterville ME	100+
20-Sep	Blaine House Tea – Deaf Culture Kick-off – Augusta, ME	60
20-Sep	Augusta Meet n' Greet event – Presentation – Augusta, ME	35+
24-Sep	MCD/MERelay at Regal Movie Cinema - Sponsorship – Falmouth, ME	6
25-Sep	MCD/MERelay at O'Naturals restaurant – Event – Falmouth, ME	50
26-Sep	Alpha One – remote office hour – Bangor, ME	4
27-Sep	MCD Open House – Event – Portland, ME	20
28-Sep	American Red Cross of Maine – Exhibit – Portland, ME	50
28-Sep	MCD/ME Relay – Moment of Silent Event – statewide	500
28-Sep	Waterville High School – Exhibit – Waterville, ME	60
29-Sep	Deaf Festival at Baxtor – Exhibit – Falmouth, ME	300 +
29-Sep	Deaf Festival Evening Event – Hamilton Relay / MCD-ME Relay Sponsorship – Portland, ME	90+
11-Oct	DHHS-Maine – Presentation - Rockland, ME	23
18-Oct	Kennebec Valley Community College – Intro to Audiology – Presentation	12
22-Oct	Northfield Greens Apt – Roving Expo – Exhibit – Portland, ME	25
25-Oct	Portland Chamber of Commerce - Business Expo – Exhibit - Portland, ME	1000+
09-Nov	ALS Association of Northern New England – Presentation - Augusta, ME	23

Maryland Outreach Activities 2007

Date:	Activity	# of people
June 10-15	Deaf Blind Camp - Kelly Ann	
30-Jun	5th Annual Resource Fair - Kelly Ann	
22-Jun	MD Dept of Veterans Affairs - Kelly Ann	20
29-Jun	Mayors Office of Employment Development - Kelly Ann	
11-Jul	Maryland Relay Open House - Kelly Ann	150+
30-Oct	Deaf Awareness Day - Steven Quillen	50+
31-Oct	PG Co 9-1-1 Call Ctr - 911 Center Training - Steven Quillen	
02-Nov	Carroll Co Dept of Social Services	75
03-Nov	1st Annual Silent Saturday [Eastern Shore Assoc of the Deaf] - Steven Quillen	100
08-Nov	MRA /DORS Conference - Steven Quillen	200+

Montana Outreach Activities 2007

Date:	Activity	# of people
15-May	Montana Advisory Board Meeting	24
June 1-3	Montana Learning Weekend	
June 14-16	Montana Association of the Deaf conference	
05-Nov	Great Falls, MT- met with Steve Johnson and tour of MSDB	10
05-Nov	Great Falls, MT- met with met with Betty Van Tighem-Deaf and HoH Services	1
05-Nov	Helene MT, met with Connie Phelps	3
29-Nov	Attended MTAP Advisory Board Mtg	16

Montana Relay Outreach Activities 2008

Date:	Activity	# of people
28-Feb	Attended MTAP Advisory Board mtg	15

Nebraska Outreach Activities 2007

Date:	Activity	# of people
March 17-18	Midwest Athletic Association of the Deaf - Omaha	
19-Apr	JAM - Scottsbluff	
05-May	Sponsorship of NeRID conference	

11-May	City of Omaha training	
June 15-17	Nebraska Association of the Deaf conference - Columbus	
30-Jun	Nebraska School for the Deaf Alumni Assocation - mini picnic - sponsored	
13-Jul	Set up TTY for customer - Grand Island	
August 11-12	Great Plains Camping for the Deaf - North Platte	
29-Aug	City of Omaha training	12
18-Sep	City of Omaha training	10
21-Sep	Set up of VCO phone - Broken Bow, NE	3
22-Sep	Domestic Violence Workshop - Omaha, NE	65
Sept 23-29th	Deaf Awareness Week recognitions	
08-Oct	Presentation at Stone Hearth Estates - Gothenburg	
11-Oct	Prime Senior Festival, Kearney	300+
19-Oct	Nebraska Advisory Board meeting	
23-Oct	CapTel installation and training - Long Term - Aurora	5
03-Nov	CapTel installation and training - users home - Broken Bow	3
13-Oct	Deaf Nation Omaha planning meeting	20
Apr 18-23	DeafNation Fair and outreach activities	
01-May	JAM	

Nebraska Outreach Activities 2008

Pennsylvania CapTel® Outreach Activities 2007

Date:	Activity	# of people
19-Sep	PA Relay Advisory Board Meeting	
17-Sep	OVR - Norristown Office	9
17-Sep	Meeting with Denise Brown	
17-Sep	Meeting with Diana Bender	
05-Oct	Office for the Deaf and Hard of Hearing	12
5-6 Oct-07	HLAA Region Conference	220
09-Oct	JCC Senior Center	22
09-Oct	Meeting with TDDP staff	2
10-Nov	ASL Expo	1000+
12-Nov	Vintage Senior Center	2
12-Nov	Meeting with Greg Mossberg -	
13-Nov	Meeting with Ken Puckett	
14-Nov	Assitive Technology Expo	200+
15-Nov	TDDP Equipment Training	35
11-Dec	Steelon Senior Center	5
12-Dec	PA Relay Advisory Board Meeting	
12-Dec	Meeting with Sharon Behun (PA ODHH)	
13-Dec	Lick Towers Senior Center	9
13-Dec	Spang Crest Manor - Senior Center	8
14-Dec	Meeting with Bill Lockard - Center on Hearing and Deafness	

Pennsylvania CapTel® Outreach Activities 2008

Date:	Activity	# of people
07-Jan	North Broad Street Senior Citizen Center	14
08-Jan	Lehigh Senior Center	35
08-Jan	St Charles Senior Citizen Center	30
09-Jan	Port Richmond Senior Citizen Center	11
09-Jan	Emlens Arms Senior Citizen Center	7
10-Jan	Juianata Park Older Adult Center	12
10-Mar	Carrick Senior Center - Zion Christian Church	6

11-Mar	Greenfield Senior Center	70
12-Mar	Forest Hills Senior Center	10
13-Mar	Polish Hill Senior Center	32
14-Mar	Allentown Senior Center	31
19-Mar	Casa Guadalupe Senior Center	19
19-Mar	Lehigh County Senior Center	2
19-Mar	Meeting with Denise Brown	
20-Mar	PA Emergency Management Agency	4
20-Mar	NEPA Center for Indepentent Living - 2pm	11
20-Mar	NEPA Center for Indepentent Living - 6pm	2
21-Mar	Center on Hearing & Deafness (CHAD)	2
21-Mar	West Chester Senior Center	
08-Apr	Anthracite Region Center for Independent Living	12
09-Apr	Maynard Street Senior Community Center	15
10-Apr	Lincoln Senior Community Center	13
11-Apr	The Butler Valley Manor	
11-Apr	The Manor at St. Luke Village	
11-Apr	The Messiah Senior Community Center	
14-Apr	Department of Human Service - Chester County	40+
14-Apr	Meeting with Bill Lockard - Center on Hearing & Deafness	
15-Apr	Spring Garden Center	14
16-Apr	PA Relay Advisory Board Meeting	
17-Apr	Philadelphia Senior Center – Tioga Branch	
17-Apr	Telecommunication Device Distribution Program (TDDP)	
18-Apr	Lancaster - Deaf and Hard of Hearing Services	
18-Apr	PA Emergency Management Agency	14
22-Apr	Heinz Senior Center	8
22-Apr	Lancaster County 911 Center	4
23-24-Apr-08	Prime Time Health Conference	60+
25-Apr	Edgemont Senior Centers	
25-Apr	PA Office for the Deaf and Hard of Hearing	
29-30-Apr-08	2008 Fair Housing & Independent Living Festival	216
05-May	Voice for Independece	0
06-May	R.Benjamin Wiley Central City Senior Activity Center	35
06-May	Salvation Army Senior Day Center	8
06-May	Barber National Institute	1
07-May	JFK Center Senior Citizen Program	56
07-May	Country Suites Hotel - Day Manager	1
08-May	Erie West Senior Center	53
08-May	St. Mary's East Adult Care Services	1
08-May	Independent Council on Aging	1
08-May	Office of Vocational Rehabilitation	1
08-May	Erie Center on Health & Aging	1
08-May	Erie Presbyterian Homes	1
09-May	Northeast Senior Center	3
09-May	Summit Seniors Center	1
09-May	Springhill Senior Living	1
09-May	Erie Presbyterian Homes - revisit to talk to other reps	1
09-May	Sarah A Reed Retirement Center	1
09-May	Lake Side Senior Center	1
09-May	Sunrise Assisted Living Center	1
09-May	Community Resources for Independence	1
14-May	Southside Senior Center	46
15-May	Charles T. Adams Senior Center	1
15-May	Jewish Community Center	1
15-May	Lee Park Senior Center	1
15-May	Pittston Senior Center	1
15-May	United Methodist Homes	1

15-May	Downtown Senior Center	1
15-May	Angel's Family Manor Inc.	1
15-May	Mountain View Care Center	1
16-May	Scranton Manor Assisted Living Center	1
16-May	The Jewish Home of Eastern PA	1
16-May	Harrison House	1
16-May	The Jewish Center	1
16-May	Green Ridge Assisted Living	1
16-May	Maggie Quinn Mariotti, Au.D Audiologiest	1
16-May	Voluntary Action Centers of NEPA	1
16-May	Audiology and Hearing Aid Center	1
16-May	Marywood University - Speech & Audiology Clinic	1
19-May	Berks Encore Mifflin	23
19-May	The Manor at Market Square	1
20-May	Berks Encore Clinton	15
20-May	Providence House	50
20-May	Elmcroft of Reading	1
20-May	Kennedy Senior Center	1
21-May	LRC Senior Center	13
21-May	Wyomissing Nursing & Rehabilitation Center	1
21-May	Spruce Manor Nursing & Rebabilitation Center	1
21-May	Manocare Health Services	1
21-May	American Red Cross - Berks Chapter	1
21-May	Abilities in Motion	1
22-May	La Casa De La - Amistad	52
22-May	Berks Deaf and Hard of Hearing	2
28-May	West Central Center For the Deaf	1
28-May	Hospitality Care of Hermitage Inc.	1
28-May	John XXIII Home	1
28-May	Ridgewood At Shenango Valley	1
28-May	Avada Audiology and Hearing Care	1
28-May	Aic-Greer House	1
28-May	Edison Manor Nursing & Rehabilitation Center	1
28-May	Disability Options Network	1
28-May	Overlook Medical Clinic	1
28-May	Hearing Aid Center	
29-30-May-08	Behavioral Health Conference	98
30-May	Buchanan Manor	1
09-Jun	Lutheran Settlement House Senior Center	45
09-Jun	Downing Senior Center	12
10-Jun	Coatesville Area Senior Adult Center	9
10-Jun	HLA-Chesco	17
11-Jun	Positive Aging in Lower Merion PALM	35
11-Jun	Senior Adult Activity Center of Montgomery County	32
11-Jun	Sandy Hill Terrace	1
12-Jun	Upper Darby Senior Center	60
12-Jun	Philadelphia Senior Center -- Tioga Branch	1
13-Jun	Older Adult Sunshine Center	45
13-Jun	West Chester Senior Center	5
16-Jun	Liberty Resources	11
17-Jun	Philadelphia Senior Center - Asian Pacific Resource Center	1
17-Jun	Philadelphia Senior Center - Main Branch Office	1
17-Jun	North Broad Street Senior Center	1
17-Jun	West Oak Lane Senior Center	1
18-Jun	PA Relay Advisory Board Meeting	
19-Jun	Broomall Presbyterian Villiage	1
19-Jun	Nova Gardens	1
19-Jun	Friendship Circle Senior Center	1

19-Jun	St. Francis Country House	1
19-Jun	Little Flower Manor	1
20-Jun	Lick Towers Senior	7
20-Jun	Bistline Senior Center	0
20-Jun	Friendship Senior Center	1
20-Jun	Jewish Community Center Senior Aduilt Program	1
20-Jun	Hoy Latsha Senior Center	0
20-Jun	Traveling back to Philadelaphia - Departing from Phil Airport	0
23-Jun	Roaring Spring Senior Center	11
23-Jun	Center for Indepdeent Living of South Central PA	16
24-Jun	Bellwood Senior Center	19
24-Jun	Easter Seals- Central Region	0
25-Jun	Greenhill's Village	1
24-Jun	University Park NSG	1
25-Jun	Senior Daily Living Center	1
26-Jun	PA Valley Senior Center	17
26-Jun	Centre Hall Audiology and Hearing	1
26-Jun	Elm Croft of State College	23
27-Jun	CIL South Central	1
27-Jun	The Oaks of Pleasant Gap	0
27-Jun	Traveling back to Pittsburgh- for Airport	0
07-Jul	Catholic Social Services- St. Anne's Senior Citizen Center	43
07-Jul	Peter Bressi North East Senior Center	17
08-Jul	South Philadelphia Older Adult Center	18
09-Jul	Glendale Uptown	1
09-Jul	North East Older Older Adult Center	2
09-Jul	Greater Olney Branch Library	1
09-Jul	Lutheran Children and Family and Olney Senior Program	1
10/11- Jul-08	Say What Convention	75
14-Jul	Jameson Health Care Center	3
15-Jul	Mars Senior Center	45
16-Jul	North Side Center Carnegie Library Basement	1
17-Jul	Stephen Foster Center	16
17-Jul	Brighton Heights Senior Community Center	37
18-Jul	Sheraden Center	52
18-Jul	Three River Senior Center	23
21-Jul	PA College of Technology	2
21-Jul	Rose View Center	1
21-Jul	Susuquehana Health Center	1
22-Jul	Williamsport Elderly Housing	10
22-Jul	Eldercare Solutions	1
22-Jul	Commonwealth of PA - OVR	15+
23-Jul	New Columbia Senior Citizens Center	
23-Jul	Lewisburg Senior Center	15
23-Jul	Advance Tech Hearing Aid Center	1
24-Jul	Faxon Senior Center	21
24-Jul	Center for Indepdent Living of North Central PA	1
24-Jul	Manor Care South	1
24-Jul	Manor Care North	1
25-Jul	Messiah Senior Center	1
25-Jul	Lycoming College	1
31-Jul	PSAD 122nd Annual Conference	88
1-2-Aug-08	PSAD 122nd Annual Conference	88
11-Aug	Meeting with J.Penna - Region PA ODHH	1
12-Aug	The Regency at South Shore	7
12-Aug	Conrad House at Breviller	9
13-Aug	Methodist Towers	1
13-Aug	Mercy Center on Aging	31

14-Aug	Tri Boro Senior Center	6
18-Aug	Strabane Woods of Washington	12
18-Aug	Presbyterian Senior Care	7
19-Aug	Hazelwood Senior Center	18
19-Aug	Monongahela Senior Citizens Center	9
20-Aug	Vanadium Woods Village	2
20-Aug	The Regency at South Shore	1
20-Aug	Conrad House at Breviller	1
21-Aug	Carrick Senior Center	1
21-Aug	Morningside Center	12
22-Aug	Glen Hazel Senior Center	1
08-Sep	Twin Oaks Nursing Home	5
08-Sep	Moher Senior Center	1
08-Sep	Deaf and Hard of Hearing- Camp Hill	
09-Sep	CIL Of Central PA	1
09-Sep	Sonus Hearing Assocation	1
09-Sep	Golden Living Center- West Shor	1
09-Sep	Rehabiliation Council	2
09-Sep	Client Assistance Program	
09-Sep	Lebanon Valley Brethren Home	1
09-Sep	Palmyra Library	1
09-Sep	Lebanon County Office - Palmyra Senior Action Center	0
09-Sep	All Sew Easy	3
09-Sep	Vocational Rehabilitation Program	0
10-Sep	PA Relay Advisory Board Meeting	
10-Sep	West Shore Senior Citizens Center	9
10-Sep	Disablity Rights NW of PA	1
10-Sep	Country Meadows of Hershey	2
11-Sep	Mechanicsburg Senior Center	19
11-Sep	B'nai B'irth Apartments	8
11-Sep	Assisted Living Meadows Living Center	1
12-Sep	CIL- Disablity Empowerment	2
12-Sep	Deaf and Hard of Hearing- Lancaster	1
22-Sep	Anneville Senior Community Center	13
22-Sep	Manor Care Health Services	6
23-24- Sep- 08	Building Bridges Conference	15
25-Sep	Wayne Senior Center	26
25-Sep	Freedom Valley Disablity Center	8
26-Sep	Adult Center of Motgomery County	5
13-Oct	Penn Hills Senior Center	11
13-Oct	Brighton Heights Senior Center	9
14-Oct	New Image Senior Center	1
15-Oct	North Side Center	6
15-Oct	UPMC Senior Living: Beatty Pointe Village	12
16-Oct	Forward Shady Apartments	6
17-Oct	William McKinley Center	17
17-Oct	Vintage Adult Day Care	28
27-Oct	Millersburg Senior Center	23
28-Oct	Berks Encore Senior Expo	500
29-Oct	Northwestern Berks Senior Community Center	16
29-Oct	South of Penn 55 Senior Center	2
30-Oct	Kennedy Senior Center	2
30-Oct	Manor Care Health Services	1
31-Oct	Ephrate Manor	11
09-Nov	HLA-Delaware County	9
10-Nov	East Hills Senior Center	37
11-Nov	Lutheran Home at Johnstown	2
11-Nov	Rosewood Assisted Living Community	1

11-Nov	Senior Community Service Employment Program	1
11-Nov	Somerset County Aging Area Agency	1
12-Nov	Assistive Techology Expo	100+
18-Nov	Nanty Glo Senior Center	12
18-Nov	Cresson Senior Center	15
18-Nov	Steppoing Stones CRR	1
18-Nov	Brookside Manor	1
18-Nov	Rehbekah Manor	1
18-Nov	Maple Winds Care Center	1
18-Nov	Portgage Senior Center	1
18-Nov	Laurual Wood Care Center	1
18-Nov	Good Samartian Nursing Home	1
19-Nov	Richland Woods Assisted Living	1
19-Nov	Prebyterian Home	1
19-Nov	Commonwealth Technical Instiute	2
19-Nov	Golden Living Center-	1
19-Nov	ENT Associates of Johnstown	5
19-Nov	Johnstown Senior Activities Center	1
19-Nov	Harmony House Manor Inc	2
19-Nov	Cambria County Area Agency	1
20-Nov	Ebensburg Senior Center	8
20-Nov	Laurel Crest Rehab	1
20-Nov	Rebekah Manor Personal Care	1
20-Nov	Home Instead Senior Center	1
20-Nov	Senior Life- Johnstown	13
01-Dec	Life and Indepdent for Today	3
02-Dec	Johnsonburg Senior Center	9
03-Dec	Ridgeway Senior Center	16
04-Dec	Sena-Kane Manor	20
04-Dec	Smethport Senior Center	1
04-Dec	Port Allegany Senior Center	15
04-Dec	Kane Senior Center	25
05-Dec	Bennett's Valley Senior Center	25
05-Dec	Eldred Senior Center	
05-Dec	Greater Bradford Senior Center	1
05-Dec	Mt. Jewett Senior Center	14
10-Dec	PA Relay Advisory Board Meeting	
11-Dec	1:1 Customer visit	2
11-Dec	1:1 Customer visit	3
11-Dec	1:1 Customer visit	2

Rhode Island Outreach Activities 2007

Date:	Activity	# of people
22-Jan	CapTel Presentation- Tech Access- Warwick, RI	0
06-Feb	Customer Home Visit- West Greenwich, RI	2
13-Feb	ATEL- HCO/Equipment Training- Providence, RI	3
23-Feb	Customer Home Visit- Warwick, RI	1
26-Feb	CapTel Presentation- Tech Access- Warwick, RI	2
26-Feb	Customer Home Visit- Warwick, RI	2
05-Mar	Customer Home Visit- Warwick, RI	1
12-Mar	Rhode Island Hearing Assessment Program Conference- Providence, RI	100+
24-Mar	RIAD Movie Event- Booth- Warwick, RI	110
26-Mar	CapTel Presenation- Warwick, RI	6
17-Apr	Customer Home Visit- TTY Training- Middletown, RI	1
23-Apr	CapTel Presenation- Warwick, RI	3
11/12-May	RI Betther hearing & Speech Event- Booth- Warwick, RI	20
17-May	Coventry Health Fair- Booth- Coventry, RI	25

29-May	CapTel Presenation- Pilgrim Senior Center- Warwick, RI	12
06-Jun	RIAD Workshiop- Booth- Providence, RI	110
08-Jun	RIAD Workshop- Booth- Providence, RI	8
09-Jun	RIAD Workshop- Booth- Providence, RI	12
18-Jun	Customer Home Visit- West Warwick, RI	3
05-Sep	CapTel/TRS Presenation- RI Health Care Assocation- Providence, RI	15
10-Sep	Relay Friendly Business Meeting- Metlife Auto Insurance- East Greenwich, RI	2
10-Sep	Relay Friendly Business Meeting- Ashwork Insurance- Warwick, RI	5
12/13-Oct	RIAD Biannual Conference- Booth- Seekonk, MA	130+
07-Nov	RICDHH Coffee Hour and Awards- Booth- Providence, RI	110+
27-Nov	CapTel/TRS Presenation- Assistive Technlogy- Warwick, RI	275+
28-Nov	CapTel Presentation- Federal Hill Housing Assoc- Providence, RI	25

Rhode Island Outreach Activities 2008

Date:	Activity	# of people
14-Feb	Warren Senior Center	80
21-Feb	Middletown Senior Center	25
18-Mar	Annapolis, Maryland (Nationl Outreach)	15
18-Mar	Annapolis, Maryland (Nationl Outreach)	15
20-Mar	GlenBurnie, Marylnd (National Outrech)	12
24-Mar	W. Providence, 1:1 with Mother and Daughter, demo of RI Relay and TTY(711)	2
24-Mar	Warwick, Tech Access Meeting, Oral Deaf	5
26-Mar	Salvatore Mancini Senior Center, Providence	11
01-Apr	Wheeling, West Virginia (National Outreach)	2
02-Apr	Wheeling, West Virginia (National Outreach)	1
01-Apr	Windsor Manor, West Virginia (National Outreach)	8
02-Apr	Montani Towers, WV (National Outreach)	2
03-Apr	Sr Monogalians, WV (Nationl Outreach)	25+
03-Apr	North Western Virginia Center of Independent Living (NWVCL)	5
04-Apr	Clarksburg Towers, WV	1
04-Apr	WVRehab Serv, WV	10
05-Apr	Charleston WV (National Outreach)	100+
14-Apr	Cambridge Md (Maryland Relay)	4
15-Apr	Chestertown, Md (Maryland Relay)	5
16-Apr	Centreville, Md (Maryland Relay)	11
17-Apr	Ellicot City, Md (Maryland Relay)	1
18-Apr	Baltimore, Md (Maryland Relay)	15+
22-Apr	Warwick, Tech Access Meeting	8
23-Apr	Warwick, The Point - Meeting/Presentation	5
29-Apr	Providence, Providence- ATEL Meeting (CAPTEL)	4
30-Apr	Warwick, The Point - Meeting	1
01-May	Johnston RI, Johnston Senior Center DEAF	65+
01-May	Newport, RI. Child and Family of RI (Edward King House)	20
06-May	Middletown, Middletown Senior Center Meeting	2
09-May	Portsmouth Senior Center, Meeting	1
14-May	Salvatore Mancini Center, Health Fair Clinic	100+
14-May	The Point, Human Resources office	7
21-May	Peace Dale Public Library 1:1 with Head Librarian	1
23-May	The Corliss Institute, Meeting	1
30-May	East Greenwich Senior Center (Health Fair/Awareness)	100+
03-Jun	East Greenwich, 1:1 with Family for Captel	4
10-Jun	St Martin DePorre Senior Center, Providence	45+
03-Jul	Duffy Audiology Clinic, Meeting 1:1	1
01-Jul	Hear Care Rhode Island Staff meeting	2
09-Sep	East Providence Senior Center	20+
25-Sep	Warwick @ Tech Access, Captel Live Presentation	12
24-Sep	RI State Independent Living Council Awards/Presentation- Captel	80+

14-Oct	Chepachet Senior Center,	15
21-Oct	Cranston, RI. Department of Corrections (DOC)	4
22-Oct	Narragansett,RI, Cochlear Group @ Narragansett Public Librry	14
30-Oct	Lincoln Senior Center	24
06-Nov	Tiverton Senior Center	24
08-Nov	Lexington Ma , Lexington Public library- Hard of Hearing & Cochlear Mtg	15
11-Nov	Center Lake Senior Center for Deaf and H.H	20+
13-Nov	State House Exhibit & Presentation (Annual Coffee Hour)	85+
14-Nov	Newport, RI, Edward King House (Senior Center)	5
15-Nov	Warwick Public Library , Rhode Island Hearing Loss Association (RIHLA)	10+
20-Nov	Warwick/Convetion Ctr * Exhibit/Presentation w/ Tech Access	150+
21-Nov	Brown University Student Disabilities Center	8
02-Dec	Woonsocket, RI, Woonsocket Senior Center	65+
04-Dec	Pawtucket, RI, Memorial Hospital RI Assocition of Audiologist (RIAA)	9
09-Dec	Pawtucket Boys and Girls Club	3
09-Dec	Pawtucket Public Library	2

Wisconsin Outreach Activities 2007

Date:	Activity	# of people
17-Jan	North County Independent Living, Superior	10
18-Jan	VCO User, Superior	3
18-Jan	University of Wisconsin-Superior, Superior	2
05-Feb	WI Sheriff & Deputy Sheriff Conference, Steven Point	200
07-Feb	WI Chief Of Police Association Training Conference, Racine	120
07-Feb	Café Porta Alba, Madison	2
08-Feb	University of Wisconsin-Milwaukee, Milwaukee	10
9-10 Feb	WSHA Conference, Middleton	200
17-Feb	Milwaukee Deaf Bowling, Milwaukee	250
19-Feb	Dane County 911 Call Center, Madison	5
28-Feb	WTRS Call Center Tour, Middleton	1
01-Mar	MATC, Oak Creek	17
2-4 Mar	CAAD Basketball Tournament, Delavan	350
05-Mar	MATC, Middleton	15
07-Mar	NWTC, Green Bay	40
07-Mar	MATC ITP Advisory Board, Milwaukee	20
9-10 Mar	WESPDHH Parents Conference, Middleton	300
12-Mar	UW-Whitewater, Whitewater	60
13-Mar	Brown County Agining Fair, Green Bay	75
17-Mar	Parliamentary Workshop, Greenfield	40
20-Mar	MATC, Madison	5
22-23 Mar	Assistive Technology Conference, Stevens Point	250
28-Mar	Emergency Management Conference, LaCrosse	150
29-Mar	Gateway Technical College, Elkhorn	150
29-Mar	Senior Expo, Beloit	500
02-Apr	Customer, Milton	2
06-Apr	WTRS Tour, Middleton	1
06-Apr	Waukesha Co 911 Center, Waukesha	6
10-Apr	UW-Madison, Madison	2
11-Apr	UW-Madison, Madison	10
12-Apr	LaFollette High School, Madison	75
13-Apr	Customer, Middleton	1
14-Apr	Forget Me Not Movie, Delavan	50
17-Apr	UW-Eau Claire, Eau Claire	65
19-Apr	Community Signing Class, Green Bay	13
23-Apr	Accessible Housing Conference, Madison	75
25-Apr	WTRS Tour, Middleton	2
03-May	Stoddard's Catering, Cottage Grove	1

05-May	ASL Weekend, Rosholt	125
17-May	Society's Assets, Inc., Racine	40
18-May	WTRS Advisory Council, Middleton	25
30-May	ASL Bee, Milwaukee	150
01-Jun	Bringing Your World Closer, Rhinelander	90
06-Jun	UW-Eau Claire, Eau Claire	60
08-Jun	Glendale Elementary School, Madison	10
13-Jun	WCTC, Waukesha	13
13-Jun	Customer, Milwaukee	3
19-Jun	Technology Fair, Superior	150
20-Jun	MATC, Milwaukee	15
22-Jun	WAD Conference, Delavan	300
06-Jul	McFarland Shool, McFarland	50
09-Jul	UW-Madison, Madison	25
11-Jul	UW-Green Bay, Green Bay	17
19-Jul	CWAG Conference, Stevens Point	300
25-Jul	WTRS Tour, Middleton	25
29-Jul	WTRS Picnic, Madison	425
18-Aug	Quad Deaf Club Picnic, Delavan	600
23-Aug	Shore to Shore Picnic, Madison	80
30-Aug	Customer, Milwaukee	1
04-Sep	Waukesha 911 Center, Waukesha	5
07-Sep	Health Fair, Fort McCoy	200
14-Sep	Customer, Sun Prairie	1
20-Sep	UW-Milwaukee, Milwaukee	20
20-Sep	St. Luke's Hospital, Milwaukee	3
25-Sep	MATC, Madison	8
27-Sep	Assistive Technology Fair, Madison	100
26-Sep	MSLS Deaf Expo, Milwaukee	100
02-Oct	McBurney's 30th Anniversary Event, Madison	50
11-Oct	2007 Caregiver Forum, Madison	100
15-Oct	Customer, Evansville	2
17-Oct	NWTC, Green Bay	20
18-Oct	Disability Rights of Wisconsin Conference, Lake Geneva	8
21-Oct	Deaf Buddy Event, Milwaukee	35
22-Oct	MATC, Middleton	15
23-Oct	MATC, Madison	11
24-Oct	Assistive Technology Fair, Kimberly	150
24-Oct	MATC ITP Advisory Board, Milwaukee	30
25-Oct	Assistive Technology Fair, Stevens Point	50
25-Oct	Dane County 911 Call Center, Madison	7
25-Oct	Taylor County Health Fair, Medford	200
26-Oct	ElderFest, Lancaster	300
26-28 Oct	WisRID Conference, Wisconsin Dells	175
29-30 Oct	WI-NENA Conference, Wisconsin Dells	200
01-Nov	Community Signing Class, Green Bay	15
5-7 Nov	Self-Determination Conference, Wisconsin Dells	300
08-Nov	Customer, Evansville	2
09-Nov	WTRS Advisory Council, Madison	15
13-Nov	UW-Eau Claire, Eau Claire	30
14-Nov	UW-Stevens Point, Stevens Point	25
15-16 Nov	Working with Childrens with Multi-Disabilities/Deaf-Blindness, Wis. Dells	175
16-Nov	UW-Whitewater, Whitewater	75
05-Dec	MATC, Madison	20
06-Dec	Twins Lake Police Department, Twins Lake	10
13-Dec	LaFollette High School, Madison	75
20-Dec	Wisconsin School for the Deaf, Delavan	100
28-Dec	Center Tour, Middleton	1

Wisconsin Outreach Activities 2008

Date:	Activity	# of people
07-Jan	WTRS Center Tour, Middleton	1
17-Jan	Madison Senior Center, Madison	15
20-21 Jan	Wisconsin Transition Conference, Wisconsin Dells	600
30-Jan	Home Visit, LaCrosse	2
30-Jan	Independent Living Resources, LaCrosse	1
04-Feb	Wisconsin Sheriff & Deputy Sheriff Conf., Wisconsin Dells	150
8-9 Feb	WSHA Conference, Madison	200
12-Feb	St. Norbert College, DePere	20
13-Feb	WTRS Center Tour, Middleton	2
19-Feb	MATC, Madison	12
20-21 Feb	Wisc. Chief of Police Association Conference, Ashwaubenon	150
21-Feb	Northwest Technical College, Green Bay	65
22-Feb	WTRS Meeting with Administrator, Madison	5
23-Feb	Milwaukee Deaf Bowling Tournament, Milwaukee	200
05-Mar	MATC ITP Advisory Board, Milwaukee	25
06-Mar	Across the Lifespan Conference, Stevens Point	250
07-Mar	Family Conference, Stevens Point	200
10-Mar	MATC, Madison	25
12-Mar	Luedtke & Associates, Milwaukee	1
19-Mar	Waukesha Co. 911 Center, Waukesha	10
26-Mar	MATC, Madison	25
9-10 Apr	Rehabitilation for Wisconsin Conference, Kohler	300
15-Apr	St. Norbert College, DePere	25
16-Apr	UW-Whitewater, Whitewater	25
16-Apr	UW-Whitewater, Whitewater	50
16-Apr	Call Center Tour, Middleton	1
17-Apr	UW-Eau Claire, Eau Claire	50
25-26 Apr	Assistive Technology Fair, Superior	100
29-Apr	Dane County 911 Center, Madison	6
01-May	WI-AHEAD Conference, Whitewater	75
02-May	Gateway Tech. College, Elkhorn	125
3-4 May	ASL Weekend, Rosholt	125
06-May	Elvejam Elementary School, Madison	20
07-May	ASPIRO, Green Bay	30
09-May	WTRS Advisory Council, West Allis	30
12-13 May	UW-Milwaukee ITP Panel, Milwaukee	20
16-May	UW-Milwaukee ITP Graduation, Milwaukee	125
15-16 May	Assistive Technology Fair, Milwaukee	75
28-May	Access To Indepedence, Madison	50
29-May	LaFollette High School, Madison	55
03-Jun	Assistive Technology Fair, Kenosha	90
18-Jun	Waubesa Elementary School, McFarland	50
26-Jun	Bringing Your World Together, Minocqua	85
28-Jun	Deaf Bilingual Coalition, Milwaukee	550
02-Jul	Waukesha Technical College, Waukesha	14
02-Jul	MATC, Milwaukee	6
10-Jul	CWAG Conference, Green Bay	400
12-Jul	Wisconsin Sheriff & Deputy Sheriff Conf., Minocqua	50
15-Jul	Assistive Technology Fair, Eau Claire	150
23-Jul	UW-Green Bay, Green Bay	13
27-Jul	WTRS 16th Annual Picnic, Fitchburg	375
13-Aug	WTRS Call Center Tour, Middleton	3
16-Aug	Quad Deaf Clubs Picnic, Darien	1500
05-Sep	Fort McCoy Retiree Appreciation Day, Ft. McCoy	300

12-13 Sep	WOTA Conference, Stevens Point	200
22-Sep	911 Presentation, Madison	6
23-Sep	Assistive Technology Fair, LaCrosse	100
27-Sep	UW-Milwaukee, Milwaukee	10
27-Sep	ASL Festival, Milwaukee	575
02-Oct	Assistive Technology Fair, Madison	200
11-Oct	WTRS Call Center Tour, Middleton	6
11-12 Oct	TDI Advocacy Training, Middleton	18
14-Oct	MATC ASL Class, Madison	19
15-Oct	MATC Occupational Therapy Class, Madison	17
16-17 Oct	Milwaukee Regional Transition Conference, Milwaukee	300
22-Oct	Water Tower View, Greenfield	25
27-28 Oct	WI-NENA Conference, Wisconsin Dells	300
30-Oct	Senior Health Fair, Medford	500
04-Nov	Shawano 911 Center, Shawano	13
05-Nov	Shawano County 911 Center, Shawano	12
06-Nov	UW-Green Bay, Green Bay	75
07-Nov	WTRS Advisory Council Meeting, Madison	25
14-15 Nov	WisRID Conference, Green Bay	150
17-Nov	MATC Occupational Therapy Class, Madison	20
19-Nov	UW-Whitewater, Whitewater	50
11-Dec	John Muir Elementary School, Madison	25
18-Dec	Wisc. School for the Deaf, Delavan	125

Wyoming Outreach Activities 2007

Date:	Activity	# of people
	Maintain extensive contact with Clear Channel for radio advertising	
	Maintain extensive contact with KCWY13 for television advertising	
	Maintain extensive contact with Lamar for billboard advertising	
	Maintain Wyoming Relay Budget	
January	Complete 2006 annual report	
January	Prepare documents for the Wyoming Relay Advisory Board Meeting	
January	Put together Wyoming Relay Friendly Business packets	
3-Jan	Worked on finalizing Health Fair plans	
3-Jan	Set up appointments for January 17-20 trip to Casper	
8-Jan	Extensive customer service via email to a potential CapTel user	
17-Jan	Met with Lori Cielinski regarding Wyoming Relay goals	
18-Jan	Met with Clear Channel regarding Wyoming Travel Network	
18-Jan	Met with Lamar Billboards regarding billboard advertising	
18-Jan	Relay Friendly Business Training at KCWY 13	
19-Jan	Presented updates at the Wyoming Relay Advisory Board meeting	
19-Jan	Met with local deaf community members	
January	Distributed article regarding Hamilton becoming Arizona's new TRS Provider	
January	Review and coordinate order of brochures	
January	Coordinate order of banner stands	
January	Review directory inserts	
January	Set up contacts and appoinments for Laramie Trip	
January	Finalize details for the Laramie Health Fair	
January	Locate information regarding giveaways, NextMedia, and WY Relay's Tabletop	
January	Organize representatives to attend health fairs in March	
January	Research IPCapTel option for CapTel and VCO users	
January	Cost analysis for each advertising campaign	
January	Cost analysis for travel arrangements to various health fairs	
January	Initiate plans for setting up d-links in Wyoming schools	
31-Jan	Travel to Laramie for outreach and RFB appointments	
24-Mar	Blue Envelope Health Fair	250+
24-Mar	Powell Health and Safety Fair	100

31-Mar	Worland Health Fair	
20-Apr	Wyoming Relay Advisory Board meeting	
2-4 May	Governor's Conference on Aging	50+
5-May	Jackson Health Fair	250+
12-May	Cheyenne Health Fair	300
18-May	WY-HI	
14-16 June	Wyoming School for the Deaf Reunion	
June	CapTel ads and billboard development	
	Advertisement in Cheyenne Tribune Eagle newspaper	
July	Advertising on FOX and ABC TV stations was negotiated and will begin in August.	
August	Billboards will be placed in Cheyenne area as well, via Next Media. Radio ads will continue throughout 2007 and 2008 on the Wyoming Travel Network	
15-Sep	Sheridan Health Fair	200+
28-Sep	WY-HI 25th Anniversary celebration	
October	Research newspaper quote for CapTel ad	
13-Oct	Riverton Health Fair	
1-Nov	Douglas Health Fair	50

National Outreach Activities 2007

Date:	Activity	# of people
03-Mar	Deaf Nation - Phoenix, AZ	
March 29-April 1	Deaf People of Color - Indianapolis, IN	
April 9-15	Deaf Seniors of America - Sea World, Orlando, FL	
28-Apr	Deaf Nation - Columbus, OH	
12-May	Deaf Nation - Atlanta, GA	
June 21-24	Hearing Loss Association of America - Oklahoma City, OK	
July 3-8	Black Deaf Advocates - St. Louis, MO	
August 23-25	TDI Conference - San Mateo, CA	
Sept 5-9	NASRA Conference - Missoula, MT	
08-Sep	ASL Expo - Louisville, KY	
Sept. 15	Deaf Nation - Worcester, MA	
Sept. 26-30	Association of Late Deafened Adults - Rochester, NY	
Oct. 20	ASL Expo - Atlanta, GA	
Nov. 10	ASL Expo - Pittsburgh, PA	
Dec. 8	ASL Expo - Washington, DC	

National Outreach Activities 2008

Date:	Activity	# of people
15-Mar	DeafNation - Phoenix, Arizona	
2-Apr-5-Apr	Audiology Now - Charlotte, North Carolina	
05-Apr	DeafNation - Orlando, Florida	
12-Apr	DeafNation - Pamona, California	
19-Apr	DeafNation - Omaha, Nebraska	
26-Apr	DeafNation - Columbus, Ohio	
03-May	DeafNation - Atlanta, Georgia	
12-Jun-15-Jun	HLAA Conf - Reno, Nevada	
26-Jun-28-Jun	NTIDAA Reunion - Rochester, New York	
27-Jun-30-Jun	AGB Assn - Milwaukee, Wisconsin	
9-Jul-11-Jul	SayWhat Convention - Philadelphia, Pennsylvania	
7-Jul-11-Jul	NAD Conf - New Orleans, Louisiana	
Jul- 31 - Aug 2	NSAD (Softball) - Denver, Colorado	
30-Aug	KY Deaf Festival - Louisville, Kentucky	
Sept 4-6	AARP- Life@50 - Washington, DC	
20-Sep	DeafNation - Denver, Colorado	
27-Sep	DeafNation - Worcester, Massachusetts	

04-Oct DeafNation - Chicago, Illinois
16-Oct-18-Oct Gallaudet Homecoming - Washington, DC
18-Oct DeafNation - Seattle, Washington
25-Oct DeafNation - Pleasanton, California
29-Oct-2-Nov ALDAcon - Chicago, Illinois
01-Nov DeafNation - Secaucus, New Jersey

That's what I'm talking about

HAMILTON®

Your Hometown Team for all Things Relay

Hamilton Web Relay™
Hamilton Instant Relay™
Hamilton Hometown Number™
Hamilton CapTel®
Hamilton Web CapTel®
Hamilton Mobile CapTel®

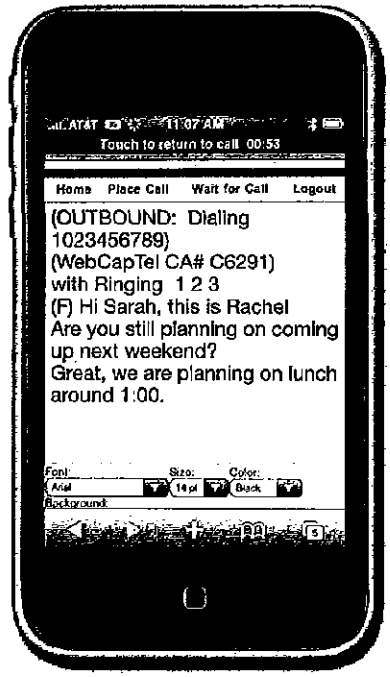
Copyright © 2008 Hamilton Relay. All rights reserved.

For more information about the benefits and limitations of Emergency 911 calling, please visit www.HamiltonRelay.com

911 INFO

See what they say... wherever you are.

Introducing Hamilton Mobile CapTel® on the iPhone™ 3G.



Hamilton Mobile CapTel turns your iPhone 3G into a mobile captioned telephone. So no matter where you are, you can place and receive calls – and see every word a caller says right on your iPhone 3G.

HAMILTON®
mobile

See how Hamilton Mobile CapTel works with your iPhone 3G.
Visit: www.hamiltoncaptel.com · E-mail: info@hamiltoncaptel.com
Call toll-free: 877-455-4227 (English) · 866-670-9134 (Spanish)

If you're an Audiologist, connect your patients with Hamilton Mobile CapTel right in your office – for free! Call 866-576-1991 for more information.

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

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. Hamilton Web CapTel turns your personal computer into your personal telephone captioning service. So when you just can't hear everything a caller says, with Hamilton Web CapTel you can read the written 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

See What They Say

Visit: www.hamiltoncaptel.com · E-mail: info@hamiltoncaptel.com

Call toll-free: 877-455-4227 (English) · 866-670-9134 (Spanish)

If you're an Audiologist, you can connect your patients with Hamilton Web CapTel right in your office – for free! Call 866-576-1991 for more information.

Prepaid Calling Card

What is a Relay Prepaid Calling Card?

The Hamilton Relay prepaid calling card allows relay users to buy long distance calling time (minutes). This calling time can be used to make lc distance **relay calls through Hamilton Relay Service.**

(This prepaid card can be used from any telephone but must be used through the relay.)

For example, if you make a relay call from New York to California, the number of minutes you talk during that call will be subtracted from the total number of minutes you have on your card/account. You can make calls until you have used up all the minutes on your card. As you use your card, the minutes will be subtracted from your account. You can call Hamilton Relay Customer Service at 800-618-4781 to buy more minutes, or you can use your card until it runs out and throw it away.

Where Do I Get a Relay Prepaid Calling Card?

You can buy a Hamilton Relay Prepaid calling card two ways:

Mail the order form on this brochure, along with your check or money order to:
Hamilton Relay Service, P.O. BOX 285, Aurora, NE 68818
OR call 800-618-4781 to order a card.

H Much am I Paying for Long Distance?

All domestic calls within the continental U.S. are billed at a flat rate of $.10 per minute. Local relay calls made from a payphone are free and you can make long distance calls by using the relay prepaid calling card.

How Much Time Can I Purchase?

Hamilton Relay prepaid calling cards are available in the following amounts:
$ 5.00 = 50 minutes of talk time

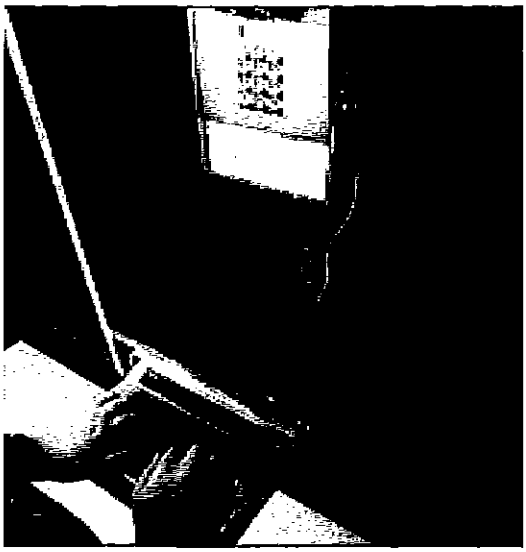
$20.00 = 200 minutes of talk time.

NOTE: You can add more minutes to your prepaid relay calling card at any time by calling 800-618-4781 V/TT.

(Instructions are printed on the back of each card).

How do I use the relay prepaid calling card?

Once you have purchased a relay prepaid calling card you may use it from any type of telephone. Dial the relay service and tell the CA that you want to use your Hamilton prepaid calling card. Give the CA the authorization code, which is located on the back of the card in the top, right corner (scratch off) and the number you want to call. The CA will then relay your call.



How do I know when my card is out of time?

Each relay prepaid calling card has its own authorization code. Each time you use your card, you give your code to the CA. The relay computers keep track of how much time you have available. When you have about five minutes of time left, the CA will interrupt your call to let you know that you are almost out of time. When your card completely runs out of time, the call will disconnect.

Why Should I get a Prepaid Calling Card?

- It is easy to make a long distance call from a payphone or from any other telephone.
- No worrying about how to pay for a long distance relay call.
- Easy to use when you are on the go, or if you do not have a phone in your home.
- Hearing people can also use a prepaid calling card to call through the relay.

To order new cards....

Fill in the form below and send it to
Hamilton Relay Service
P.O. BOX 285
Aurora, NE 68818
OR contact us by telephone
at 800-618-4781 V/TT.

Name: _____

Address: _____

City, State, Zip _____

Daytime phone: _____

Please send me the following:

____$5 cards @ $5.00 _____

____$20 cards @ $20.00 _____

plus 5.5% sales tax _____

____ Total Cards $_____

Please make check or money order payable to:

Hamilton Telecommunications or call

For more information or if you have any problems, questions or concerns, please let us know by calling Customer Service at 800-618-4781 V/TTY or by visiting our website at: www.hamilton.net/relay and clicking on the "Contact Us" button.

The abbreviations used in this information may be specific to Hamilton Relay Service, Inc. Your state relay may use different acronyms for Communication Assistant, customer profile, etc.

Coin-sent paid outreach activities

- Developed informational video tape for each state served by Hamilton. Video includes a section on obtaining and using calling cards through the relay service.

- Provide relay calling cards for all Hamilton states as well as an interstate relay calling card available for use by relay users throughout the United States.

- Developed brochures explaining the benefits of using relay calling cards for all Hamilton states and national use. Distribute brochures at local and national outreach events on an ongoing basis.

- Distribute coin-sent paid explanation cards at state and national events on an ongoing basis.

- Discuss the necessity of using calling cards for long distance relay calls from a pay phone in individual state newsletters and user group meetings. Included in these discussions is information about obtaining and using pre-paid and credit calling cards and the "no charge" practice for local pay phone calls through the relay.

COIN-OPERATED PAYPHONE RELAY CALLS

CALL 7-1-1 or your state relay access number

State Relay TTY # _____

State Relay Voice # _____

For Immediate Release
August 13, 2008

Contact Information:
Claude L. Stout (TDI): execdir@tdi-online.org
Tina Hunt (Hamilton Relay): tina.hunt@hamiltonrelay.com
Heather Walker (MCDHH): heather.walker@state.ma.us
Alice Sykora (ODHH, WI): skyoram@dhfs.state.wi.us
Sheri Farinha-Mutti (NorCal): sfarinha@norcalcenter.org

TDI CONSUMER ADVOCACY TRAINING PROGRAM OFFERS THREE MORE WORKSHOPS IN YEAR 2008

A *Special Gratitude to Hamilton Relay for Its Funding Support*

September 20 & 21 - First Two-Day Seminar (Northeast Region) at Massachusetts Commission for the Deaf and Hard of Hearing main office in Boston, MA. Deadline for Applications – Wednesday, September 3, 2008

October 11 & 12 - Second Two-Day Seminar (Midwest Region) at DoubleTree Hotel in Madison, WI. Deadline for Applications - Wednesday, September 17, 2008

November 8 & 9 - Third Two-Day Seminar (West Region) at NorCal Center on Deafness in Sacramento, CA. Deadline for Applications - Wednesday, October 15, 2008

(Silver Spring, MD) August 13, 2008 - TDI announces the date and location of three Consumer Advocacy Training Seminars for Access to Telecommunications, Media, and Information Technology. The first seminar takes place in TDI's Northeast Region on September 20 & 21, 2008 at the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) in Boston. The second seminar takes place in TDI's Midwest Region on October 11 & 12, 2008 at the Doubletree Hotel in Madison, Wisconsin. The third seminar takes place in TDI's West Region on November 8 & 9, 2008 at the NorCal Center on Deafness in Sacramento, California. Hamilton Relay is the exclusive sponsor of the three seminars for 2008.

"Participants will receive immediate benefits from attending any one of the three upcoming seminars," says Claude Stout, TDI Executive Director. Stout added, "Experienced instructors will share their successful strategies as consumer advocates in dealing with government regulators and industry professionals. This one-of-a-kind training will focus on improving access to telecommunications and information – things we use every day."

Dixie Ziegler, Vice President of Hamilton Relay adds, "Hamilton Relay is proud to continue its sponsorship of this comprehensive advocacy training program. TDI is an excellent source of knowledge in this area and the seminars provide individuals with essential information and strategies that allow them to move forward effectively in their advocacy efforts. As participants grow in their ability to be positive and effective advocates, not only are benefits realized on a local basis, but the benefits extend to the relay industry and beyond."

Each seminar will begin with an overview of how consumers can change the world they live in through advocacy and generate clout as a dynamic demographic group. Empowered with the knowledge of applicable legislation, attendees will be shown techniques used by national organizations to work with industry as well as local and state governments. Participants will learn about the best practices of networking with community-based organizations and state agencies.

Graduates of the two-day seminar in each of three regions will take home the skills and knowledge needed to mount an effective advocacy campaign. Participants will get a glimpse of upcoming technologies and learn how to mobilize friends in their communities to generate new access with technologies such as adding videophones or assistive listening systems in public places, or getting their local TV newscasters to implement or increase real-time captioning. They will learn to use the power of the web to spread the word using traditional channels among their neighbors and beyond.

For each seminar, seating is limited to approximately 25 to 30 participants and registration is required. Qualified applicants will be selected based on background and responses to the questionnaire. Go to www.tdi-online.org/pdfs/CAT_application.pdf to download the application as a PDF file.

Mail the completed form to:

TDI Consumer Advocacy Training Program
8630 Fenton Street, Suite 604
Silver Spring, MD 20910-3803

Or you may fax your completed form to the Program at 301-589-3797.

Those who qualify for TDI's training program are consumers who are or will be active, contributing leaders for their respective communities, be they deaf, hard of hearing, late-deafened, or deaf-blind. We are also open to admitting parents and service professionals who are very much interested to advocate for their children or clients that have hearing loss, or a combination of hearing and vision loss.

Northeast Region: Applications for the Northeast Region seminar in Boston, MA on September 20-21, 2008, can be downloaded at www.tdi-online.org/pdfs/CAT_applicationMA.pdf. All completed applications for this workshop must be received at TDI no later than Wednesday, September 3, 2008. Candidates for the seminar will need to be from the following states in the region: Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont. TDI deeply appreciates having facility and logistical support for this Northeast regional seminar from co-host, Massachusetts Commission for the Deaf and Hard of Hearing.

Midwest Region: Applications for the Midwest Region seminar in Madison, WI on October 11-12, 2008, can be downloaded at www.tdi-online.org/pdfs/CAT_applicationWI.pdf. All completed applications for this workshop must be received at TDI no later than Wednesday, September 17, 2008. Candidates for the seminar will need to be from the following states and districts in the region: Illinois, Indiana, Kentucky, Michigan, Ohio, Tennessee and Wisconsin. TDI deeply appreciates having facility and logistical support for this Midwest regional seminar from the following co-hosts: Office of the Deaf and Hard of Hearing Services, State of Wisconsin; Wisconsin Telecommunicators, Inc.; Wisconsin Chapter of the Hearing Loss Association of America, and Wisconsin Telecommunications Relay Services Advisory Board.

West Region: Applications for the West Region seminar in Sacramento, CA November 8-9, 2008, can be downloaded at www.tdi-online.org/pdfs/CAT_applicationCA.pdf. All completed applications for this workshop must be received at TDI no later than Wednesday, October 15, 2008. Candidates for the seminar will need to be from the following states in the region: Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Utah and Washington State. TDI deeply appreciates having facility and logistical support for this West regional seminar from co-host, NorCal Center on Deafness.

For all three seminars, sign language interpreters, CART and tactile interpreters will be provided. Since the seminars are regional, meals will be provided, but other travel expenses will not be reimbursed.
The Consumer Advocacy Training Program is provided by TDI with grateful acknowledgment of the financial support by Hamilton Relay (www.hamiltonrelay.com)

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About TDI
TDI is a membership organization that promotes equal access to telecommunications, media, and information technology for 31 million Americans who are deaf and hard of hearing. TDI educates and encourages consumer involvement regarding legal rights regarding access to technology; provides technical assistance and consultation to industry, associations, and individuals; encourages accessible applications of existing and emerging technologies in all sectors of the community; advises on and promotes the uniformity of standards for technologies; works in collaboration with other deaf and disability organizations, government, industry, and academia; develops and advocates national policies that support accessibility issues; and publishes *TDI World* quarterly magazine, *TDI Briefs* newsletter, and the annual *TDI National Directory & Resource Guide* or the *Blue Book*. For more information or to become a member or subscriber with TDI, go to www.tdi-online.org.

About Hamilton Relay

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, Wireless Relay and CapTel®. Hamilton Relay provides traditional relay services to 17 states, the District of Columbia, the island of Saipan and the Virgin Islands. Information on all services is available at www.hamiltontel.com. Hamilton Relay. That's what I'm talking about.

From: Stephanie Buell [stephanie.buell@hamiltonrelay.com]
Sent: Wednesday, December 10, 2008 8:36 AM
To: tina.hunt@hamiltonrelay.com
Subject: FREE Webinar on 10-digit Numbers Presented in ASL by Hamilton Relay

That's what I'm talking about

HAMILTON relay

HomeTown Relay 101:

What you should know about local 10-digit numbers and 9-1-1 calls.

Webinar Schedule:
(Central Standard Time):

Tuesday, December 16
10:00am – 11:00am
3:00pm – 4:00pm

Wednesday, December 17
Noon – 1:00pm

Thursday, December 18
10:00am – 11:00am
7:00pm – 8:00pm

Join us for a Free ASL-Webinar • December 16, 17 & 18
Register early to secure your place!

You're invited to a FREE Educational Webinar presented in ASL by Steph Buell and Jenny Gember from the Hamilton Relay Team. This is the perfect opportunity to get answers to all of your questions about 10-digit numbers – LIVE and in ASL!

- Learn more about getting your local 10-digit number for Internet Relay and VRS calls.
- Find out how to receive Internet Relay & VRS calls using your local 10-digit number.
- Get answers about how Emergency 9-1-1 calls will work with Internet Relay and VRS.

No matter how much or how little you know about 10-digit numbers, this Webinar is designed for everyone that uses Internet Relay or VRS.

Register Now! Just send an email to Talia Rubiano with your preferred date/time. Once we receive your e-mail, you will receive instructions on how to participate in this ASL-Webinar! There is limited availability, so if you are interested, sign up today and secure your spot in our ASL-Webinar!

Please note: There will be no audio during this webinar. It will be presented exclusively in ASL only. You will need high-speed internet connectivity to participate.

Internet Relay | CapTel / Captioned Telephone | State Relay / 711 Relay Services | Company Information

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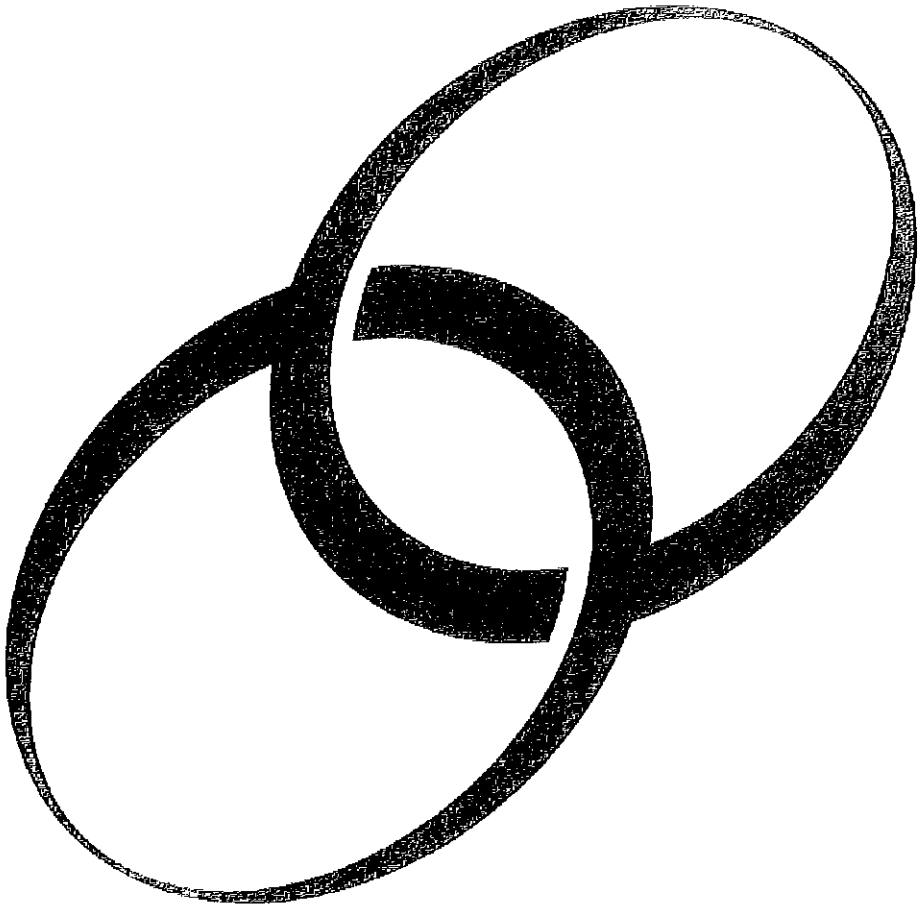
This message was sent from Stephanie Buell to tina.hunt@hamiltonrelay.com. It was sent from: Hamilton Relay, 1001 12th St., Aurora, NE 68818. You can modify/update your subscription via the link below.

Powered by iContact

Manage your subscription

Attachment I
Financial History



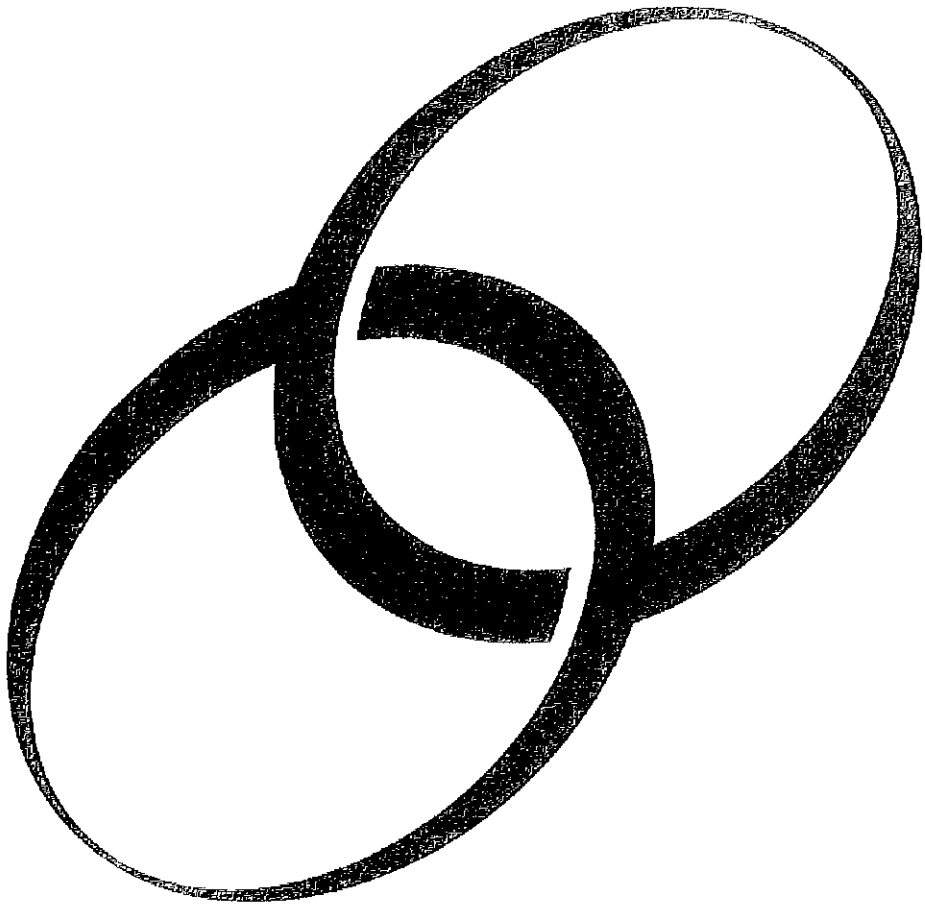
Ohio
Relay

Relay Your Way®

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

The information contained in Attachment I Financial History is confidential and has been filed under seal.

Attachment J
Insurance and Bonds



Ohio
Relay

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 1/8/2009

PRODUCER
TEL
PO Box 1588
Granbury TX 76048

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
Hamilton Relay, Inc.
DBA: Hamilton Telecommunications
1001 12th Street
Aurora NE 68818

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Hartford Insurance	
INSURER B: CNA Insurance Company	
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A		GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC	91 UUN ND6927	06/30/2008	06/30/2009	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ 5,000 $ 1,000,000 $ UNLIMITED $ 2,000,000
A		AUTOMOBILE LIABILITY ANY AUTO X ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS	91 UUN ND6927	06/30/2008	06/30/2009	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
		GARAGE LIABILITY ANY AUTO				AUTO ONLY - EA ACCIDENT OTHER THAN AUTO ONLY: EA ACC AGG	$ $ $
A		EXCESS/UMBRELLA LIABILITY X OCCUR CLAIMS MADE DEDUCTIBLE X RETENTION $ 10,000	91 RHN ND0918	06/30/2008	06/30/2009	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000 $ $ $
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	2098121973	06/30/2008	06/30/2009	Y WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 500,000 $ 500,000 $ 500,000
		OTHER					

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

CERTIFICATE HOLDER

The Public Utilities Commission of Ohio
180 East Broad
Columbus, OH 43215

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Joe Weipert/AN

© ACORD CORPORATION 1988

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

BID BOND

Conforms with The American Institute of Architects, A.I.A. Document No. A-310

KNOW ALL BY THESE PRESENTS, That we, **Hamilton Telephone Company dba Hamilton Telecommunications, 1001 12th St., Aurora, Nebraska 68818**

as Principal, hereinafter called the Principal,

and the **Travelers Casualty and Surety Company of America**,

of **Hartford, CT**, a corporation duly organized under

the laws of the State of **Connecticut**, as Surety, hereinafter called the Surety, are held and firmly bound unto

The Public Utilities Commission of Ohio as Obligee, hereinafter called the Obligee,

in the sum of **FIVE PERCENT OF AMOUNT BID**

Dollars ($ **5%**), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for **Telecommunications Relay Service Docket No. 08-439-TP-COI**

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this **2nd** day of **February**, **2009**.

Hamilton Telephone Company dba Hamilton Telecommunications (Seal)

Witness — Principal

Title

Travelers Casualty and Surety Company of America

Witness — By

Maury J. Spieker, Attorney-in-Fact

S-0054/GEEF 12/00

FRP

TRAVELERS

POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
Seaboard Surety Company
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 218756

Certificate No. 002688441

KNOW ALL MEN BY THESE PRESENTS: That Seaboard Surety Company is a corporation duly organized under the laws of the State of New York, that St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company and St. Paul Mercury Insurance Company are corporations duly organized under the laws of the State of Minnesota, that Farmington Casualty Company, Travelers Casualty and Surety Company, and Travelers Casualty and Surety Company of America are corporations duly organized under the laws of the State of Connecticut, that United States Fidelity and Guaranty Company is a corporation duly organized under the laws of the State of Maryland, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc. is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Sharon K. Murray, Maury J. Spieker, David A. Dominiani, Maura P. Kelly, and Joan Leu

of the City of Omaha, State of Nebraska, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 12th of June, 2007.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
Seaboard Surety Company
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

State of Connecticut
City of Hartford ss.

By: George W. Thompson, Senior Vice President

On this the 12th day of June, 2007, before me personally appeared George W. Thompson, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
Commission expires the 30th day of June, 2011.

Marie C. Tetreault, Notary Public

58440-5-07 Printed in U.S.A.

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kori M. Johanson, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 2nd day of February, 20[illegible]

Kori M. Johanson, Assistant Secretary

To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

HAMILTON TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

January 26, 2009

Public Utilities Commission of Ohio

RE: Request to Self Insure

Hamilton Telephone Company d/b/a Hamilton Telecommunications ("Hamilton") respectfully submits this request to self insure in lieu of providing a performance bond pursuant to Section VI. Conditions, Item R. Performance Bond as stated in the Public Utilities Commission of Ohio Request for Proposal Docket No. 08-439-TP-COI for Telecommunications Relay Service:

R. Performance Bond

Upon the Commission's selection of the provider, and prior to actual commencement of service, the TRS provider must procure a performance bond necessary to guarantee uninterrupted provision of TRS. The amount of the performance bond will be $1 million annually. The Commission may require and/or the TRS provider may request an adjustment to the amount of the bond in subsequent years.

Bidders who are financially able shall have the option to self-insure such performance bond. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidder's own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to ensure that the bidder is able to meet the obligations required by this RFP. The bidder shall further demonstrate that its organization, parent, or affiliate possesses the necessary financial resources to fund the requirements of this RFP, and that its organization, parent, or affiliate is financially sound. If assurance is provided by a parent or affiliate, the bidder shall furnish, at a minimum, an attested statement from its parent or affiliate that it will dedicate the financial and other resources necessary to perform the duties required by this RFP, in the event the bidder is unable to meet its obligations.

As one can see from Hamilton's financial statements, the company has more than enough financial resources to operate the Ohio Relay and has the financial wherewithal to continue to operate and maintain the Ohio Relay, as well as easily manage any associated liabilities.

Hamilton has more than enough assets to financially carry out all operation and expansion costs concerning the Ohio Relay.

- Hamilton has incurred a 14.4% compounded increase in revenues over the last 10 years, which represents an increase of 340% in annual revenues.
- Hamilton has also incurred a 7.7% compounded increase in assets over the last 10 years, which represents an increase of 210% in total assets.
- Hamilton has shown a profit since approximately 1966.
- Hamilton has no long-term debt, and has not borrowed money since 1976.

Hamilton possesses and is able to dedicate the financial resources necessary to ensure that it is able to meet the obligations and fund the requirements as listed in the Ohio RFP. Please refer to Hamilton's financial information, which has been filed under seal.

If you have any additional questions, please feel free to contact me at (402) 694-5101.

Sincerely,

John Nelson
Vice President
Hamilton Telephone Company

Pinnacle Bank

The way banking should be.

Public Utilities Commission of Ohio

I am writing this letter of reference for Hamilton Telephone Co., D/B/A Hamilton Telecommunications.

Hamilton Telephone Co. has been a valued customer of Pinnacle Bank of Aurora for over 40 years. The Bank currently has a number of large deposit accounts with Hamilton Telephone Co. and several of their other affiliated entities. These accounts would have average balances in the mid seven to low eight figure range. We would consider Hamilton Telephone our largest and most valuable deposit customer. Possibly the most impressive thing about Hamilton is that they have no current or long term debt. In these times of huge corporate debt it is very unusual and refreshing to see this type of balance sheet.

Hamilton has a 100 year plus history of providing telecommunications related services including telephone, cable TV, Internet, call center services and Telecommunications Relay Services. Hamilton is now servicing 17 states plus the Virgin Islands and Island of Saipan with their Telecommunications Relay Services and are continuing to expand in this area. Hamilton is now and for the last several decades been owned by the Nelson family. The family is not only known as an excellent corporate citizen they are also very well thought of as individuals in our community and surrounding service areas. You will not only be pleased with the quality of their Telecommunications Relay Services, but will also find they have a history of excellent financial stability and integrity.

Hamilton has more than enough financial resources to operate the Ohio Relay and has the financial wherewithal to continue to operate and maintain the Ohio Relay, as well as easily manage any associated liabilities. Hamilton has more than enough assets to financially carry out all operation and expansion costs concerning the Ohio Relay.

Hamilton possesses and is able to dedicate the financial resources necessary to ensure that it is able to meet the obligations and fund the requirements as listed in the Ohio RFP. Hamilton's financial deposits with our Bank are more than adequate to self insure performance of the Ohio Telecommunications Relay Service Contract.

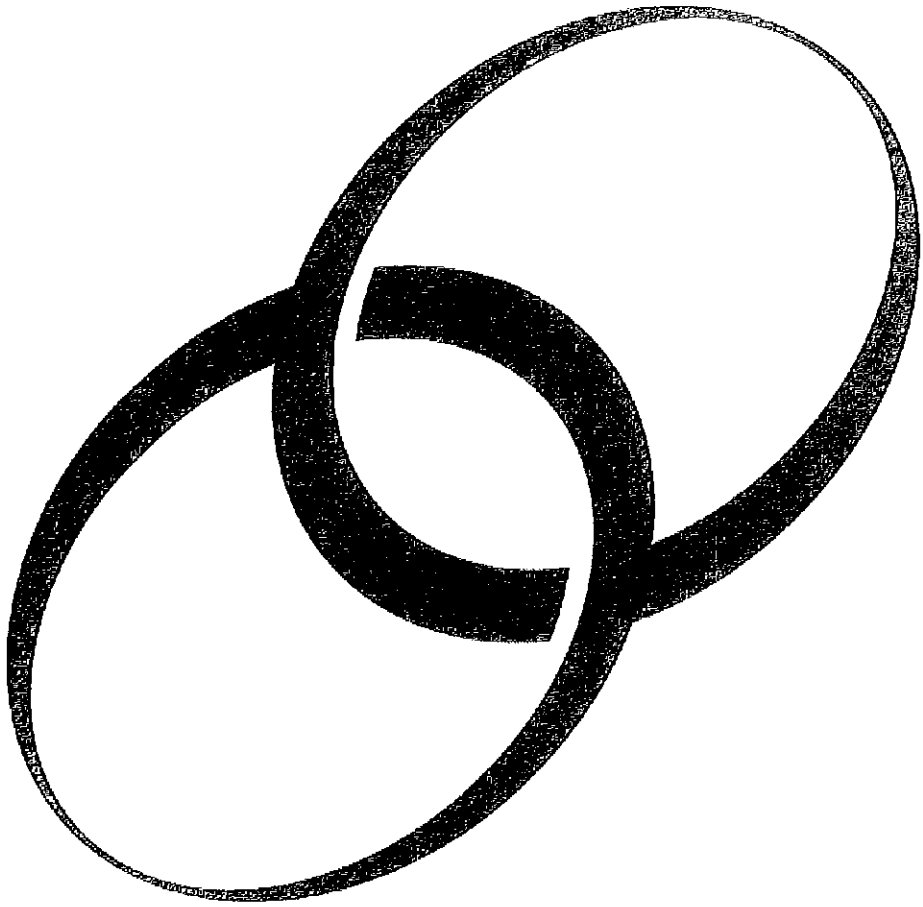
If you have any questions concerning this letter of reference for Hamilton Telecommunications, please feel free to contact me at the following address or phone number.

Pinnacle Bank
P.O. Box 229
Aurora, Nebraska 68818 Phone: 402-694-2111
E-Mail: tom.darbro@pinnbank.com

Sincerely,

Tom Darbro
President

Attachment K
Relay Feature List



Ohio
Relay

Ohio Relay Services Package:

CUSTOMER SERVICE/OUTREACH/PERSONNEL:

- 24 hour a day Customer Service via TTY and Voice User Assistance
- Customer Friendly language and procedures
- Customer Service via the Internet
- State Specific Web Pages
- Complete Confidentiality
- Advanced CA Training
- Remote Monitoring of CAs
- CA Counseling Services

ENHANCED FEATURES:

- Alpha–Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASCII Split Screen
- Automated Call Routing
- Automated Number Identification (ANI)
- Automatic Connection Mode
- Average Speed of Answer
- Background Noises
- Carrier of Choice
- Cellular/Wireless/PCS Phone Access
- CA Gender ID
- CA Gender Preferences
- CA in-call Replacement
- CA Typing Speed
- CapTel® and 2LCapTel® (separately priced per minute)
- Courtesy Messages
- Credit for Wrong Numbers
- Customer Database:
  - Remote Access
  - Answer Mode Preference - VCO, HCO, TTY, ASCII, VOICE, SPANISH, SPEECH TO SPEECH
  - Long Distance Carrier
  - Billing Preferences - Direct, Collect, Calling Card, etc.
  - Call Restrictions - 1+, 0+, International, 900/976, etc.
  - Commonly Called Numbers - Speed Dialing
  - Spell Check
  - Customized Calling - Interpretation, Customized Greeting, etc.
  - Notes for Special Instructions
  - Expanding Abbreviations

- Customer Service
- Deaf/Blind Pacing
- Dialed Number Verification
- Directory Assistance
- Emergency Assistance
- Emergency Call Handling/Emergency PSAP Database
- Emergency Numbers
- Enhanced Modems
- Error Corrections/Abbreviation Expansion
- Hearing Carryover (HCO)
- HCO-HCO
- HCO Permanent Branding
- HCO-TTY and TTY-HCO
- HCO with Privacy
- Identify and Inform Relay User if Placing a Local or Long Distance Call
- Inbound International
- Intercept Messages
- Internet Relay (currently bills to Interstate TRS Fund)
- Last Number Redial within Same Call
- LEC Calling Services:
    - True Caller ID (SS7)
    - CID Per Line (Global) Block / CID Per Call Block
    - CID Per Call Blocking Macros
    - Call Screening (Call Rejection) (Call Block)
    - Call Acceptance
    - Anonymous Call Rejection
    - Preferred Call Forwarding
    - Unique Flash
    - Three-Way Calling
    - Call Forwarding
- Local/Extended Area Service
- Machine Recording Capabilities
- N11 Access
- Operator Services Accessible through Relay
- Pagers
- Regional 800/888/877 & Businesses with Special Prefixes
- Relay Your Way®
- Reverse Two-Line HCO
- Reverse Two-Line VCO
- Roaming
- Spanish
- Spanish to English Call Translation
- Speech Disabled Indicator
- Speech to Speech
- Speech to Speech/Spanish
- Speech to Speech/VCO
- Speech to Speech to other TRS Communication Modes

- Toll Discounts
- Transfer Gate Capabilities
- TTY Operator Services (OSD)
- TTY to TTY (Call Release)
- Turbo Code
- Two-Line HCO
- Two-Line HCO/Speech to Speech
- Two-Line VCO
- Variable Time Stamp Macro
- Voice Call Progression
- Voice to Voice Call Release
- Voice Carryover (VCO)
- VCO Gate, if desired
- VCO Greeting Identifier
- VCO-HCO and HCO-VCO
- VCO Permanent Branding
- VCO-TTY and TTY-VCO
- VCO-VCO
- VCO with Privacy
- Voice Gender ID
- Wireless Relay with any Mobile Device that runs AIM® or Google™ Talk or makes use of a wireless web browser (currently bills to Interstate TRS Fund)
- 1010 Numbers
- 7-1-1
- 900/800 Pay Per Call

NETWORK and REPORTING:

- Self-Learning Database
  Automatic Branding of Call Speed
- Automatic Number Identification
- Complete Switching and Network Redundancy
- Enhanced Back-up Power
- Automatic Rerouting of Calls to Prevent Service Interruptions
- Technical Flexibility
- Intercept Messages
- Courtesy Messages
- Fantastic Reporting System

DISASTER RECOVERY PLAN:

- Detailed Disaster Recovery Plan

All Features listed above are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced Relay features at no additional cost.

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Standard Features

Hamilton will provide many additional features and services to Ohio Relay at no charge. Hamilton's price per session minute includes all features listed below unless otherwise stated. The following features and services are listed in alphabetical order for ease of use in locating specific items.

Alpha–Numeric Dialing

If a relay user gives the CA an alpha-numeric number to dial (i.e. 1-800-HAMILTO), Hamilton's CAs automatically translate and dial the appropriate 10 digit number.

Answering Machine Retrieval (Single-Line)

Hamilton provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistant by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the Communication Assistant to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Whenever Hamilton has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

ASCII Split Screen

Hamilton's relay platform is compatible with ASCII software that makes use of "split screens." Hamilton will provide a "split screen" for users calling the relay using ASCII. Hamilton makes use of split screens for **all** relay calls - the CA's typing is displayed in one window and the relay user's typing is displayed in another window on the monitor of the CA workstation.

Automated Call Routing

During peak traffic periods, Hamilton's switching equipment automatically routes calls to a workstation located in another Hamilton relay center to ensure the required levels of service are always met. If one of Hamilton's switching systems is down for any reason, the calls will automatically overflow to another switching system.

Automated Number Identification (ANI)

ANI is the telephone number of the originating party. Hamilton utilizes ANI technology on all of its incoming relay circuits. Hamilton switching equipment recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

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Automatic Connection Mode

Hamilton's Automatic Connection Mode feature provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used Hamilton's Relay Services at least one time before. The "self-learning" database is updated the first time callers reach Hamilton's center with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed the next time it is connected to that particular telephone number.

Average Speed of Answer

Hamilton begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as Hamilton's relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, Hamilton starts its call detail record process to capture answer time data. Hamilton will **answer** eighty-five (85%) of all Ohio relay calls within ten (10) seconds from the time the call enters the TRS system during all times of the day by any method which results in the caller's call immediately placed, not put in a queue or on hold. **Hamilton is substantially beating this FCC answer performance requirement in the other states it provides TRS.**

Background Noises

Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually kept informed of what is going on throughout the call. Hamilton puts this type of information in parentheses.

Hamilton also provides tone of voice information when it has a significant impact on the content, context or intent of the relay call.

Carrier of Choice

Hamilton has developed a customer profile program based on the relay users' ANI that provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers.

Cellular/Wireless/PCS Phone Access

This feature allows relay users to access the relay via cellular phones. Hamilton's call processing for relay cellular calls ensures that relay users will not experience billing problems. Hamilton automatically treats all wireless telephone calls that do not allow direct billing to the ANI as a local call. This prevents the wireless telephone user from having to make alternate billing arrangements. Hamilton is willing to change this policy if so desired.

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CA Gender ID

With this feature Hamilton macros automatically identify the CA's gender with the TTY greeting.

CA Gender Preferences

Hamilton's Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.

CA in-call Replacement

Hamilton, as a matter of practice, does not change Communication Assistants during a call. This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or 15 minutes for STS calls. Even at the end of shifts, over lunch hours, and other breaks, Hamilton's CAs stay with a call until it is completed. Hamilton only substitutes a CA if obscenity is directed to the CA, a perceived conflict of interest exists, or another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

CA Typing Speed

All of Hamilton's Communication Assistants must type at least 60 words per minute. Hamilton subtracts all errors to calculate typing speed. This ensures not only fast typists, but also ACCURATE typists. The average typing speed of Hamilton's Communication Assistants is 68.35 wpm with 96.92% accuracy.

Courtesy Messages

Hamilton will supply a courtesy message after three rings, to inform callers that they have reached Ohio Relay **if so desired**. Hamilton's courtesy message is transmitted in TTY and voice. Hamilton's courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA". This message and the timing can be changed if so desired.

Customer Profile Database

Hamilton has developed a customer profile for relay users to indicate calling preferences. This feature allows Hamilton to customize its relay service for each relay user. Relay users can add specific information about their call handling preferences to their profile. When a relay user calls the relay, the customer's profile automatically appears on the Communication Assistant's screen. This allows the CA to process the call according to the customer's preferences. To use the customer profile feature, a relay user can contact Hamilton Relay Services via voice, TTY, STS, all forms of Relay or any other communication mode offered.

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Remote / Multi-User Profile Feature

Hamilton has developed a Remote / Multi-User Profile feature, which allows relay users to access their profile from any phone or web-based computer, in any location. Hamilton's Remote / Multi-User Profile provides customers with the flexibility to access their profile from any telephone and through any type of relay service, whether traditional relay or Internet Relay. With Remote / Multi-User Profile, relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, which permits the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Hamilton's Remote / Multi-User Profile, each person can establish his/her own profile! For relay users who travel, they are always able to access their profile from anywhere.

Confidentiality of Customer Profiles

Customer profiles are based on ANI (or a pre-established ten digit number). This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of Hamilton's relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Permanent changes to the profile must be made through Customer Service, on-line, via e-mail etc. Once a profile is complete, it takes up to 72 hours for the profile to be activated. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

Preference Options

Customer profile information that a relay user can customize and what is presented to the CA each time the relay user calls the relay is listed below:

- Connection Mode – TTY, Voice, VCO, HCO, ASCII, Spanish, Speech to Speech.
- Carrier of choice for in-state and out-of-state calls.
- Preferred billing options.
- Speed Dialing (can store up to 10 numbers with Speed Dialing).
- Call restrictions (Relay users may restrict certain types of calls such as 900, long distance or international numbers from being placed through the relay. Relay users may also block individual telephone numbers. This feature is similar to the CLASS feature offered by local telephone companies. Relay users can put on their customer profile up to 10 telephone numbers they do not want anyone to call from their telephone line. Even if a CA attempts to call one of the numbers blocked by the relay user via his/her customer

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profile, the workstation will automatically block that particular telephone number from being dialed out. Hamilton has found that parents particularly enjoy the security of this feature to ensure that no one in a household is calling telephone numbers that are undesirable for any reason).

- Terminating call information (i.e. no explanation or no identification of relay, customized greetings, etc. Please see below for more information.)
- **Emergency numbers.** (Relay users can add local 10 digit emergency numbers to their Speed Dialing list. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP). Hamilton encourages relay users to call 911 direct.
- Customer notes section (Hamilton includes such things as "slow typing", specific gender of CA and other profile features in its notes section).
- Hamilton allows relay users to control all parts of their relay calls. If a caller does not want the CA to identify relay and/or explain relay on all relay calls, the relay user can so state in a profile and Hamilton's Communication Assistants will not identify relay and/or explain relay on any relay calls. A relay user can also give these instructions at any time during a relay call.
- Hamilton allows relay users to totally customize their own greeting. Hamilton has several options on its caller profile so that using a customized greeting is easy.
- **With Hamilton's new greeting option, relay users can take action to ensure that they will never be hung up on again through the relay.** Hamilton will announce a caller by name, announce if the caller is hearing or speech impaired if so desired, etc. With Hamilton, relay users can completely personalize their relay service to meet their own needs.
- Relay users can request a translator (a specially trained Communication Assistant who will translate ASL to English and English to simpler English) on every relay call through Hamilton's customer profile. Relay users may also request translation whenever needed on a per call basis.
- Hamilton's CAs can see the called party's profile before dialing and can switch between the calling and called parties' profiles as needed.
- Relay users can access their profile from any phone, in any location, by giving their telephone number and pin number to the CA.
- **Speech Disabled Indicator.** HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation.

Input of Database Information and Changing Preferences

Hamilton's Customer Service Representatives will input caller profile information received from relay users to establish, modify, or delete a caller's profile. To use the customer profile feature, a

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relay user can contact Hamilton Relay Services via voice, TTY, STS, all forms of Relay and any other mode offered. Customers may establish a profile through customer service, by mail, fax, e-mail or complete a customer profile for a copy of this form via Hamilton's website. When the customer has completed the profile online, they are sent a "thank you for submitting page" link that lists all fields as submitted. In the "you're finished" section of the profile, consumers are encouraged to print a copy of their profile before submitting. Customer Service Representatives will send a confirmation copy of a profile when requested and will confirm the user's mailing address, fax number or email address in order to send the confirmation. Relay users have the option of keeping their mailing address, fax numbers or e-mail on their customer profile. This information is not required to have a Customer Profile. Hamilton allows the CA to make some changes to the profile on a per-call basis. Permanent changes to the profile must be made through Customer Service. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

Hamilton will transfer all customer profile database information to a new Relay Provider at the termination of the contract for purposes of transfer to a new TRS provider. Hamilton will transfer this data in a usable format within 60 days prior to its last day of service.

Customer Service

Unlike our competitors, Hamilton has established separate toll-free Customer Service numbers for each state that it provides relay. Hamilton's Customer Service is available 24 hours a day to ensure customers have constant access to customer support. Hamilton's customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner. Hamilton's Customer Service department instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to State Organizations, and schedules one-on-one outreach visits for training purposes or larger outreach activities.

Deaf/Blind Pacing

Hamilton is familiar with the needs of deaf/blind relay users and provides the following features upon request:

- Hamilton's CAs will type at a slower pace for relay users who request a slower text display speed rate.
- If the user is having difficulty understanding the voice user's language, the relay user may request a translator. The relay user's comments will be translated into English, and the voice user's comments will be translated into simple English.
- Hamilton Customer Service is available 24-hours a day to assist relay users with questions, complaints, or problems and to offer free relay information.
- The Hamilton Relay website contains several links in which people with combined hearing and vision loss can find helpful information on DeafBlindness and purchasing a TeleBraille.

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Dialed Number Verification

Hamilton verifies the number to be dialed by voicing it back to the voice user or typing it back to the TTY user (Hamilton uses a hotkey to do this so there is no CA intervention). In the same hotkey, Hamilton notifies the relay user if they are dialing a local number or toll number. The relay user will see "Dialing Toll (ATT) XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is correct.

Hamilton's Communication Assistants verify all pertinent information, including the number to be dialed, names, proper names, account numbers, dollar amounts, etc.

Directory Assistance

This feature gives all relay users access to directory assistance services via the relay. Hamilton processes directory assistance requests in the same manner as any other relay requests. Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies herself/himself and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice will bill for directory assistance calls at their tariffed rate. With presubscription, the customer's carrier performs all billing.

The cost to Ohio for the relay minutes associated with intrastate directory assistance calls are billed based on the same rates as provided in the Cost Proposal. Interstate directory assistance calls are billed to the Interstate TRS Fund.

Emergency Assistance

Hamilton provides emergency assistance to all relay users. The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Hamilton accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through the PSAP database maintained by Hamilton. Please see Tab D, Section 3.2.1 for detailed information about the emergency assistance Hamilton provides.

Emergency Numbers

Relay users can add local emergency numbers to their Speed Dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP. However, Hamilton encourages all relay users to call 911 direct.

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Enhanced Modems

Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. These modems support high-speed ASCII connections and have faster ASCII detection capability (3 seconds).

Error Corrections/Abbreviation Expansion

Hamilton provides error correction which produces the following benefits – increased typing speed and reduced conversation time. Hamilton's Spell Checking software checks CA typing/spelling before it is sent to the TTY users. The software automatically corrects any typographical errors of commonly misspelled words. Proper nouns are not affected. Hamilton can update the database with new words as needed. Hamilton's relay users have seen the benefits as fewer typing errors are even seen by the TTY user. This is one more way Hamilton continues to bring quality service to its relay customers. Hamilton's workstation software also automatically expands common abbreviations. This feature allows Hamilton's CAs to use common abbreviations and the word is automatically expanded in the text transmitted. This speeds up the transmission of the call.

Relay users can specifically request to use or not use Spell Check or to expand or not expand abbreviations via Hamilton's customer profile. With Hamilton, relay users can customize exactly how they want their relay calls processed.

Hearing Carryover (HCO)

This feature allows relay users to place calls to or receive calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Hamilton allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Hamilton relay.

A voice person receiving a call from an HCO user will experience the following:

"A person who may be speech impaired and uses Hearing Carry Over is calling through Ohio Relay. This is CA # _____. Have you received an HCO call before?"

If the party answers, "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"
The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go

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Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

HCO-HCO

This service allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

HCO Permanent Branding

Hamilton provides this service through its Customer Profile. Customers who always want to connect HCO are automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by "Ohio Relay CA # ____. Number to call please".

HCO-TTY and TTY-HCO

This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

HCO with Privacy

Hamilton will provide HCO with Privacy upon request which gives privacy for the standard telephone user talking with an HCO user. The CA will not be able to hear the hearing person's conversation that goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

Inbound International

Hamilton provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Hamilton then places the outbound call to a destination in the United States free of charge and relays the conversation for them. Inbound International calls are billed to the Interstate TRS Fund.

Intercept Messages

Hamilton will provide a system with automated overflow capability to its other centers. This should eliminate the need for intercept messages. However, if the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages will not be included in the billable minutes.

Hamilton does not count a call as "answered" when the intercept message is activated. Only when a CA answers, is a call counted as "answered."

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Hamilton's Inbound Intercept Message for switch or center failure follows: "Hamilton Telecommunications...Thank you for calling. We are currently experiencing a temporary interruption in telephone service, please try your call again later." This can be changed if so desired. Hamilton's intercept message is activated by Hamilton's IXC's network provider. Hamilton is in control of this and can send a request for automatic re-routing to intercept messages if needed. Once Hamilton submits the request, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under Hamilton's control. CAs provide outbound failure notification from the workstation.

Internet Protocol (IP) Relay Service

If the FCC issues an order mandating Internet Relay or if the FCC orders that States are required to pay for Internet Relay, Hamilton ensures that the State of Ohio will be prepared to offer NVRS users the ability to use Internet Relay, as Hamilton is providing Internet Relay Service today according to all FCC requirements and will continue to do so.

Hamilton will continue to meet all FCC requirements in operating its Internet Relay service and will abide by all FCC requirements and waivers.

Hamilton provides Internet Protocol (IP) relay services from all of its TRS centers.

Hamilton Web Relay is a 24-hour service that allows computers and other web-based devices to connect to Hamilton Relay via the Internet to call any standard telephone user, VCO user or HCO user. The relay user with a computer or other similar device and access to the Internet goes to Hamilton's relay website at www.hamiltonrelay.com to place a relay call. An Internet connection server is available on the worldwide web to handle Internet relay connection requests. When an Internet connection request is received, it places an entry in the main relay switch queue and is assigned to the first available workstation. The workstation makes an Internet connection to the requesting user and the call is processed just like all other inbound test relay calls. Since there is no way to determine where the Internet call originated from, all Internet relay calls are placed free of charge to the originating user.

Because Hamilton is providing Internet Relay service off its existing relay platform, Hamilton has access to all its current billing and reporting systems. Hamilton can provide the same statistical information on Internet Relay calls, as it does for all other relay calls.

Confidentiality of Internet Transmission

All calls handled by Hamilton Internet Relay are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. Hamilton keeps NO records, documents or recordings of any relay conversation.

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Hamilton's Provision of FCC Waived Services

- Hamilton is able to provide 2-Line VCO and 2-Line HCO through its Internet Relay Service. The only difference is that the individual uses his/her computer instead of his/her TTY.
- Speed dialing is available through a customer profile option on Hamilton Internet Relay.
- Hamilton is able to provide three-way calling if the relay user conferences in another party, i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

Instant Relay™ - Internet Relay Through Instant Messaging

Hamilton Relay is accessible through Instant Messaging applications - AOL® Instant Messenger™ and Google® Talk. Instant Relay™ allows deaf, hard of hearing and speech-disabled Instant Messaging users to connect to Hamilton Relay to place relay telephone calls.

To access Instant Relay™, users simply add Hamilton's designated screen name to their list of contacts and send an instant message to Hamilton's screen name (ThatsHamilton) with the ten-digit phone number they would like to call. Once connected with a Communication Assistant, the call proceeds as a traditional relay call, except using instant messages instead of typing text into a TTY device. Instant Relay™ is not on a secure connection.

Wireless Internet Relay with Mobile Devices

Hamilton Wireless Relay is a service that enables Deaf and Hard of Hearing relay users to place Internet Relay calls using pagers, PDAs, cell phones and other mobile devices. Instead of typing phone conversations on a Text Telephone (TTY), relay users can use <u>any</u> mobile device that has a wireless web browser (also called a Wireless Access Protocol (WAP) browser or any mobile device or computer that runs AOL® Instant Messenger™ or Google® Talk to make a relay call through Hamilton. Relay users can use this service to call any one any where in the United States, 24 hours a day, 7 days a week. A Hamilton Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

Internet Relay Call Back

Hamilton provides Internet Relay Call Back through the use of Instant Relay™ (AIM® and Google® Talk) and also through the use of a wireless web browser.

In order to receive a wireless relay call using a wireless web browser and make use of Internet Relay Call Back, relay users simply instruct voice users to call 888-889-9872 and give the CA his/her pager's email address. The CA then sends an email to the user's pager and waits for the customer to answer his/her mobile device. Once connected, the conversation begins. If the wireless user is not available or on-line, he/she will automatically receive email when he/she signs on.

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In order to receive a wireless relay call using Instant Relay ™ (AIM® and Google® Talk) and make use of Internet Relay Call Back, relay users need to either register for an account to get their own toll free number or call Hamilton Relay Customer Service to authenticate his/her AIM® or Google® Talk Screen Name with Hamilton Relay. Voice users will call the individual's personalized toll free number which will automatically instruct the CA to connect with the user's screen name, or dial 888-889-9872 and give the CA the authenticated screen name or pager number. The CA then contacts the Instant Relay ™ user by sending an instant message to him/her. To answer the call, the user simply responds to the instant message and the conversation begins! If the Instant Relay ™ user is not available or on-line, he/she will automatically receive email and instant message when he/she signs on.

Procedures/Technology Used to Reduce Internet Relay Fraud

Hamilton blocks all international IP addresses as required by the FCC. Hamilton also performs daily monitoring of call patterns that may be indicative of international activity. Based on the results of these call patterns, Hamilton will block those IP addresses from placing calls.

In addition, Hamilton distributes the following information to individuals that call Customer Service for information regarding fraudulent calls being made through relay:

Please continue to do business with customers with who are deaf, hard of hearing or speech disabled.

Relay calls offer your business new opportunities.

Accepting calls from relay users could result in increased business for your company. Let Hamilton Relay assist your company in understanding how the use of relay may greatly benefit your business. Accepting relay calls makes your products and services available to Americans with hearing loss or speech disabilities. Remember, these are customers who call through the relay. Americans with hearing loss or speech disabilities have literally billions of dollars to spend annually: Let them spend it with your business. Don't hang up on them. Stay on the line when you hear: "This is Hamilton Relay Internet with a call..."

What is Relay?

Telecommunications Relay Service, also called TRS or Relay, allows people who have a hearing loss or speech disability to communicate over the telephone with standard telephone users. Individuals with hearing or speech difficulties use the Internet or a Text Telephone (TTY) or other assistive telecommunications device to call a telecommunications relay center. A Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

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Fraud Busters

You may have heard that fraudulent calls are being placed to businesses through the use of Internet Relay. Scam artists are using the service to defraud merchants in cities across the country. These overseas scam artists, posing as a deaf or hard of hearing person, try to purchase large orders of merchandise from American companies.

This is a problem across the country and the relay industry continues to work on finding solutions to this issue. Hamilton has put security measures in place in an effort to make sure that our service is only being used by those who need it – deaf, hard of hearing or speech disabled people.

Don't be reluctant to accept relay calls. Following is a list of tips you can use to ensure that the calls you take are legitimate –and to avoid getting scammed.
Hamilton appreciates and shares the concern of the business about the use of the relay to conduct fraudulent activities. The same steps should be taken to avoid this type of fraud as are taken in any circumstance in which the customer is not physically present. Hamilton offers these tips to businesses:

Be suspicious if:

- A caller orders large quantities of products.
- A caller asks to have the merchandise shipped immediately – especially to an International location.
- A caller tries to use multiple credit card numbers. For instance, if the initial credit card number is declined by the bank and the customer offers an alternative number.

Hamilton Relay suggests that businesses take the following steps to protect themselves:

- Always ask the caller for identifying information about the account such as a card verification code.
- Always ask for the caller's full name, address and telephone number.
- Ensure that the caller is authorized to use the card.
- Always ask the caller for the name of the issuing bank and its toll-free customer service number as printed on the back of all credit cards.
- Tell the caller that you will check with the bank and call them back. If the caller objects, explain that these procedures are also for their protection.
- If the caller still objects to providing any of the above information, end the conversation.
- If the caller wishes to pay with a certified check, wait until the funds are in your bank account before shipping the merchandise.

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The Federal Trade Commission (FTC) has instructed that person who have been defrauded should contact the FTC directly at www.ftc.gov or 877-FTC-HELP.

To read the FCC's statement online:

1. Go to www.fcc.gov
2. Under "Consumer Center" in the left column, click on "Disability Issues".
3. Scroll down to the document titled "6-18-2004 FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert".

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: http://www.fcc.gov
TTY: 1-888-835-5322

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FCC Alerts Public and Merchants of Fraudulent Credit Card Purchases Through Internet Protocol (IP) Relay Service, a Form of Telecommunications Relay Service (TRS)

The FCC urges merchants to use caution in handling telephone orders for goods. Merchants that accept orders made by telephone for goods and services should take steps to ensure that, for *any* order placed by phone, the payment method or credit card is valid and the purchaser is authorized to use the particular credit card. In addition, there are some indicia of fraudulent telephone orders or business transactions that merchants can use to help determine if an order placed by phone is legitimate. These indicia include a caller who:

1. is happy to order "whatever you have in stock";
2. supplies multiple credit cards as one or more are declined;
3. cannot provide the credit card verification code number (the three digit number on the back of the card);
4. wants the goods shipped through a third party and/or an overseas location;
5. will not identify himself or give a company name;
6. changes delivery or payment method after an order has been approved.

The Commission has received informal complaints that people without disabilities, who are posing as deaf or hard of hearing consumers, are misusing an Internet based telecommunications relay service ("TRS" or "Relay Service") called "IP Relay" to perpetrate fraudulent business transactions, often by using stolen or fake credit cards.

Don't Hang Up

The Commission reminds merchants that TRS provides access to telephone services for people who are deaf or hard of hearing or who have a speech disability. This is accomplished through TRS facilities that are staffed by specially trained communications assistants (CAs) (also called 'relay operators") who relay conversations between people who use different types of telecommunications devices. Initially, all Relay Service calls were made to or from a text telephone (TTY) connected to a regular telephone line. The CA served as the "link" in the

conversation, converting TTY text for the TTY user to voice for the telephone user to hear, and converting voice messages to text for the TTY user to read. Many TRS users now use a computer or similar device and the Internet to communicate with an "IP Relay" CA, who continues to serve as the "link" to the telephone user. Advancements in technology are enabling other forms of TRS as well, such as connecting through video conferencing equipment with a CA who is a sign language interpreter. See FCC's Fact Sheet about TRS at http://www.fcc.gov/cgb/consumerfacts/trs.html.

The Commission also reminds merchants who accept telephone orders that they must not "hang up" on calls made through a Relay Service. Title III of the Americans with Disabilities Act of 1990 (ADA) requires merchants to ensure that people with disabilities have access to their services. Therefore, if a merchant accepts telephone orders from the general public, the merchant cannot refuse to accept calls from people who are deaf or hard of hearing or who have a speech disability who call through a Relay Service. Calls made through a Relay Service can and must be handled in the same way as any telephone call. For more information on the applicability of the ADA in this context, see generally the United States Department of Justice's ADA homepage, at www.usdoj.gov/crt/ada/adahom1.htm or contact the DOJ ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

Purchases made with stolen or fake credit cards are illegal, and the Department of Justice and the FBI can investigate. The Federal Trade Commission is also aware of this problem. Persons who have been defrauded should contact the FTC directly at www.ftc.gov or 877-FTC-HELP. The FBI also has a website for complaints and information regarding Internet crimes: www.ic3.gov. The public may also contact the FCC's Consumer Assistance Information Line at 1-888-225-5322 (voice) or 1-888-835-5322 (TTY). The Commission has a pending Further Notice of Proposed Rulemaking which is examining other steps the FCC might take prevent misuse of IP Relay. See http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-06-58A1.doc.

The full text of this document and copies of any subsequently filed documents relating to this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals, II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact the Commission's duplicating contractor at their web site, www.bcpiweb.com, or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice) or (202) 418-0432 (TTY). This Public Notice can also be downloaded in Word and Portable Document Format at http://www.fcc.gov/cgb.dro.

Consumer & Governmental Affairs Bureau Contact: Dana Jackson, (202) 418-2247 (voice), (202) 48-7898 (TTY); e-mail dana.jackson@fcc.gov.

-FCC-

Relay Your Way®

Hamilton's advanced Internet Relay product combines the best of today's technology with experienced, professional CAs to create a calling experience that is simply unmatched for speed, convenience, and personalization. Hamilton has made its Internet Relay available to relay users across the country.

Today, the Interstate TRS Fund is paying for all Internet Protocol Relay minutes. **Hamilton will provide IP Relay and accept the NECA rate for IP Relay.** In the event the State becomes responsible for funding IP Relay during the contract period, Hamilton will provide updated pricing to Ohio at that time.

Last Number Redial

Hamilton is providing last number redial within the duration of the same inbound call.

LEC Calling Services

As a local telephone company and relay provider, Hamilton has a great deal of experience working with relay users who have purchased enhanced services from their local telephone companies. Hamilton has made its relay service compatible with the network used by telephone companies to provide these services in a truly functionally equivalent manner.

Hamilton will provide relay users with other customer calling features as they become available, to the extent technically feasible. Hamilton will interface with these types of features at no additional cost to the State. In addition, the relay user will not experience any additional costs except to the extent that a relay user in billed for enhanced services by the relay user's LEC (not Hamilton) or that a three-way call results in two toll calls. Hamilton will not charge the relay user for any special calling services.

- **True Caller ID (SS7)**
  Hamilton provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. Hamilton provides this information on all call types and on all carriers. Hamilton will pass, send and receive calling line identification information, **including blocking information** from all users calling through the relay service and has included true Caller ID as part of its base price.

- **CID Per Line (Global) Block / CID Per Call Block**
  Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. Because Hamilton makes use of true SS7 technology, rather than ISDN,

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all forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention.

Because Hamilton can pass, send and receive calling line identification information, a whole host of other features are available including:

- **Call Screening (Call Rejection) (Call Block)**
  Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- **Call Acceptance**
  Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block all calls except those from his list of special phone numbers. A relay user can add, delete or change numbers on his list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- **Anonymous Call Rejection**
  Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the Communication Assistant will either voice or type to the originating caller.

- **Preferred Call Forwarding**
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

- **Unique Flash**
  Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is

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calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- **Call Forwarding**
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

- **Call Trace**
  Because all of Hamilton's network is based on SS7 connectivity, customers who have purchased Call Trace through their LEC can make use of Call Trace through relay, which works without relay intervention.

- **Last Call Return**
  Because Hamilton provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box, the customer is able to see the telephone number of their last incoming call. To return the call, the customer simply calls relay and gives the CA the number on the Caller ID to call back. If the customer does not have Caller ID, Hamilton provides last call return within the duration of the same inbound call.

Local/Extended Area Service
Hamilton will obtain the necessary information (NPA/NXX) from all Ohio LECs to build a database to identify the difference between local, EAS and intrastate calls. This database notifies the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the call is recorded to calculate session minutes only.

Machine Recording Capabilities

Hamilton's recording function allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

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If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for Communication Assistants to use.

Whenever Hamilton has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

Pagers

Hamilton handles relay calls that involve pagers and beepers. There is no difference in Hamilton's call processing for text initiated calls made through pagers.

Regionally Directed Toll-Free Numbers

Hamilton allows access to regionally directed toll-free numbers. Because Hamilton passes true Caller ID information, the caller's ANI will reflect a Ohio number which will result in the call being routed to the correct state or regional location. Hamilton has included detailed information regarding its provision of True Caller ID in Tab 5 Section III.B.6.

Regionally Restricted Toll-Free Numbers

Hamilton's relay service allows access to restricted 800 numbers and other special prefixes. Hamilton will provide this service through an incumbent LEC in each of its relay states. Hamilton ensures that all relay users in each of its states have access to all regional 800 numbers and other special prefixes.

Reverse Two-Line HCO

Hamilton's Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Reverse Two-Line VCO

Hamilton's Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

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Roaming
Hamilton provides a service known as "roaming" which allows relay users traveling to another state to use the same 800 number from their home state. This prevents relay users from having to find or know the relay 800 numbers for the state they are traveling to. However, with 711 accessible in every state, this service may not be needed.

Spanish
Hamilton provides Intrastate and Interstate Spanish to Spanish service via a dedicated toll-free number. Relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information is presented to the CAs at the workstation for proper call processing. Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines.

Spanish to English Call Translation
Hamilton provides Intrastate Spanish to English, and English to Spanish call handling.

Speech Disabled Indicator
HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller is speech disabled.

Speech to Speech
Hamilton's STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. Hamilton gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech to Speech/Spanish
Hamilton's STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as on option on Hamilton's Customer Profile.

Speech to Speech/VCO
STS/VCO 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 through the relay through a Speech to Speech CA using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

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STS to other TRS Communication Modes

Hamilton also allows STS users to place calls to people, who use a TTY, or other TRS-communication modes such as VCO, HCO, or to another person with a speech disability. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person with the speech disability.
- Two individuals with speech disabilities with the CA repeating both person's words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person with a speech disability without a TTY, with the CA typing the words of the person with the speech disability to the TTY user.
- Hearing Carry Over with the person with a speech disability typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

Speech to Text Applications

- **CapTel®**

Hamilton has included detailed information regarding its provision of CapTel® Service in Tab 5 Section III.A.2.F. **Because CapTel® Service requires alternate pricing, Hamilton has listed a separate line-item in its Cost Proposal for the processing of CapTel® and 2-Line CapTel® calls.**

Much is changing in the area of telecommunications and technology every day. As a relay provider, an Internet provider, computer manufacturer/supplier, network and telephone system provider, cable television provider, and a telephone company, Hamilton is in the "know" and making use of the latest and greatest products and technology. **Hamilton is constantly incorporating new technology into its relay platform.**

Toll Discounts

Hamilton's Customer Service Representatives discuss carrier of choice with relay users and direct them to other telephone numbers to access more information from particular carriers. Hamilton maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

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Transfer Gate Capabilities

If a relay user calls the TTY relay access number and requests another service (such as STS, Spanish, etc.), Hamilton has the ability to transfer the call to the appropriate workstation for call processing.

TTY Operator Services (OSD)

Hamilton provides to relay users wanting to place a TTY to TTY operator assisted call the 800 numbers to those long distance companies providing operator services for the Deaf. The relay will dial the selected number for the customer and release the call if a TTY to TTY call. Otherwise, relay will process the call as normal. Hamilton gives relay users access to all operator services, to the same extent that such access is provided to voice users. Operator services for relay calls are processed by Hamilton with the customer's carrier of choice. **The cost to the Public Utilities Commission of Ohio for the relay minutes associated with operator assisted calls are billed based on the same rates as provided in the Price Proposal found in Tab 7 Pricing. The cost to the end user is billed by the customer's carrier.**

TTY to TTY (Call Release)

Hamilton processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Hamilton gives the calling party the option to communicate independent of the relay function. If the calling party agrees to do so, the CA will drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

Hamilton provides a true call release function to satisfy the FCC requirement which removes the workstation from the call. Hamilton includes these traditional relay minutes in its per session minute rate.

Turbo Code

Hamilton provides Turbo Code as part of its base price. Turbo Code is a proprietary alternate protocol developed by Ultratec that is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code allows for "interrupt" capability while one party is still typing. Hamilton's modems auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton automatically connects in "Turbo Code" to the relay user. Hamilton has secured a license from Ultratec to use this protocol in its relay modems. Ohio relay users will be able to automatically connect "Turbo Code" on every relay call type. **With Turbo Code, Hamilton relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt.**

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Two-Line HCO

Hamilton also provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Two-Line HCO/Speech to Speech

This option works the same as a 2-Line HCO call, but is processed by a specially trained STS CA. The 2-Line/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 "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

Two-Line VCO

Hamilton provides **two-line VCO** capability which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation if they have some hearing available, on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Variable Time Stamp Macro

Hamilton's automated workstations begin measuring time the moment the originating party connects to the relay and continues measuring time until the originating party disconnects. Hamilton's workstations also measure the length of each individual call the originating party has made while connected to that workstation. Hamilton will notify the TTY user when the called party has disconnected and indicate the time of disconnection. Hamilton will automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. PERSON HUNG UP AT 16:34 CST GA. This information is available to relay users upon request.

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Voice Carryover (VCO)

Voice Carryover (VCO) provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Hamilton allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Hamilton connects the call. Voice users do not hear tones during a VCO call.

Hamilton allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Hamilton Relay.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"A person who may be deaf or hard of hearing and uses Voice Carry Over is calling through Ohio Relay. This is CA # _____. Have you received a VCO call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M).

If the party answers "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Gate

Hamilton will provide VCO Gated Services, if so desired, in which VCO users would call a toll free number dedicated to VCO. The VCO users' calls would then be routed and processed by CAs dedicated to VCO.

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VCO Greeting Identifier

Hamilton's CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA). Please refer to the section titled Voice Carryover in this Attachment for more detailed information regarding Hamilton's provision of VCO.

VCO-HCO and HCO-VCO

Hamilton provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding

Hamilton provides this service through its customer profile. Customers who always want to connect VCO are automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "NVRS CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO

Hamilton provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, Hamilton will provide VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO-VCO

This service allows two VCO users to contact each other through the relay. Hamilton provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation. This is a great relay enhancement and Hamilton is pleased to offer it to NVRS.

VCO with Privacy

Hamilton will provide VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay, and will only type voiced responses back to the VCO user.

Voice Gender ID

Hamilton's CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female, or (Child) Child. If the CA is absolutely not sure, the CA will type (?).

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Hamilton's CAs also indicate to the TTY user when another voice person has become involved in the call. Hamilton identifies the gender of the new party involved in the call immediately.

Voice to Voice Call Release

Hamilton provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This happening is usually inadvertent. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Hamilton provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

1010 Numbers

Hamilton offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay. **Hamilton is pleased to offer this type of advanced technology to Ohio Relay users.**

7-1-1

All services available from Hamilton are accessible through 711 including Speech to Speech. Hamilton will meet all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

Pay-Per-Call Services

Hamilton's relay platform allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly. **Hamilton has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.**

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 or 976 numbers,

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Hamilton CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she want to continue the call before charges begin. This is the point in which callers can disconnect without being charged. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate.

Hamilton would like to clarify that 976 calls are local to individual LECS and their service areas. Hamilton performed a search of its system and found that it has not had any requests to dial a 976 local LEC number in the past 5 to 7 year period. If Hamilton were to receive a request for a 976 call, Hamilton will translate the 976 number to either an appropriate 800 number or a 10-digit number. If it is the latter, Hamilton will set the call to no bill.

Because no 900 blocking information is automatically passed to Hamilton from the LEC, Hamilton relies on customer profile data as the only resource for this information. However, if a LEC were to contact Hamilton with this information, Hamilton would use that resource to block 900 access.

Customers who do not want 976/900 calls made from their telephone line through the relay, can complete a customer profile form. The customer profile contains an option that will block 900 and 976 calls made through the relay. This prevents anyone from calling a 900 or 976 from that particular telephone line. If someone tries to call a 900 or 976 number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.

ADDITIONAL FEATURES

1. Hamilton's CAs always follow the relay users' instructions. This includes instructions in the profile, specific instructions given on any individual relay call, etc. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.

2. Hamilton educates all people who dial the relay about the relay, even if the person calling dialed the wrong number.

3. Hamilton has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP – Third Party
Calling Card/Credit Card	PP – Collect
Prepaid Calling Cards	PP – Calling Card/Credit Card

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4. Hamilton has the ability to dial 00 from its workstations to reach an operator if so desired by the relay user.

5. Hamilton relay users wanting to dial 711 can still make use of their customer profile.

6. If the called party is disconnected by the CA or technical error, the CA will redial the called party at no charge to the customer.

7. If a relay user requests the CA to give the correct relay number during the conversation, Hamilton's CAs will give the number as requested.

8. Hamilton CAs give relay users who want another state's relay number the correct information.

9. If so desired by the relay user, Hamilton has the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.

10. Hamilton allows the relay user to control all aspects of the calls. In addition, Hamilton puts no restrictions on the number or duration of calls placed through Ohio Relay. Relay users are also able to request a specific CA gender.

11. Hamilton will meet all blockage and answer time standards. In fact, there is no competitor that can match Hamilton's recent answer performance.

Hamilton is willing to customize the above procedures and the rest of its procedures for Public Utilities Commission of Ohio and will customize its relay service to meet the needs or desires of Ohio relay users.

Following in this Attachment, Hamilton has included sample materials including its Customer Profile, Guide to Understanding Your Customer Profile, a tip sheet designed to assist relay users with choosing a long distance carrier to match their calling styles, as well as Hamilton's on-line Customer Profile.

Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. As a result, Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations. Hamilton will take advantage of innovations and technological improvements to enhance Ohio's relay service. Hamilton will design features to make the relay better for customers, as well as features that minimize the amount of time required to handle relay calls.

Ohio Relay Customer Profile Application

1. Customer Information

Phone Number _____ - _____ - _____ E-mail Address _____

First & Last Name _____

Address _____

City _____ State _____ Zip _____

☐ Check here if you want to be on the Ohio Relay Mailing List.

☐ Check here if you want to be on the Hamilton Relay Mailing List.

2. Password + PIN

To make sure you are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and /or numbers. You also need to pick a "PIN" (secret number) to allow the CA to view your Profile when you make Web Relay calls or when you use Remote Profile. Pick 4 numbers.

Password: _____ **Pin:** (pick 4 numbers)_____

3. Making Relay Calls (check one) Every time I CALL Relay, I use …

If you live with a person who calls relay differently than you, contact Customer Service.

Section 3 does not apply when making calls using Hamilton Web Relay.

Language Type:	☐ English	☐ Spanish

☐ VCO Phone	☐ 2 Line VCO	☐ TTY	☐ 2 Line HCO	☐ Voice only user:
☐ w/ keyboard	☐ w/ ASCII	☐ ASCII	☐ Speech to Speech	☐ 711
☐ w/out keyboard	☐ w/ Turbo Code	☐ HCO		☐ 800#

Answering Relay Calls (check one) When I ANSWER a Relay call, I use….

If you live with a person who answers relay differently than you, skip this part.

☐ TTY *(VCO users with a TTY answering machine should mark TTY)*	☐ VCO	☐ Voice	☐ Speech to Speech
	☐ w/ keyboard	☐ HCO	☐ Spanish
	☐ w/out keyboard	☐ ASCII	

4. Long Distance Company–Check only one

If you leave this section blank, your bill will come from AT&T*

Section 4 does not apply when making calls using Hamilton Web Relay

Please choose your long distance telephone company from the list provided.
My long distance company is:

_____

If you do not see your long distance telephone company on the list please provide the company name and the customer service number for the company.

5. For every relay call I make, I want….

Check the service you want with EVERY relay call you make.

☐ **Translator** – *Translate ASL to English*	☐ **Spell Check Off**
☐ **Slow Typing** – *CA will type slowly*	☐ **No Abbreviations**

6. Speed Dialing

When using Speed Dialing through Hamilton Web Relay, leave the "Number you are Calling" box blank.

Name	Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

7. Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

☐ **I want CAs to say my first name to the people I call. Name: _____**

Example: *"This is Bob calling through Ohio Relay. This is CA 4444. Have you received a relay call before?"*

☐ **I want CAs to tell the people I call I am:**

☐ Deaf	☐ Hard of Hearing	☐ Speech Disabled	☐ Deaf/Blind

Example: *"A person who is deaf is calling you through Ohio Relay. This is CA 4444. Have you received a relay call before?"*

☐ **(NE)** Never explain how to use the relay to any person I call.

☐ **(NI)** Never identify the relay to any person I call. (requires "My Hello")

☐ **My Hello** (50 Characters including spaces): *CAs will always greet the people you call this way:*

_____

_____

Example: Hi, Bob here How are you?

8. Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Hamilton Web Relay.

☐ Long Distance	☐ 900/976	☐ International	☐ Directory Assistance	☐ Operator Assistance

When completed please return to:
Ohio Relay Customer Service, Address, City, State, Zip Code
Fax XXX-XXX-XXXX
Customer Service XXX-XXX-XXXX TTY/Voice
Or fill out your Customer Profile on-line at http://www.hamiltonrelay.com/states/oh.htm

Ohio Relay Guide for Understanding Your Customer Profile

Hamilton Relay has developed a Remote Profile feature, which allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

2. Password + PIN (Required)

Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers. A PIN is needed so the CA can view your customer profile when you make Internet relay calls, or when you use Remote Profile. It must be 4 numbers.

3. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

Voice Carry Over (VCO) is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Communication Assistant (CA) types everything that is heard for the VCO user to read.

Hearing Carry Over (HCO) is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Communication Assistant (CA) reads it to the caller. The HCO user then listens to the caller's response.

ASCII (Computer/TTY) is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

Important:
After your Customer Profile has been entered into the NVRS database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

Section 3 does not apply if only making calls using Hamilton Relay Internet.

4. Long Distance Company--Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through AT&T. Please contact Customer Service if the long distance company you use (or would like to use) is not listed on this form.

Section 4 does not apply if only making calls using Hamilton Relay Internet.

5. For every relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

ASL/English Call Translation – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

Slow Typing – Relay users who are visually impaired or who are new TTY users may find slow typing helpful. The CA will type slowly giving the reader more time to focus on the TTY screen.

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No Abbreviations – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.

6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA "Pls call Mom GA". You can have 10 people on your Speed Dial list.

For example:	Mom	414-123-4567
	Doctor	920-333-4455
	Daycare	715-987-4561

When using Speed Dialing through Hamilton Relay Internet, leave the "Number you are Calling" box blank.

7. Greeting Features

The greeting feature(s) you choose will be used on ALL RELAY CALLS unless you specifically say not to use it on a specific call.

- **Use my First Name** – If you select this feature, the CA will say your name as the call is introduced. For example: "This is Bob calling through Ohio Relay. This is CA 4444. Have you received a relay call before?"

  If multiple Relay users are at the same number, they must set up a Relay Preference Form with their chosen greeting using THEIR first name.

- **Deaf, Hard of Hearing, Speech Disabled, Deaf Blind** – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: "A person who is deaf is calling you through Ohio Relay. This is CA 4444. Have you received a relay call before?"

  If you do not select this feature, the standard greeting will be used. Standard Greeting: "A person who may be deaf or hard of hearing is calling you through Ohio Relay. This is CA 4444. Have you received a relay call before?"

- **No Explanation of the Relay (NE)** – If you select this feature, the CA will not explain how the relay works to the people you call.

  Ohio Relay uses the following language to explain relay. "The person calling you through the relay is typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin." This explanation is adjusted as needed for VCO, HCO, and STS.

- **Do Not Identify the Relay (NI)** – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose "NI", you MUST also choose "MY HELLO" listed below.

My Hello – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked "NI".**

NOTE: If you have chose to use one of the greeting features or if you type a greeting before the CA dials, the CA will read your greeting immediately.

8. Call Restrictions or "Blocks"

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number. **When using Hamilton Relay Internet, Long Distance calls are FREE!**

When completed please return to:
Ohio Relay Customer Service, Address, City, State, Zip Code
Fax XXX-XXX-XXXX • **Customer Service** XXX-XXX-XXXX TTY/Voice
Or fill out your Customer Profile on-line at http://www.hamiltonrelay.com/states/oh.htm

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How to make long distance work for you.

Step One - Determine your call patterns.

Do you call long distance often?
If yes, where do you call? In-State? Out-of-State?
What time of day do you make these calls?

Step Two – Shop around.

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

Step Three – Choose the best rate plan that fits your call patterns.

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.

Also tell Customer Service about any calling plans you have with your long distance company.

Step Five – Pay attention to rate changes.

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

****NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**

Listed below are the Long Distance Companies that are currently offered through the relay and their customer service numbers:

LONG DISTANCE CARRIER BY STATE

Arizona--(29)

Access One AZ
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Coastal Long Distance
Close Call
Cox Communications
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
IDT
ITT
LCI
Lightyear/US Silent network
Marathon Communications
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest Communications
SBC Long Distance
Sprint
TDS Telecom
Time Warner
TNCI
TTI National
VarTec FiveLine
Verizon/GTE

Georgia--(36)

AT&T
BCN-Better Comm. Now
Bell South
Broadwing/Level3
Century Tel
Chickamauga
Cincinnati Bell
Close Call
Coastal Long Distance
Cogniphone
Comcast
Cox Communications
Excel
Frontier/Citizens
Global Crossing
Hardy Telecommunication
HTC Global Reach
MCI/World Com
McLeod
Netlojix
Opex LD
Pineland Long Distance
Primus Telecom
Qwest
Qwest(0070)
SBC Long Distance
Sprint
TDS Telecom
Time Warner
TNCI
TTI National
US Silent Network
VarTec Five Line
Verizon
WilTel
Z-Tel

Hamilton, Saipan & Virgin Islands -- (12)

AT&T
Broadwing
Global Crossing
MCI/Worldcom
McLeod
Primus Telecom
Qwest
SBC Long Distance
Sprint
United Carrier Network
VarTec Five Line
Verizon

Idaho--(31)

American Telecommunication
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Century Tel
Cincinnati Bell
Close Call
Coastal Long Distance
Cox Communications
Custer
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
Lightyear
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest
Qwest(0070)
SBC Long Distance
Sprint
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
US Silent Network
VarTec Five Line
Verizon

Iowa--(52)

Alta Municipal Utilities
American Telecommunications
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Century Tel
Hickory Tech
HTC Global Reach
Independent Network
Iowa Telecom
Jordan Solider Valley Teleph.
Laurens Municipal Utilities
Primus Telecom
Qwest
Reinbeck Municipal Utilities
SBC Long Distance
Sprint
The Community Agency(TCA)

LONG DISTANCE CARRIER BY STATE

Iowa--(52)

City of Hawarden--HiTec
Close Call
Coastal Long Distance
CommChoice of Iowa
Coon Rapids Municipal Utilities
Cox Communications
Excel
Frontier/Citizens
Future Net
Global Crossing
Grundy Center Municipal
Harlan Municipal Utilities
LeMars Communications
Long Lines
Manning Municipal Utilities
Mapleton Communications
MCI/World Com
McLeod
Northwest Iowa Telephone
Northwestern Telephone Co-op
Orange City Communications
Panora/Guthrie
Pineland Long Distance
TNCI
Touch Tone
TTI National
VarTec Five Line
Verizon
Walnut Communications
WCS
WCTA -- Winnebago
Webster Calhoun
Western Iowa Telephone
Windstream/Alltel

Kansas--(27)

AT&T
BCN-Better Comm. Now
Broadwing/Level3
Close Call
Coastal Long Distance
Comcast
Cox Communications
Excel
Global Crossing
GTE/Verizon
HTC Global Reach
Haviland Telephone Co.
MCI
McLeod
Nex-Tech
Pineland Long Distance
Primus Telecom
Primus/Cable&Wireless
Qwest
Sage
SBC Long Distance
Sprint
S&T Communications
Time Warner
TNCI
TTI National
Vartec/Dimeline

Kentucky--(33)

American Telecommunciations
AT&T
BCN-Better Comm. Now
Bell South
Broadwing/Level3
Century Tel
Cincinnati Bell
Close Call
Coastal Long Distance
Comcast
Excel
Global Crossing
HTC Global Reach
Lightyear
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest
Qwest(0070)
SBC Long Distance
Southeast Telephone
Sprint
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
US Silent Network
VarTec Clear Choice
VarTec Five Line
Verizon
Windstream/AllTel

Louisiana--(31)

American Telecommunication
AT&T
BCN-Better Comm. Now
Bell South
Broadwing/Level3
Century Tel
Cincinnati Bell
Close Call
Coastal Long Distance
Comcast
Cox Communications
Eatel
Excel
Global Crossing
HTC Global Reach
Lightyear
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest
Qwest(0070)
SBC Long Distnce
Sprint
TNCI
Touch Tone
TTI National
US Silent Network
VarTec Clear Choice
VarTec Five Line
Verizon

LONG DISTANCE CARRIER BY STATE

Maine--(27)

Amerivision
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Close Call
Coastal Long Distance
Excel
Global Crossing
HTC Global Reach
Lightyear
MCI/World Com
McLeod
Pine Tree Network
Pineland Long Distance
Primus Telecom
Qwest
SBC Long Distance
Sprint
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
USA Telephone
VarTec Five Line
Verizon
Windstream/Alltel

Maryland--(24)

Amerivision
AT&T
BCN-Better Comm. Now
Bell South
Broadwing/Level3
Close Call
Coastal Long Distance
Comcast
Cox Communication
Excel
Global Crossing
GTE/Verizon
HTC Global Reach
MCI
Pineland Long Distance
Primus Telecom
Qwest
SBC Long Distance
Sprint
TNCI
TTI National
USA Telephone
VarTec ClearChoice
VarTec/Dimeline

Montana--(36)

3Rivers Communications
AT&T
BCN-Better Comm. Now
Blackfoot
Bresnan Communications
Broadwing/Level3
Century Tel
Close Call
Coastal Long Distance
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
LDDS
MCI/World Com
McLeod
MetroMedia Communications
Mid-Rivers Telephone Co-op
NeMont Communications
Opex LD
Pineland Long Distance
Primus Telecom
Project Telephone Co.
Qwest
SBC Long Distance
Sprint
Time Warner
TNCI
Triangle Telephone
TTI National
Valley Telecomm
VarTec Five Line
Verizon
WCS
WilTel
Windstream/AllTel

Nebraska--(34)

American Telecommunication
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Clarks Telecom
Close Call
Coastal Long Distance
Cox Communications
Excel
Frontier/Citizens
Global Crossing
Great Plains
HTC Global Reach
Huntel
Lightyear
MCI/World Com
McLeod
NE Central Telephone
NT&T
Pineland Long Distance
Primus Telecom
Qwest
SBC Long Distance
Sprint
TDS
Time Warner
TNCI
Touch Tone
TTI National
United Carrier Network
VarTec Five Line
Verizon
WCS
Windstream/Alltel

Rhode Island--(25)

American Telecommunication
AT&T
HTC Global Reach
Lightyear
Sprint
TNCI

LONG DISTANCE CARRIER BY STATE

Rhode Island--(25)

BCN-Better Comm. Now
Broadwing/Level3
Close Call
Coastal Long Distance
Cox Communication
Excel
Global Crossing
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest
SBC Long Distance
Touch Tone
TTI National
USA Telephone
VarTec Five Line
Verizon
Windstream/Alltel

West Virginia--(23)

AT&T
BCN-Better Comm. Now
Broadwing/Level3
Close Call
Coastal Long Distance
Comcast
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
MCI/World Com
McLeod
Pineland Long Distance
Primus Telecom
Qwest
SBC Long Distance
Sprint
Time Warner
TNCI
TTI National
Vartec Five Line
Verizon
World Com

Wisconsin--(36)

American Telecommunication
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Century Tel
Close Call
Coastal Long Distance
Comcast
CTC
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
LDMI
Lightyear
Marquette-Adam Comm
MCI/World Com
McLeod
Norlight
Pineland Long Distance
Primus Telecom
Qwest
RSL
SAGE
SBC Long Distance
Sprint
TDS Metro
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
VarTec Five Line
Verizon
Windstream/Alltel
Wood County Telephone(WCTC)

Wyoming--(28)

American Telecommunication
AT&T
BCN-Better Comm. Now
Bresnan Communications
Broadwing/Level3
Century Tel
Close Call
Coastal Long Distance
Excel
Global Crossing
HTC Global Reach
Lightyear
MCI/World Com
Mcleod
Pineland Long Distance
Primus Telecom
Qwest
RT Communications
SBC Long Distance
Sprint
Time Warner
TNCI
Touch Tone
TTI National
VarTec Five Line
Verizon
WCS
Windstream/Alltel

updated 9/19/07

Hamilton Relay Internet

Customer Profile

Step 1: Customer Information

Your Phone Number:

Your First and Last Name:

Your Address:

City:

State: **Zip:**

E-mail address:

Step 2: Password + PIN

Listing your password and choosing a secret PIN (personal identification number) is important for two reasons. Your password combined with your PIN allows the CA to view your customer profile when you make calls using Hamilton Internet Relay. It also helps us to make sure that you are the only person who can make changes to your profile.

Note: Passwords and PINs are kept in STRICT confidentiality and are not seen by the CA. These are only used so the CA can see the users profile.

Password:
(pick 4-10 letters and/or numbers)

PIN:
(pick 4 numbers)

Step 3: For every Relay call I make, I want...

Whatever you check will happen for all calls:

- ☐ **Translator:**
  Typed ASL to English and English to typed ASL.
- ☐ **Slow Typing:**
  CA will type slow and will not use Hot Keys
- ☐ **Spell Check:**
  ○ **On** ○ **Off**
- ☐ **No Abbreviations:**
  Check this if you do NOT want the CA to use abbreviations when relaying your call.

Step 4: Speed Dialing

List the name and phone number for people you call often through the relay. When you want to call that person, first connect to the CA and just tell the CA "Please call Mom GA". The name you tell the CA to call must be the same as the name on your list. **When using Speed Dialing through HIP Relay, Leave the "Number you are Calling" box blank.**

Name you will ask for:	Phone Number:

Step 5: Greetings

The CA will identify and explain relay to the party you are calling on every call you make in the following way:

"Hamilton Relay CA 4444. Are you familiar

with the Relay?"

If the person you are calling says they don't know what relay is, the CA will explain relay by saying:

> ***"The person calling you through the relay is simply typing their conversation, and I will read it to you. When I say, "Go Ahead," it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead," when you are finished speaking. One moment for your conversation to begin."***

You can change the way the CAs greet the person you are calling if so desired. You can choose one or more options from the list below.

☐ **I want CAs to use my first name to the people I call.**

Name:

Example: *"Hamilton Relay CA 4444 with a Relay call from Bob. Are you familiar with the Relay?"*

☐ **I want CAs to tell the people I call that I am:**

- ○ Deaf
- ○ Hard of Hearing
- ○ Speech Disabled

Example: *"Hamilton Relay CA 4444 with a Relay call from Bob, and he is Deaf. Are you familiar with the Relay?"*

☐ **NE:** Never explain how to use the relay to any person I call. The CA will not use the explanation above. They will say: "Hamilton Relay CA 4444 with a relay call on line," or your preferred greeting.

☐ **NI:** Never identify the relay to any person I call. The CA will not use the greeting when connecting to the person you are calling. If you select this option, be sure and fill in "My Hello." The CA will not use any language above if you check this.

☐ **My Hello:** CAs will always greet the people you call this way. (Type your greeting in the text box. No more than 50 letters, including spaces).

You're Finished!

Thanks you for completing your Hamilton Internet Relay Customer Profile. If you have any questions about your Profile, please contact Customer Service. To print a copy of this form for your records, go to the File menu of your browser and select print before hitting the submit button. ***You can start using your Customer Profile 72 hours after you submit this form.**

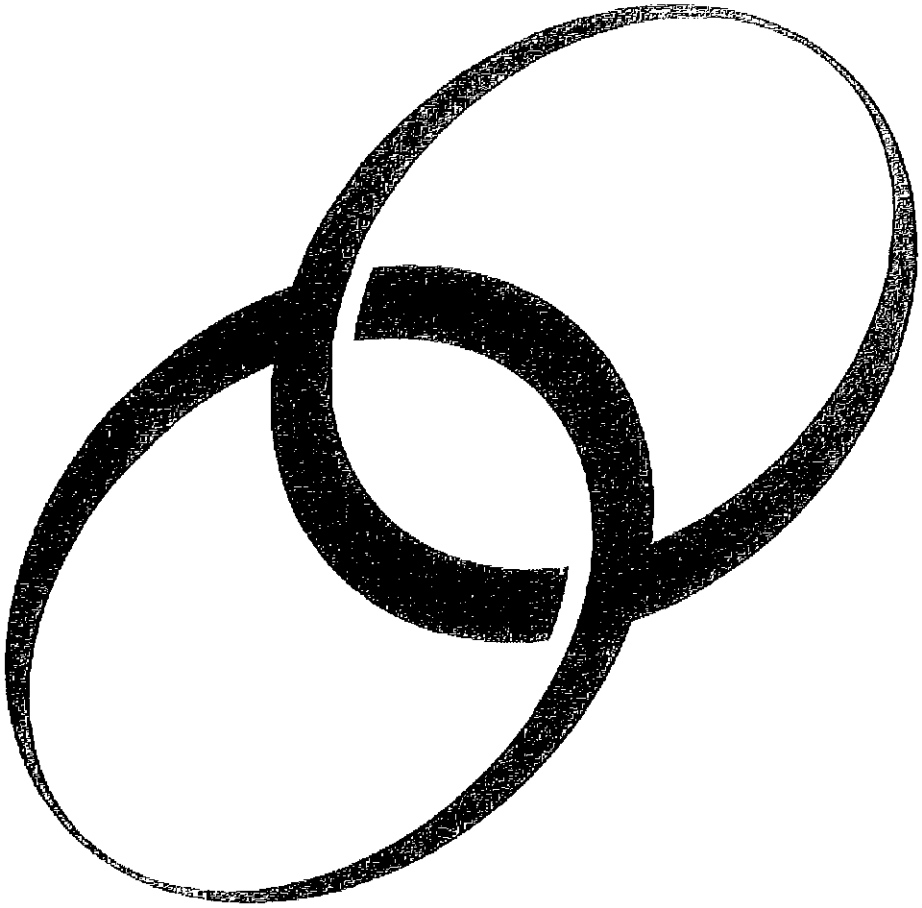
If you are satisfied with your Profile, hit Submit.

Submit

If you want to start over, hit Reset.

Reset

Attachment L
CA Training



Ohio
Relay

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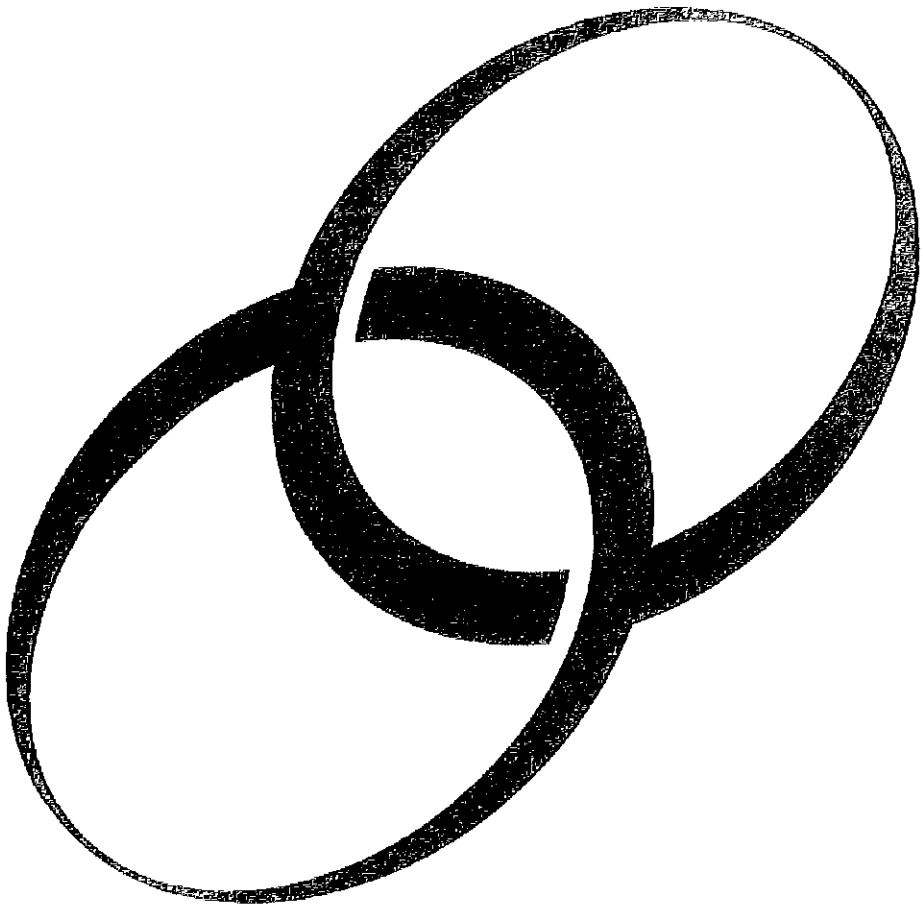
Hamilton requests that the Commission keep several components of its proposal Proprietary and Confidential.

The information contained in Attachment L CA Training is confidential and has been filed under seal.

Attachment M
Policy and Procedures Manual



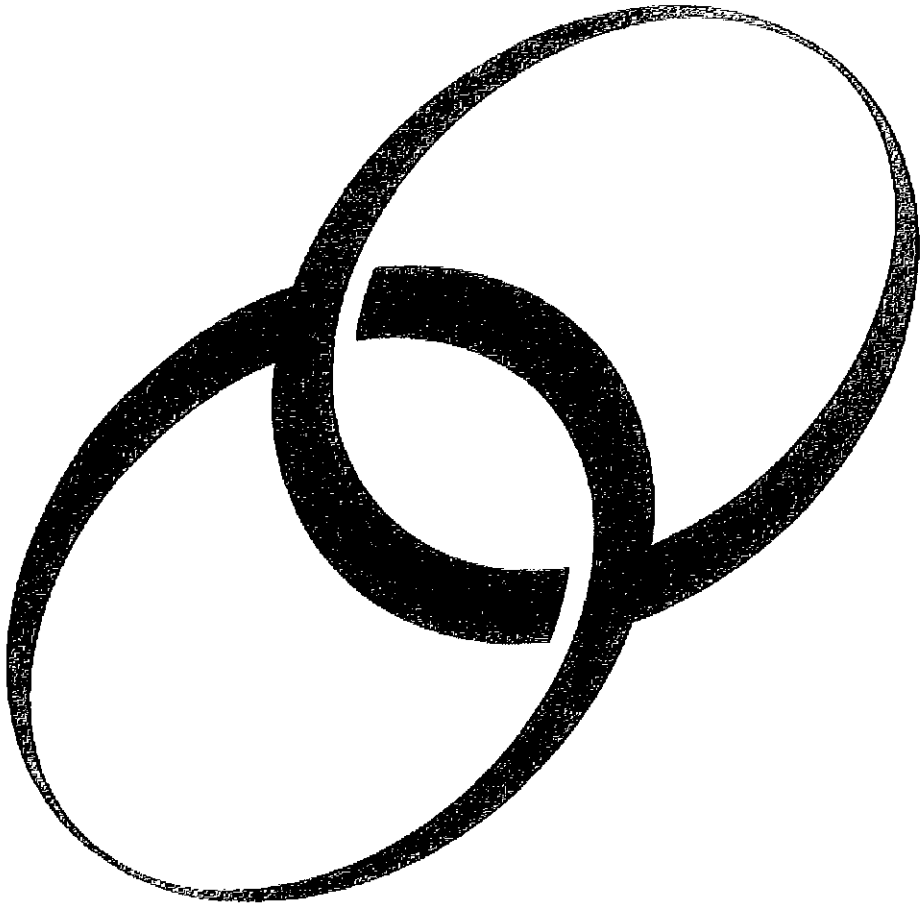
Ohio
Relay

Relay Your Way®

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

The information contained in Attachment M Policy and Procedures Manual is confidential and has been filed under seal.

Attachment N
Subcontractor Information



Ohio
Relay

SOCIETY'S ASSETS, INC.

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Subcontractor Information

Hamilton's proposal includes using Communication Assistants from its Wisconsin facility, which is a subcontracted facility with Society's Assets, Inc. SAI's corporate offices are located at 5200 Washington Ave, Suite 225, Racine, WI 53406. The telephone number is 262-637-9128. SAI is responsible for hiring, training, and managing Communication Assistants in Hamilton's Wisconsin facility. Hamilton will process all Ohio Speech to Speech and Spanish calls in the Wisconsin facility.

All of Hamilton's centers follow the same policies and procedures for call handling, including the Wisconsin facility. Ohio users will experience no differences in call processing between relay centers as all centers follow the same high quality standards making the flow of calls between centers invisible to the relay users.

Society's Assets, Incorporated

In 1974, a group of persons with disabilities envisioned a different lifestyle for themselves. In their vision, the barriers that challenged them and detracted from their quality of life would no longer bar them from participating fully in society. They dreamed of building bridges, in a variety of forms, which would allow access to a world that they had long been isolated from. In 1974, with a strong vision in mind, they established Society's Assets, Inc. (SAI), is a Wisconsin-based, private non-profit organization whose mission is:

"To ensure the rights of all persons with disabilities to live and function as independently as possible in the community of their choice, through supporting individuals' efforts to achieve control over their lives and become integrated into the community life."

In 1979, SAI became one of seven Centers for Independent Living (CIL) to receive sponsorship from the State of Wisconsin via Title VII, Part B monies from the Federal Government. By definition, CIL are consumer directed. This means that the majority of their governing Boards of Directors must be comprised of persons with disabilities.

Since its inception, SAI has expanded the resources it provides as well as the regions it serves. SAI's goal is to empower and enable individuals with disabilities to overcome personal, societal and physical barriers. In doing this, individuals with the disabilities are supported in their efforts to achieve independence and realize their full potential. In addition to working with individuals, SAI also assists community agencies as well as community groups in identifying physical, societal and attitudinal barriers, which are what truly create handicapping conditions for persons with disabilities.

SAI has offices located in Racine, Kenosha and Elkhorn, Wisconsin. SAI offers a variety of services aimed at promoting independent living for persons with severe physical and sensory

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disabilities. Their offices serve Racine, Kenosha, Rock, Jefferson and Walworth counties. Services provided by SAI include:

- Supportive home care.
- Assistance with housing and transportation.
- Telecommunications relay services for people who are deaf, hard of hearing and/or speech disabled (statewide).
- Independent living skills training and technical consultation on matters pertaining to accessibility and advocacy.

SAI has been providing telecommunications relay service in the State of Wisconsin to persons who are deaf, hard of hearing and/or speech disabled for 20 years. SAI is a true pioneer in the field, and can claim being one of the oldest providers of relay services anywhere in the country. SAI first became involved with relay services in response to appeals from the Racine/Kenosha Deaf Club. This was long before there was awareness that such a service was needed. The American's with Disabilities Act (ADA) was only a dream and there was no funding available to provide such services. To be historically accurate, SAI advocated for and successfully established a relay service in an attempt to provide equal access to the telecommunications network. This was accomplished at a time when most telephone companies resisted any attempts made by consumers and legislators to hold them accountable for providing such services.

An important distinction that sets SAI apart from many other organizations is the fact that as an organization, SAI is not only consumer directed but also consumer controlled. SAI's Board of Directors must represent a variety of disabled individuals. Thus, the majority of SAI's Board of Directors is comprised of individuals with physical and/or sensory disabilities. This membership includes people who are deaf, hard of hearing and speech disabled. Several are people who have long been recognized as leaders in such consumer organizations as WAD (The Wisconsin Association of the Deaf) and SHHH (Self Help for Hard of Hearing).

In 1978, SAI developed the first local relay service. This was located in Racine County and was achieved as a result of the dedicated involvement of the local deaf community. It was the deaf community who told SAI what they needed and how it should operate. The deaf community actively participated in developing policies and procedures for the relay as well as training the operators. Eventually, a Consumer Advisory Committee was established which formalized procedures for monitoring operators, and handling overnight call traffic.

In 1985, SAI was confident that they could provide quality relay services on a larger scale and was awarded a contract with the State of Wisconsin to operate the State Outreach Relay Line (ORL). ORL provided relay services to any area of the state that lacked this resource. SAI's first task after taking over operations was to establish the ORL Consumer Advisory Committee.

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The membership of this committee included statewide representation from disabled consumers. This committee was responsible for approving all major decisions that impacted ORL's operating procedures. Ensuring that consumers needs are met satisfactorily. Today, SAI and Hamilton look to the TRS Advisory Committee for feedback from the community regarding consumer concerns and recommendations.

SAI has a long history of supporting efforts to expand and improve telecommunications relay services in the State of Wisconsin and nationally. These efforts have taken on a number of forms:

- Helping other Wisconsin communities start local relay services.
- Supporting the original Telecommunications Relay Service bill introduced by Representative Peter Barca.
- Working for passage of the American's with Disabilities Act.

SAI has successfully staffed the state-wide, mandated Wisconsin Telecommunications Relay System in Madison, Wisconsin since its inception in 1992. SAI provides 150 Communication Assistants.

Please see below for a list of references:

Paul Soczynski
Chief Operating Officer
Community Care
1555 South Layton Blvd.
Milwaukee, WI 53215
414-902-2363

Tom Harbison
Wisconsin School for the Deaf
309 West Walworth Avenue
Delavan, WI 53115
262-728-7138 (TTY)
Address During Summer Months (after 6/14):
4618 View Crest Drive
Delavan, WI 53115
262-728-4370 (TTY)

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Debbie Jossart
Administrator
Racine County Human Services Department
1717 Taylor Avenue
Racine, WI 53403-2497
262-638-6646

LaVerne Jaros
Director
Kenosha County Division of Aging
5407 8th Avenue
Kenosha, WI 53140
262-605-6646

Charlene Dwyer, Ed.D.
Division Administrator
State of Wisconsin Division of Vocational Rehabilitation
2917 International Lane, Suite 300
P.O. Box 7852
Madison, WI 53707-7852
608-243-5600

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Subcontractor's Staff Qualifications
Society's Assets, Inc. Key Personnel and Staff

Following is a list of the key Society's Assets, Inc. personnel. Please see further in this Attachment for the organizational chart, resumes and job descriptions for SAI's key personnel.

Person **Position**
Area of Responsibility

Bruce Nelsen Society's Assets, Inc. Executive Director
General Manager

As Executive Director, Bruce Nelsen has been the Chief Executive Officer for Society's Assets, Inc. (SAI) since April 1984. During this time he has overseen the significant growth development, evolution and expansion of SAI's telecommunications relay operations. Bruce graduated from the University of Nebraska – Kearney with a Bachelor's degree in Psychology in 1973; and from the University of Wisconsin – Milwaukee with a Master's degree in Social Work in 1976.

William Mauldin WTRS Program Director
Directs activities of the relay center, ensuring quality services for the customer base.

William (Billy) Mauldin, Program Director for the Wisconsin Telecommunications Relay System (WTRS), has earned his B. S. in Business Administration with an emphasis in Management from Gallaudet University, Washington D.C. Before his appointment to the Program Director position at WTRS in 2002, Billy worked for 4 years with CSD-USA Relay in establishing the Ohio relay center in Dayton. While at the Ohio center he was promoted from Group Manager to Attendance Manager to Center Manager, and was also involved in the Relay Ambassador Program with Sprint educating the public about Ohio Relay Service. Billy's extensive relay experience since 1998 is definitely an asset to the WTRS center. Billy is currently a member of Wisconsin Association of the Deaf, Madison Deaf Club, National Association of the Deaf, TDI and participates in flag football, softball, golf and basketball. He is the Chairperson of the Wisconsin Council for the Deaf and Hard of Hearing.

Barb Gerron WTRS Communication Assistant Operations Manager
Oversees the relay operations area, providing support for the day-to-day activities of the supervisors and communication assistants.

Barb has well over fourteen years of relay experience in such capacities as: Communication Assistant, CA Supervisor, Speech to Speech Supervisor and Lead Supervisor. Barb is an outstanding communicator, capable of planning and coordinating large projects, conducting

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workshops and developing programs. She graduated from Rosary College with a Bachelor of Arts degree in English Education.

Joseph Riggio WTRS Customer Service Manager
Oversees Customer Service Department for the Wisconsin relay center.

Joe has over five years of Customer Service experience. Joe earned his Bachelor of Science degree in Applied Arts Technology from the Rochester Institute of Technology in Rochester, New York. He previously worked as Assistant Manager for the Addiction Recovery of the Deaf (ARD), Lester and Rosalie Anixter Center, Chicago, Illinois. He was the By-Laws Chairperson with the Illinois Association of the Deaf in 2003. He is a member of the Wisconsin Association of the Deaf (WAD) and an immediate Past-President of WAD. He was also a Past-President of the National Technical Institute for the Deaf (NTID) Alumni Chapter of Greater Rochester. He currently is on the Milwaukee Area Technical College's (MATC) Interpreter Training Program Advisory Board. Joe is responsible for managing the Customer Service department and for educational presentations and outreaches across Wisconsin.

Jody Lechner WTRS Human Resources Recruitment Manager
Oversees all Human Resources functions for the Wisconsin relay center.

Jody earned her Bachelor of Science degree in Business Administration with emphasis in Management and Human Resource Management from UW-Platteville in 1993. Jody has over eight years of Human Resources experience. In May 2003, she received her Professional in Human Resources certification and was recertified in July 2006. She is also a member of SHRM (Society for Human Resource Management).

Kathi Sullivan WTRS Trainer
Prepares and delivers comprehensive training programs designed to maximize the effectiveness of new and existing Communication Assistants.

Kathi has held the position of Communication Assistant, Lead Communication Assistant and trainer. Her diversified experience and knowledge has allowed her to maximize the quality and efficiency of the training program. Kathi's focus is on quality assurance and maintaining excellent customer satisfaction. She relates well with the trainees, mentors and other WTRS staff.

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Megan Buechner WTRS Staff Interpreter

Interprets between WTRS staff members and during education/outreach activities and provides customer service related support to WTRS Customer Service Department.

Megan Buechner developed an interest in American Sign Language in her sophomore year at the University of Wisconsin-Milwaukee (UWM). While at Milwaukee, she earned her Bachelor of Science degree in Exceptional Education, a major in American Sign Language Studies, and certificates of completion in the Interpreter Training Program and Cultures and Communities Education. She holds a Wisconsin Interpreting and Transliterating Assessment (WITA) score of 2:1. She is involved in mentoring and continued skill development through Professional Interpreting Enterprise, LLC (PIE) in preparation for National Certification.

Ted Trenkamp WTRS Customer Service Representative
Conducts statewide relay educational and outreach events which target the general public, potential and current TTY users and professionals in all areas.

Ted has over six years of customer service experience. He earned his Bachelor of Arts degree in Marketing from Northern Illinois University (NIU) in De Kalb, Illinois. He previously worked as the Project Support Specialist at the Northern Illinois University Academic Computing Service. He has been teaching ASL courses for the past two years at the Madison Area Technical College (MATC). He is actively involved in the Deaf community as an elected treasurer of Madison Association of the Deaf (MAD) and participates in softball, volleyball, and basketball.

Neal Gerron WTRS Speech to Speech Supervisor
Oversees the Speech to Speech program including monitoring staffing needs, hiring and training new Speech to Speech Communication Assistants, monitoring calls and quality assurance.

Neal has over thirteen years of relay experience. He has held positions as a Communication Assistant, Speech to Speech Communication Assistant, Spanish skilled Communication Assistant, CA Supervisor and Speech to Speech Supervisor. Neal's strong people skills and natural ability to understand a wide range of speech patterns is a great asset to the CAs and consumers he interacts with every day.

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SAI'S Hiring Practices Plan: Outreach to Deaf and Disabled Persons

Education & Training

All Human Resource staff are given training and provided resources in the recruitment of and hiring of people with disabilities, including individuals who are deaf, hard-of-hearing, speech disabled and deaf-blind. An added emphasis in training is given to recruiting and hiring individuals with American Sign Language (ASL) and relay service experience. This includes seeking individuals with experience in working with the deaf, hard-of-hearing, and/or speech disabled communities.

Accommodations (including interpreters) are provided, upon request for all individuals during the selection process.

Collaboration

Society's Assets, Inc. (SAI), works closely with the University, state/federal agencies, and/or related state and local professional deafness related organizations, to combine and share resources and expertise in order to enhance the recruitment and hiring of deaf, hard of hearing or speech disabled employees. Deaf Community Leaders are recruited to participate in the selection process of Management positions.

Departmental Joint Effort

The Customer Service Department has been trained in recruiting at outreach presentations, including town hall meetings. All service departments are encouraged to externally promote open positions, particularly in the recruitment of hiring deaf, hard of hearing or speech disabled employees.

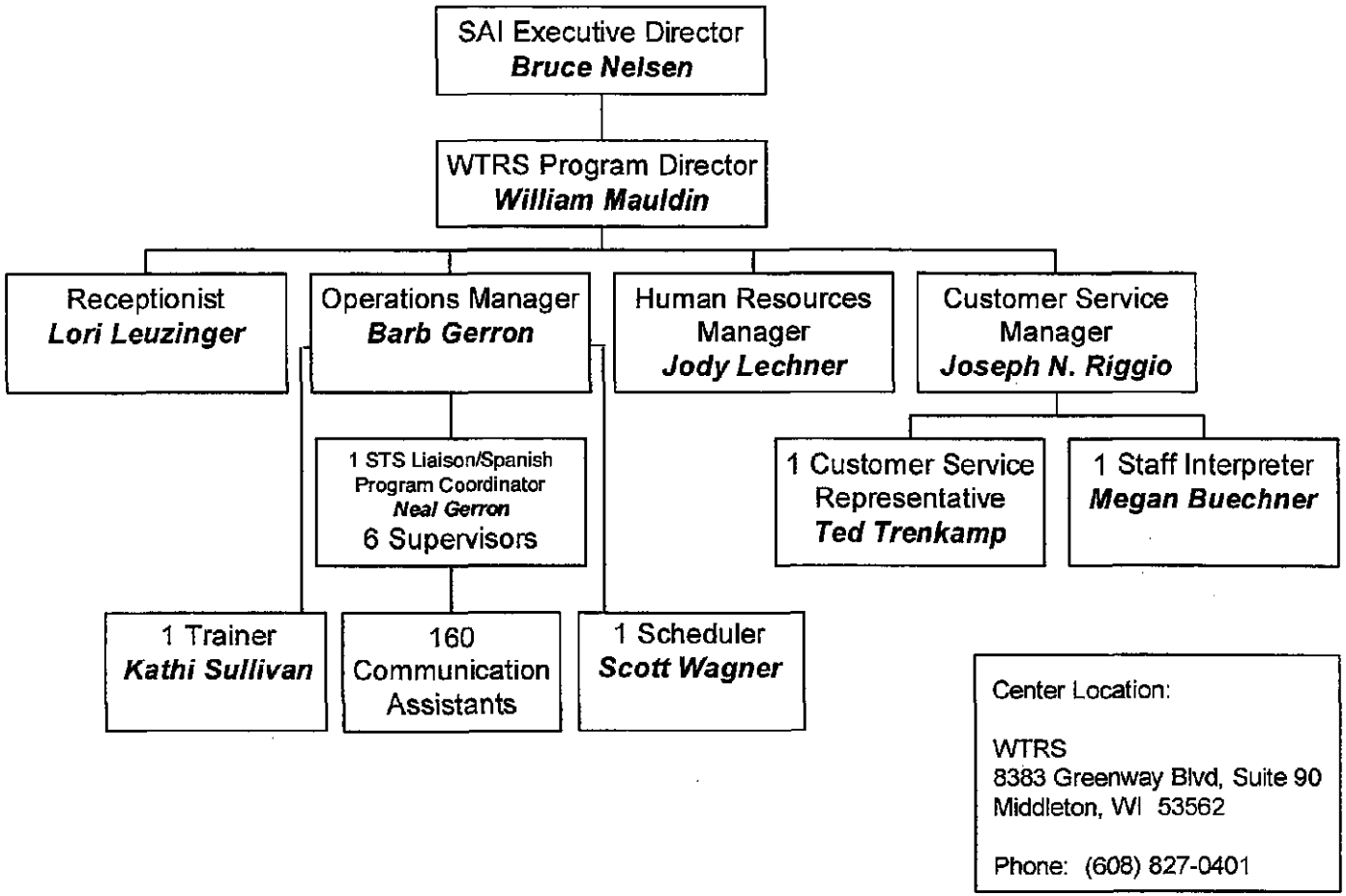
Recruitment Sources

All materials submitted for advertising for recruitment encourage individuals with disabilities to apply. Regular areas in which SAI advertises in includes deaf papers, magazines and via the internet. Specific examples include: SHHH Website, Deaf Digest, Hearing Loss Journal, Silent News, posting at Gallaudet University, Monster.Com website.

Affirmative Action and Equal Opportunity

SAI remains in compliance with the Affirmative Action and Equal Opportunity policies and the regulations from the Wisconsin Department of Health and Social Services, and all applicable state and federal statutes relating to nondiscrimination in employment and service delivery.

WISCONSIN RELAY CENTER
ORGANIZATIONAL STRUCTURE



Center Location:

WTRS
8383 Greenway Blvd, Suite 90
Middleton, WI 53562

Phone: (608) 827-0401

William Mauldin

6 Rustic Ridge Court • Madison, WI 53716 • (608) 222-1095 TTY/V • bmauldin@charter.net

Education

Gallaudet University, Washington, DC.
Bachelor of Science magna cum laude,
Business Administration with Management emphasis,
May 1995.

Experience

Society's Assets, Inc. • Middleton, WI • April, 2002 - Present

WTRS Program Director April 2002 – Present

- Direct all relay operations activities with a primary emphasis on quality and efficiency
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws for 17 immediate staff including 110 Communication Assistants
- Manages statewide outreach activities of WTRS including presentations, media opportunities, direct customer contact, and development of disbursement of various promotions.
- Oversee training and staffing needs for current and future call volume
- Responsible for planning, assigning and directing work; appraising performance and providing positive and negative feedback; addressing complaints and resolving problems.
- Encouraged professional and leadership growth for personnel
- Emphasized SAI's values and overall mission statement

Dayton Center, CSD-USA Relay • Dayton, OH • June 2000 – April 2002

Center Manager June 2000 – April 2002

- Managed the call center in a manner which ensured high quality services for all customers
- Promoted an innovative and motivated employee work force
- Supervised 15 immediate staff including 250 Communication Assistants (CAs)

- Provided coaching, recognition and opportunities for professional development for immediate staff
- Directed training and staffing functions to meet financial objectives
- Monitored and maintained annual budget with controllable expenses and income. Worked closely with the Director of CSD-USA Relay and corporate staff to meet daily Force requirements including ASA and service level
- Streamlined daily reports, projects and enhanced weekly/monthly spreadsheets. Coordinated annual management and administrative objectives/goals for bonuses and incentives
- Promoted participation in local community organizations and activities
- Maintained a professional and clean environment along with ensuring safety in the center

Dayton Center, CSD-USA Relay • Dayton, OH • October 1999 – June 2000

Attendance Manager *Oct 1999 – June 2000*

- Monitored the attendance of 195 CAs daily
- Turned in weekly, monthly and quarterly reports to the Center Manager
- Met with each CA at certain CAP levels i.e. oral, written and DML to ensure their attendance and coached them on attendance policies
- Utilized the Filemaker Pro database to provide quality reports
- Transferred data from Filemaker Pro to MS Access
- Was also the system administrator for MS Access
- Established a new perfect attendance program for outstanding CAs with perfect attendance with prizes and incentives
- Supervised 11 ACUs who were responsible for daily data entry for all CAs
- Monitored efficiency reports to ensure all CAs are logged in on-line 98% of their daily work schedule

Dayton Center, CSD-USA Relay • Dayton, OH • February 1998 – September 1999

Group Manager *February 1998 – September 1999*

- Oversaw the day-to-day operation of the Relay center including meeting ASA and service level requirements
- Developed and maintained relay skills of 30 to 45 CAs daily
- Maintained an average of 80 to 95 surveys a month to ensure consistency and high quality service for CAs

- Handled customer service contacts; providing timely and accurate information to the Ohio Sprint Account Manager
- Coordinated Group Managers' schedules to ensure coverage for 24 hours and 7 days a week
- Prepared and handled Group Managers' agreements/notes during team meetings
- Handled certain CA Appreciation days to maintain high morale and a positive office environment
- Created and coordinated the "Eagle Club" mentorship program along with another co-worker for outstanding CAs
- Organized "welcome kits" for 150 CAs during the start-up of the Dayton center
- Relayed calls with an interpreter
- Ensured the center was managed within budget guidelines
- Provided excellent documentation for a variety of reasons including disciplinary action and terminations
- Provided timely follow-ups with each CA regarding surveys, conduct, performance, etc.

Skills

- Strong organizational, budgetary, presentation and management skills
- Excellent problem-solving, leadership and multi-task skills
- Experience in non-profit, corporate and private settings
- Large team supervision skills
- Experienced with IBM computers with Microsoft Office 2000, MS Publisher, Power Point and other software applications
- Excellent interpersonal skills
- Fluent communicator in spoken English, written English, and American Sign Language

Activities and Awards

- President's Scholar (G.P.A. 3.8)
- Dean's list
- Student Advisory Board to the President
- Gallaudet delegate at Business Tomorrow Conference (an international conference on issues facing corporations and students, and where businesses are heading into the future)
- Varsity Soccer Captain; 3 years
- Capital Athletic Conference All-Academic; 4 years
- Intramural sports
- Grand Treasurer, Kappa Sigma Fraternity
- Intramural Athlete of the Year

- Highest G.P.A. for Kappa Sigma Fraternity
- Volunteer for the Career Fair
- Student representative on VIP (Vision Implementation Plan) Related Academic Programs Task Force
- Hall of Fame Award for cooperative education
- Member and alternate on the U.S.D.S.O. soccer Olympic team for Copenhagen, Denmark 1997
- Member of J.P. Morgan Gallaudet Relationship Management Team
- Taught ASL Vista curriculum classes for 16 weeks at Del Tech Community College
- Took classes at Sinclair Community College to interpret for the Deaf-Blind community in Ohio
- Participated in the RAP (Relay Ambassador Program) for Sprint that educates the public about Ohio Relay Service
- Member of Professional Interpreting Enterprise Deaf Advisory Board
- Council member on Governor's appointed Wisconsin Council for the Deaf and Hard of Hearing
- Participates in flag football, softball, golf and basketball
- Current member of Wisconsin Association of the Deaf, Madison Deaf Club and Wisconsin Sports Deaf Club

Barbara A. Gerron

244 Ridgeview Drive • Lake Mills, WI 53551 • (920) 648-6995 • bgerron@hamilton.net

Education

Rosary College
B. A., English Education, 1986

Triton Community College
A. A., Liberal Arts, 1984

Experience

Society's Assets, Inc. • Middleton, WI • 1994 - Present

Operations Manager (2002-present)

- Oversees day-to-day operations of phone center.
- Supervises CA supervisors and support staff.
- Trains new supervisors and provides continuing education for supervisory team.
- Assists supervisory team in maintaining a high level of employee skill and technical knowledge.

CA Supervisor (1997-2002)

- Supervised activities of Communication Assistants.
- Monitored and formally evaluated employee performance.
- Maintained Communication Assistant personnel files.

Communication Assistant (1994-1997)

- Relayed calls persons who may be Deaf or Hard of Hearing.
- Assisted supervisor staff with Operations area coverage.
- Assisted new employees as an on-the-job trainer.

References

Joyce Jamrozik
4307 Valley View Drive
Loves Park, IL
(815) 637-9730

Patti Bannier
3509 Mammoth Trail
Madison, WI 53719
(608) 848-1421

Patti Kraemer
18 Jacobs Court
Madison, WI 53719
(608) 271-6839

Jennifer Hurlbut
9 Mesa Court
Madison, WI 53719
(608) 278-8196

Joseph N. Riggio

8383 Greenway Blvd, #90 • Middleton, WI 53562 • (800) 600-7826 x249 TTY • JRiggio@aol.com

Education

Rochester Institute of Technology • Rochester, New York
Bachelor of Science – Applied Arts and Technology
May 2001.

Rochester Institute of Technology • Rochester, New York
Associate's Degree – Printing Production Technology
May 1992.

Skills

Supervision Skills	Counseling/Teaching Skills	Leadership Skills
Knowledge of Deaf Culture	Computer Literate	Microsoft Office
Problem Solver	Pagemaker/QuarkXPress	Quick Learner
Community Involvement	Public Speaking Skills	Native ASL Skill

Experience

Society's Assets, Inc. • Middleton, WI • August 2003 - Present
Customer Service Manager
- Oversees Customer Service Department for Hamilton Relay.
- Provides and schedule presentations, home visits, and referrals to new and existing relay customers statewide.
- Represents WTRS on various external committees related to Relay.
- Serve as WTRS liaison to Advisory Council in matters pertaining to customer issues.

Lester and Rosalie Anixter Center • Chicago, IL • July 2001 – January 2003
Assistant Manager
- Clinical counseling for Intensive Outpatient clients
- Case management and advocacy for clients
- Supervision of 6 clinical staff
- Outreach and Marketing outside of ARD

Thresholds, Inc. • Chicago, IL • December 2000 – June 2001
Case Manager
- Case management and advocacy for mentally ill members

- Instruct members in their independent living skills
- Job-coaching members at their workplace

Rochester Institute of Technology • Rochester, NY • December 1997 – December 2000

Resident Director

- Supervision of 8-14 Resident Advisors
- Supervision of 13 people at the Information Desk
- Enhance Resident Advisors' programming skills
- Acts as an Institute Judicial Officer
- Weekly Crisis Management in the residence halls

Rochester Institute of Technology • Rochester, NY • September 1993 – May 1998

Adjunct Instructor

- Instruct 4-5 students in Offset Duplicator Operations I Course
- Instruct 4-8 students in Page Creation Methods Course
- Instruct 4-8 students in Survey of Image Reproduction Course
- Tutor students in their coursework

Rochester Institute of Technology • Rochester, NY • April 1993 – December 1997

Reprographics Specialist

- Duplication of 2-3 million copies annually on Xerox 5385 Copier
- Maintenance of Xerox 5385 Copier
- Order and stock paper supplies
- Assist consumers on using assorted copiers

Presentations

- Video Relay Service
- Drug and Alcohol Awareness
- Deaf Culture and Awareness
- 7 C's of the Leadership Model
- Responsibilities of College Students in the Dormitories
- First Year Experience

Community Involvement

- By-Laws Chairperson, Illinois Association of the Deaf, October 2002 – July 2003
- Public Relations Coordinator of Deaf Way Illinois II, February 2002 - present
- Advisory Board for Deaf/Hard of Hearing Medical Services at Lifetime Health Center, 1998-2000
- President of NTID Alumni Chapter of Greater Rochester, 1997-2000

- Workshop Coordinator at NTID Alumni Chapter of Greater Rochester's 20th Anniversary Celebration, 1995
- Past President of Mu Zeta Alumni Charter of Sigma Nu International Fraternity, 1994-1995

Committees in Rochester Institute of Technology

- Living, Learning and Leadership Committee
- Resident Advisor/House Manager Search Committee
- NTID Admission Counselor Search Committee
- Ellingson/Peterson/Bell Resident Director Search Committee
- Representative of NTID at National Association of the Deaf Conference, San Antonio, Texas
- NTID Dean Liaison Search Committee
- Deaf Professional Group Steering Committee Liaison

Kathy Ottelien

8383 Greenway Blvd, #90 • Middleton, WI 53562 • (608) 827-0401

Education

Upper Iowa University
B.S. Human Resources Management

Experience

Society's Assets, Inc. • Middleton, WI • 2001 - Present
Human Resources Manager

- Manage the Human Resources Department and staff.
- Maintain integrity of wage administration and act as payroll liaison with SAI main office.
- Monitor staffing numbers (based on FTE and scheduling goals) to determine hiring needs.
- Prepare weekly and monthly personnel reports.
- Provide training, coaching and creative problem-solving assistance related to supervisory and administrative issues.
- Maintain positive employee relations and provide employee counseling.
- Administer employee benefit programs including health, dental, and retirement plans.
- Oversee recruitment activities.

Eye Clinic of Wisconsin, S.C. • Wausau, WI • 1999 - 2001
Human Resources Manager

- Developed, implemented, and maintained policies and procedures for clinic personnel.
- Administered various human resources plans and procedures for clinic personnel.
- Conducted recruitment efforts for all professional and entry-level personnel.
- Trained and developed staff to ensure consistency in the implementation of clinic policy and corporate culture.
- Assisted compliance officer with organization of OSHA compliance materials and scheduling in-services.
- Implemented employee recognition programs.

Wipfli Ullrich Bertelson LLP • Wausau, WI • 1996 - 1999

Human Resources Consultant

- Determined needs of clients and provided appropriate services including: policy/procedure development, creating position descriptions, creating employee handbooks, personnel selection and performance appraisal system development.
- Conducted monthly education sessions.
- Prepared work plans and letters for providing services to clients.
- Developed client reports on consulting services.
- Provided ongoing consulting services as needed.

Human Resources Assistant

- Conducted recruitment effort for professional and entry level personnel at all thirteen remote sites.
- Administered employee benefit programs.
- Assisted employees in preparing claims for benefits and contacted insurance carriers to resolve misunderstandings about coverage.
- Verified calculations of monthly premium statements for group insurance policies and maintained premium, claim, and cost data.
- Conducted new employee orientation.

References

Barb Gerron
WTRS Lead Supervisor
8383 Greenway Blvd, Suite 90
Middleton, WI 53562
(608) 827-0401

Robin Lopez-Grignon
WTRS Human Resouces Assistant/Spanish Recruiter
8383 Greenway Blvd, Suite 90
Middleton, WI 53562
(608) 827-0401

Liz Sanford
WTRS Customer Service Interpreter
8383 Greenway Blvd, Suite 90
Middleton, WI 53562
(608) 827-0401

Neal F. Gerron

244 Ridgeview Drive • Lake Mills, WI 53551 • (920) 648-6995 • ngerron@hamilton.net

Education

University of Wisconsin, Madison
1 year, Business Program, 1976

Madison Area Technical College
Associate of Arts degree, Finance, 1979

Marquette University, Milwaukee
2 years, Business Administration courses, 1983

Experience

Society's Assets/Wisconsin Relay • Middleton, WI • 8 Years

Speech to Speech Supervisor

- Oversees Speech to Speech program and schedule
- Tests, hires and trains Speech to Speech CAs
- Project development as needed

CA Supervisor

- Supervise activities of Communication Assistants
- Monitor and formally evaluate Communication Assistants
- Maintain Communication Assistant personnel files
- Maintain adequate call center staffing

Spanish Communication Assistant contact Supervisor

- Assist in Spanish CA staffing and training

Taco Bell • Madison, WI • 10 years

Team Leader

- Provided support for Management Staff
- Recruited, trained and evaluated new employees
- Provided customer service
- Maintained product inventory and cash drawers

References

Patrick O'Malley
Sun Prairie, WI
(608) 827-6574

Patti Kraemer
18 Jacobs Court
Madison, WI
(608) 271-6839

Patti Bannier
3509 Mammoth Train
Madison, WI 53719
(608) 827-0401

Brenda A. Rung

7237 Tempe Drive, #89 • Madison, WI 53719 • (608) 845-5081 • brung@hamilton.net

Education

University of Wisconsin-Madison
Bachelor of Science - Psychology, 1999

Experience

Society's Assets, Inc. • Middleton, WI • 1992 - Present

Communication Assistant Trainer, 5 ½ years

- Coordinate and implement all segments of Communication Assistant training.
- Provide policy and procedure training presentations.
- Organize and provide on-going training, as needed.
- Act as a liaison to other Hamilton relay centers to assure standardization of procedures and training.
- Develop technical, procedural and policy updates for informational meetings and all staff members.
- Maintain and update policy and procedure manuals.
- Oversee mentor program.

Communication Assistant, 4 years

- Relayed a wide variety of calls between text telephone and standard telephone users.
- Typed from voice dictation with speed and accuracy.
- Voiced typed words using appropriate tone and inflection.
- Interacted with consumers professionally and politely.
- Adhered to strict code of ethics and confidentiality.

John R. Donath & Co., Inc. • Blue Mounds, WI • 1988 - 1992

Administrative Assistant

- Performed accounts payable and accounts receivable duties.
- Performed bank reconciliation duties and made journal entries.
- Documented customer orders, coordinated deliveries, and performed inventory control.
- Assisted vice president with clerical duties.

References

Ann Schroeder
20 Sayner Court
Madison, WI, 53713
(608) 833-9686

Kristin Fjelde
8540 Greenway Boulevard, Apt 113
Middleton, WI 53562
(608) 831-7931

Elizabeth Sanford
8383 Greenway Boulevard, Suite 90
Middleton, WI 53562
(608) 827-0401

Megan Buechner

8383 Greenway Blvd, #90 • Middleton, WI 53562 • (800) 395-9877 •
megan.buechner@hamiltonrelay.com

Education

University of Wisconsin-Milwaukee – Milwaukee, WI
Bachelor of Science – Exceptional Education
Major – American Sign Language
Certificate – Interpreter Training Program
Certificate – Cultures and Communities Education
May 2008

Skills

- Extensive practical experience with ASL and Signed English
- Desktop computer applications including Word, Excel, PowerPoint, and various data entry applications.
- Office Automation equipment and services including scanners, TTY devices, and Video Relay Services.
- Excellent oral and written communication abilities.

Experience

Society's Assets, Inc. • Middleton, WI • August 2008 - Present
Staff Interpreter

- Interpret on-site for WTRS staff as needed.
- Interpret for WTRS business & staff meetings.
- Interpret for outreach activities and presentations.
- Answer Customer Service calls and provide support.
- Provide Video Relay Service Customer Support.
- Translate relay calls when interpretation has been requested.

Professional Interpreting Enterprise, LLC • Milwaukee, WI • June 2008 – Present
Pre-certified Interpreter

- Interpret community assignments including professional and theatrical.
- Improve skills through mentoring and videotaping.

Society's Assets, Inc. • Middleton, WI • May 2008 – August 2008
Customer Service Aide

- Answer Customer Service calls and provide support.

- Provide Video Relay Service Customer Support
- Interpret on-site for WTRS staff as needed.
- Interpret for WTRS business & staff meetings.

Ted J. Trenkamp

8410 Isaac Dr., Apt. 105 • Madison, WI 53717 • (608) 827-5141 • ttrenkamp@hotmail.com

Education

Northern Illinois University, DeKalb, Illinois
Bachelor of Science, December 1999
Majors: Marketing
Physical Education Emphasis: Sports Business
Cumulative GPA: 3.39/4.0

Technical Skills

Microsoft Access	Microsoft PowerPoint	Netscape Navigator
Microsoft Excel	Microsoft Explorer	Eudora Pro
Microsoft Word	WordPerfect	Telnet

Experience

Wisconsin Telecommunications Relay System, Middleton, WI, March 2002 – Present
Customer Service Representative

- Responsible for conducting statewide relay education and outreach program which targets the general public, potential and current TTY users, and professionals in all areas.

NIU Academic Computing Service, DeKalb, IL, July 2000 – March 2002
Project Support Specialist

- Accountable for departmental inventory.
- Replaced and updated computers.
- Installed hardware and software into computers.
- Investigated and maintained hardware and software in the campus labs.
- Arranged a technical tour for the department.

Northern Illinois University, DeKalb, IL, January – May 2000
ASL II Teaching Assistant

- Assisted professor in class sessions, substitute taught when professor was unavailable, led group labs and arranged and scheduled tutoring sessions for ASL students.

USA Deaf Sports Federation, Rochester, NY, June – July 1999
Assistant to Chairperson of 1999 United States Deaf Games

- Worked as part of a program planning team to coordinate and implement a major sporting event.
- Worked closely with USA Deaf Sports Federation and the Games committee to ensure compliance to the program rules and regulations.

- Responsible for developing the volunteer schedules.
- Prepared and designed budget booklets.
- Assisted with Registration Committee to review and approve participant applications.
- Contacted applicants to request additional information for review.
- Served in Public Relations to aid participants and the public.

Newman Catholic Student Center, DeKalb, IL, October 1998 – May 1999
Sign Language Teacher

- Founded, developed, designed and taught sign language workshops.
- Increased awareness and appreciation for sign language and deaf culture in the local community.
- Scheduled class times and meeting rooms, and interpreting assistants.

Promoting Recognition for Individuals who are Deaf Everywhere (P.R.I.D.E.)
Treasurer, NIU, August 1997 - May 1998

- Coordinated, planned and participated in fundraising activities, attended bimonthly membership, and officers' meetings.
- Led fundraising activities in raising over $2,500.

Activities/Awards

Presidential Commission on Persons with Disabilities, NIU, Fall 1996 - May 1998

- Serve as the student representative on a university committee to discuss issues and create proposals to raise awareness of persons with disabilities.
- Worked closely with university administrators to present proposals to the President of the university.

John W. Vaughn Service Award Scholarship, DeKalb, IL, April 1997

- Outstanding service and community leadership recognition award presented by Newman Student Center staff.

Habitat for Humanity, Bartlesville, Oklahoma and Columbia, Tennessee, Spring Break 1997, 1998, and 1999

- Helped remodel and construct homes for low-income families.

POSITION TITLE: PROGRAM DIRECTOR

Job Summary:
Directs the activities of the WTRS center, ensuring quality services for the customer base, while creating an environment for employees to carry out WTRS' values and mission statement. Promotes community involvement that demonstrates our corporate citizenship, while contributing to the agency's financial stability.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Financial: Responsible for all expenses incurred by the WTRS to ensure that projected budgets are not exceeded. Responsible for obtaining gross margins by maintaining cost per minute targets. Analyzes actual work time versus projections. Completes analysis of monthly expenditures.

Quality: Develops and fosters the agency philosophy creating an environment that lives up to SAI's values and mission statement. This is accomplished through the selection of qualified personnel, ensuring quality training, and conducting periodic feedback meetings with all employee levels. Relay quality is monitored through random sampling of customer service reports to ensure that the highest quality of service is maintained.

Development: Responsible for monitoring service levels and projecting trends over time in order to both adjust and forecast staffing, equipment and facility needs. Retains overall responsibility for recruitment, hiring and evaluation of qualified personnel necessary to ensure the relay center maintains consistently high standards of performance. Ensures adherence to policies and procedures established for the center, while directing their ongoing refinement as needed.

Public Representation: Takes an active role in public affairs on a local, state and national level, fostering a positive corporate image. Is the lead spokesperson for the relay center and primary contact for public media and government agencies. Acts as a liaison between Hamilton and SAI.

Supervisory: Acts as primary supervisor of Assistant Program Director, Customer Service Manager, Human Resources Manager and Administrative Services Coordinator. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance and providing positive and negative feedback; addressing complaints and resolving problems.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-Essential Job Functions:
Other duties as assigned by the SAI Executive Director.

Accountability:
The WTRS Program Director is directly accountable to the SAI Executive Director.

Employee Status:
The positions of WTRS Program Director is designated as an exempt position.

Requirements:
Bachelor's degree in business, human services administration or related field. Master's degree preferred. Previous administrative or supervisory experience, preferably in Telecommunications Relay or related field. Knowledge of Deaf Culture. Strong organizational, planning and program development skills. Strong written and oral communication skills.

Ability to communicate via text telephone using ASL gloss or English as appropriate.

Ability to work in a fast-paced and sometimes stressful work environment.

American Sign Language fluency preferred or willingness to learn.

POSITION TITLE: COMMUNICATION ASSISTANT OPERATIONS MANAGER

Job Summary:
Performs the duties of the Communication Assistant Supervisor in accordance with the organizations policies and applicable laws. In addition the Operations Manager provides additional support for the Program Director in training, directing and advising Communication Assistant Supervisors.

The Operations Manager will provide support for the day-to-day activities of a diverse team of supervisors in a manner that is reflective of our goals and values; to ensure quality service through observation, feedback and development of the relay work group, and to promote employee morale through exemplary personal example.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Acts as direct supervisor of all Communication Assistant Supervisors. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Planning, assigning and directing work; appraising performance and providing positive and negative feedback; addressing complaints and resolving problems. Act as a resource person for supervisory staff.

Fosters an environment that lives up to WTRS mission statement and values. Provides input in decision-making related to internal policies and procedures and shares changes and new information with appropriate staff. Facilitates or attends regular meetings to promote open communication on all staff levels in all departments.

Assists CA supervisors in developing their primary CA's skills, addressing CA work issues, providing innovative ways to motivate CA's and developing good working relationships with CAs.

Communicate with and provide support for CA supervisors in order that CA monitoring, reviews, discipline and attendance reports are completed in a timely manner.

Assumes ON CALL duties for the center with the PD.

Works with other centers to assure successful daily operations.

Interview and train new CA supervisors in the duties and expectations of a Supervisor, CA monitoring, performance reviews, discipline, attendance and how to develop good working relationships with their CA's.

Checks stats previous day occupancy and CA stats. Check daily hours report.

Develop plans to standardize and streamline forms and procedures for supervisory and interdepartmental activities.

Consults with HR on personal leaves, FMLA, discipline, scheduling training, etc.

Oversees Supervisor Scheduling.

Checks CA production statistics for quality assurance.

Oversees the Supervisor Aide programs.

Assist CA Supervisors in developing self-improvement plans in the area of teamwork, interpersonal relationships and employee relationships through in-service programs, individual or group discussions, etc.

Supervise, monitor and formally evaluate primary CA's job performance. Maintain a positive work environment by providing daily support and assistance to CAs. Provide continuous feedback to CAs regarding job performance.

Maintain personnel files for primary CAs.

Assist with monitoring call demand and making the necessary CA schedule adjustments.

Oversee initial CA training as well as development of on-going training of CAs.

Update and train CAs regarding new policy and/or procedure changes when necessary.

Develop technical understanding of the telecommunications relay system and communicate this information to CAs. This includes, but is not limited to, daily technical updates resulting in procedural changes.

Act as primary person of responsibility for the entire relay facility when appropriate.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Flexible with schedule, rotating weekends and covering for other supervisors as needed.

Non-essential Job Functions:
Act as a Communication Assistant when needed.

Interpret calls from ASL gloss to spoken English and vice versa when requested - only if qualified to interpret/translate.

Perform any additional duties as assigned by the Program Director.

Accountability:
The Operations Manager is directly accountable to the Program Director.

Employee Status:
The position of Operations Manager is designated as an exempt position.

Requirements:
BS/BS degree. At least five years previous supervisory experience. Experience conducting formal performance evaluations with subordinate staff. Ability to effectively monitor relay calls and provide objective feedback to staff on their performance. Strong receptive and expressive communication skills.

Ability to communicate via text telephone using ASL gloss or English as appropriate.

Ability to work in a fast-paced and sometimes stressful work environment.

Work schedule flexibility (including weekend and holiday hours) in order to maintain effective supervisory coverage in the Operations Center; including being "on-call" as needed.

American Sign Language fluency preferred or willingness to learn.

POSITION TITLE: TRAINER

Job Summary:
Responsible for coordinating all Communication Assistant job training and assisting with Administrative staff training. Participates in training by providing call handling policy and procedure training on site and off site. Organizes and provides on-going technical and policy training as needed. Performs the essential job functions of a CA Supervisor. See attached CA Supervisor job description.

The Trainer will provide training and support for the day to day activities of a diverse team of CA's in a manner that is reflective of our goal's and values; to ensure quality service through observation, feedback and development of the relay work group, and to promote employee morale through exemplary personal example.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Coordinate CA training sessions with the management team.

Implement training program with the assistance, if needed, of the Assistant Program Director or Program Director and schedule all segments. Notify all staff of training schedule(s).

Perform segments of initial CA training as necessary.

Choose and train CA facilitators prior to CA trainings. Coach and evaluate their performance during and after each training.

Schedule supplementary training staff. Act as a resource and advisor for training segments and the technical set-up required.

Evaluate and maintain training quality standards with the assistance of the Assistant Program Director and the Program Director.

Initiate and direct the assessment of CAs within two weeks after training for quality assurance. Provide follow-up training for those who do not meet assessment goals.

Oversee mentor program. Train, schedule and offer in-service meetings as needed.

Provide on-going training and quality assurance for CAs and Administrative staff as needed.

Develop technical, procedural and policy updates for informational meetings. Implement informational meetings as directed by APD.

Act as a liaison with Hamilton to assure standardization of relay procedures and training issues.

Maintain and update WTRS Policy & Procedure manuals within 3 weeks of a final change.

Create and maintain initial CA training manual.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Maintain a positive work environment by providing daily support and assistance to WTRS staff.

Act as a primary person of responsibility for the entire Operations Center when appropriate.

Non-Essential Job Functions:
Act as a Communication Assistant when needed.

Provide Customer Service Line coverage as needed.

Perform any additional duties as assigned by the Assistant Program Director.

Accountability:
The Trainer is directly accountable to the Assistant Program Director.

Employee Status:
The position of Trainer is designated as an exempt position.

Requirements:
High School Diploma or equivalent; at least two years experience business-related undergraduate study preferred. At least two years previous training and presentation experience. Ability to communicate via text telephone using ASL gloss or English as appropriate. Experience and ability to effectively implement, monitor and assess training programs for quality assurance. Excellent leadership, interpersonal and public relations skills.

Strong receptive and expressive communication skills.

American Sign Language fluency preferred or willingness to learn.

Work schedule flexibility, including weekend and holiday hours, in order to maintain effective coverage in the Operations Center and to train when necessary. That includes being "on-call" as needed. Flexible with work schedule, rotating weekends and covering for other CA Supervisors when needed.

Willingness to travel, sometimes on short notice.

WTRS JOB DESCRIPTION
COMMUNICATION ASSISTANT SUPERVISOR

Reports to: Operation Manager
Exempt Status

Job Summary:
Supervise and coordinate activities of Communication Assistants (CAs) along with carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.

The CA Supervisor will provide support for the day to day activities of a diverse team of CAs in a manner that is reflective of our goals and value. The supervisor must be able to ensure quality service through observation, feedback and development of the relay work group along with promoting employee morale through exemplary personal example

Essential Job Functions:
To perform the Supervisor job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to master all aspects of relay calls in order to coach CAs on call performance.
- Supervise, monitor, formally evaluate and provide continious feedback for CA's job performance.
- Maintain a positive attitude and work environment in order to provide daily support, staff motivation and assistance to CAs.
- Tracking and documenting CAs attendance while maintaining personnel files.
- Keeping up to date with any disciplinary action that needs to be given to the CAs.
- Assist with monitoring call demand.
- Monitor all state traffic and readjust CA logins as needed according to our current procedure.
- May perform portions of initial CA trainings along with on-going training of CAs as needed.
- Update and train CAs regarding new policy and/or procedure changes when necessary.
- Provide Customer Service Line coverage as needed.
- Develop technical understanding of the telecommunications relay system and communicate this information to CAs. This includes, but is not limited to, daily technical updates resulting in procedural changes.
- Organize and facilitate meetings of CAs as needed.
- Possess the capability to guide all employees through a center emergency.
- Attend job appropriate WTRS meetings.
- Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.
- Flexible with schedule, rotating weekends and covering for other supervisors if necessary.

Non-essential Job Functions:

- Act as a Communication Assistant when needed.
- Interpret calls from ASL gloss to spoken English and vice versa when requested - only if qualified to interpret/translate.
- Perform any additional duties as assigned by the Operations Manager or the Program Director.

Accountability:

- The Communication Assistant Supervisors are directly accountable to the Operations Manager.

Work Environment and Physical Demands:

- While performing the duties of this job, the employee is frequently required to sit and use hands to work on computer.

Requirements:

- High School diploma or equivalent; at least two years business-related undergraduate study preferred. At least two years previous supervisory experience. Experience conducting formal performance evaluations with subordinate staff. Ability to effectively monitor relay calls and provide objective feedback to staff on their performance. Strong receptive and expressive communication skills.
- Ability to communicate via text telephone using ASL gloss or English as appropriate.
- Ability to work in a fast-paced and stressful work environment.
- Work schedule flexibility (including weekend and holiday hours) in order to maintain effective supervisory coverage in the Operations Center; including being "on-call" as needed.
- Willingness to be available or assist the administrative team to maintain coverage during center emergencies such as inclement weather, low staffing or technical problems at the WI center or other out-of state centers.
- American Sign Language fluency preferred or willingness to learn.

I understand and accept this job description. I have inquired regarding all aspects of information provided in this job description.

_____ _____

(Print Name) Signature

_____

Date

WTRS JOB DESCRIPTION
COMMUNICATION ASSISTANT (CA)

Job Summary:
Responsible for providing the means for equal access to telecommunications services and systems for four groups of people: deaf, hard of hearing, speech disabled and hearing who use a text telephone (TTY). Performs, with supervision, a variety of tasks concerned with relaying calls between text telephone users and users of a standard phone. This includes Voice Carry Over (VCO) and Hearing Carry Over (HCO) users as well.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professionally and courteously relay a variety of call types distributed to their workstation using a computer and special software.
- Type at a rate of 60+ words per minute. Use accurate spelling when relaying calls.
- Sufficient hearing skills to process phone calls.
- Ability to speak clearly with a variety of tones and inflections from typed words.
- Abide by the Oath of Confidentiality and Code of Ethics, even after employment has been terminated.
- Participates in all assigned meetings and training sessions.
- Monitor technical issues on relay calls and report to appropriate staff.
- Other duties as assigned.

Non-essential Job Functions:

- Translate calls from English to ASL and ASL to English when qualified.
- Other duties as assigned

Work Environment and Physical Demands:

- While performing the duties of this job, the employee is frequently required to sit; and use hands to work on a computer

Accountability:

- The Communication Assistants are directly accountable to their assigned primary supervisor.

Employee Status:
The position of the Communication Assistant is designated as a non-exempt position.

Requirements:

- Must have the ability to type 60+ words per minute.
- Ability to type from voice dictation with accuracy and correct spelling.
- Ability to perceive the nature of sounds on relay calls.
- Ability to speak clearly when voicing typed words using the appropriate tone and inflection.
- Ability to deal with customers in a professional and courteous manner.

POSITION TITLE: COMMUNICATION ASSISTANT SPEECH TO SPEECH SUPERVISOR

Job Summary:
Supervises and coordinates activities of Communication Assistants (CAs), carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

The CA Supervisor will provide support for the day to day activities of a diverse team of CAs in a manner that is reflective of our goals and values; to ensure quality service through observation, feedback and development of the relay work group, and to promote employee morale through exemplary personal example.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervise, monitor and formally evaluate CA's job performance.

Oversee Speech to Speech Program (i.e. scheduling, testing, quality assurance).

Maintain a positive work environment by providing daily support and assistance to CAs.

Provide continuous feedback to CAs regarding job performance.

Maintain personnel files for primary CAs.

Assist with monitoring call demand and making the necessary CA schedule adjustments.

Update and train CAs regarding new policy and/or procedure changes when necessary.

Provide Customer Service Line coverage as needed.

Support and direct CAs experiencing difficulty with ASL gloss calls.

Develop technical understanding of the telecommunications relay system and communicate this information to CAs. This includes, but is not limited to, daily technical updates resulting in procedural changes.

Organize and facilitate meetings of CAs on a monthly basis.

Act as primary person of responsibility for the entire relay facility when appropriate.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Flexible with schedule, rotating weekends and covering for other supervisors as needed.

Non-essential Job Functions:
Act as a Communication Assistant when needed.

Interpret calls from ASL gloss to spoken English and vice versa when requested - only if qualified to interpret/translate.

Perform any additional duties as assigned by the Lead Supervisor or the Program Director.

Accountability:
The Communication Assistant Supervisors are directly accountable to the Lead Supervisor.

Employee Status:
The position of Communication Assistant Supervisor is designated as an exempt position.

Requirements:
High School diploma or equivalent; at least two years business-related undergraduate study preferred. At least two years previous supervisory experience. Experience conducting formal performance evaluations with subordinate staff. Ability to effectively monitor relay calls and provide objective feedback to staff on their performance. Strong receptive and expressive communication skills.

Ability to communicate via text telephone using ASL gloss or English as appropriate.

Ability to work in a fast-paced and sometimes stressful work environment.

Work schedule flexibility (including weekend and holiday hours) in order to maintain effective supervisory coverage in the Operations Center; including being "on-call" as needed.

American Sign Language fluency preferred or willingness to learn.

I understand and accept the CA job description. I have inquired regarding all aspects of information provided in this job description.

_____ _____
(Print Name) Signature

_____
Date

WTRS JOB DESCRIPTION
CUSTOMER SERVICE MANAGER

Job Summary:
Responsible for the activities of the Customer Service Department at WTRS including all education/outreach activities of WTRS and coverage of the Wisconsin Customer Service Line. The CSM is the principal point of contact for WTRS customers and represents customers on the WTRS administrative level. Helps to ensure quality services for our customer base, while creating an environment in which employees can carry out the WTRS values and mission statement.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory responsibilities: Directly supervise employees in the Customer Service Department including Customer Service Representatives and Staff Interpreters/Customer Service Aides. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance and providing positive and negative feedback; and addressing complaints and resolving problems.

Act as the primary representative of WTRS customers on the management team.

Responsible for scheduling coverage of WTRS Customer Service Line.

Oversee Customer Service Tracking system, review pertinent information on calls received on Customer Service Line and ensure quick and appropriate follow-up.

Serve as WTRS liaison to Advisory Council in matters pertaining to customer issues. Report to Advisory Council on a regular basis regarding Customer Service Activities.

Responsible for statewide outreach activities of WTRS including presentations, media opportunities, direct customer contact, and development of disbursement of various promotions.

Represent WTRS on various external committees related to Relay (e.g. Universal Service Fund Council, WDHH, 9-1-1 Council etc.) as requested.

Produce monthly reports for state contract administrator on customer service activities.

Work with the Trainer to provide necessary training such as Deaf Culture to new Communication Assistant employees.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-essential Job Functions:
Other duties as assigned by the Program Director

Accountability:
The Customer Service Manager is directly accountable to the Program Director.

Employee Status:
The position of Customer Service Manager is designated as an exempt position.

Requirements:
Bachelor's Degree in Business Administration or other related field from four-year college or university.

Two or more years supervisory experience. Five or more years exposure to the culture and communication needs of persons who are deaf, hard of hearing, and/or speech disabled. Strong communication skills. Fluency in American Sign Language required.

Familiarity with a variety of computer programs including Microsoft Excel, WordPerfect and Microsoft word. Basic working knowledge of spreadsheets and managing a database of information. Familiarity with publisher software as well as e-mail programs preferred.

Willingness to travel nationwide is required.

I understand and accept this job description

_____ _____

Signature Date

WTRS JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE

Job Summary: Serves as the principal point of contact for WTRS consumers. Performs a variety of job functions in order to provide an optimum level of relay customer service.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Answer the Customer Service line for WTRS, enter all inquiries into customer service tracking system, and keep Customer Service Manager informed of developments among relay customers.

Give educational presentations about the relay system various settings in the state of Wisconsin.

Document any customer feedback for follow-up.

Maintain contact with relay customers, enter inquiries into tracking system, and ensure appropriate follow-up. Work with Customer Service Manager to resolve any problems and complaints.

Upon request, assist Communication Assistants and supervisors with any problems that may arise during the course of a relay call.

Maintain contact with other departments to ensure clear communication takes place.

Attend conferences as an exhibitor of WTRS.

Use creative methods to reach different segments of relay user population

Represent the Customer Service Department in various meetings and internal committees.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-Essential Job Functions:
Teach American Sign Language to WTRS staff.

Perform other job-related duties as assigned by the Customer Service Manager.

Accountability:
The Customer Service Representative reports directly to the Customer Service Manager.

Employee Status:
The position of Customer Service Representative is designated as an exempt position.

Requirements:
Bachelor's degree. Preference for studies in Communications or Social Sciences. Fluency in American Sign Language. Three or more years exposure to the culture and communication needs of people who are deaf, hard of hearing and/or speech disabled. Ability to communicate on the phone and in person with relay customers. Experience in giving public speaking and presentations. Effective time management skills. Work schedule flexibility. Basic data entry skills and knowledge of word-processing programs. Willingness to travel nationwide is required.

I understand and accept this job description. I have inquired regarding all aspects of information provided in this job description.

_____ _____
(Print Name) Signature

_____
Date

POSITION TITLE: CUSTOMER SERVICE AIDE

Job Summary:
In addition to Communication Assistant duties, CSAs are responsible for covering the Wisconsin Customer Service Lines.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Answer customers' questions, fielding concerns, and take requests for materials and outreach events.

Record call details for follow-up and/or closure by CSD staff.

Keep up-to-date on information related to WTRS, TTYs, and basic resources available in the relay-user communities.

Assist with projects assigned by Customer Service Manager & Customer Service Representatives and complete a variety of customer service related tasks while not answering Customer Service Line calls.

Attend meetings involving CSAs and Customer Service Department staff.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Accountability:
The Customer Service Aides are directly accountable to CA Supervisors.

Employee Status:
The position of Customer Service Aide is designated as a non-exempt position.

Requirements:
Candidates will undergo interviews with CSD staff. Candidates will be evaluated based on:

* Length of WTRS employment - required to work for 6 months.
* WTRS-related knowledge and experience.
* Knowledge of Customer Service.
* Positive performance evaluations including no record of negative experiences in dealing with customers in the past six months.

POSITION TITLE: STAFF INTERPRETER / ASSOCIATE CUSTOMER SERVICE REPRESENTATIVE

Job Summary:
The primary function of a Staff Interpreter is to interpret between WTRS staff members and to interpret during education/outreach activities of WTRS.

The secondary function of an Associate Customer Service Representative is to provide customer service related support to the Customer Service Department.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Responsibilities as a Staff Interpreter:
Interpret for outreach activities and presentations.

Interpret on-site for WTRS staff as needed.

Interpret WTRS business & staff meetings.

Translate relay calls when interpretation has been requested.

Provide assistance to CAs who are processing difficult calls due to language issues.

Schedule interpreters for additional in-house and outreach activities as needed.

Teach conceptually accurate ASL and vocabulary in classroom setting when requested.

Train new CAs in the areas of Language Acquisition, Voicing ASL, Confidentiality, and Code of Ethics.

Assist in teaching ASL class as needed.

Responsibilities as an Associate Customer Service Representative:
Answer Customer Service line, provide answers, enter calls into customer service tracking system and keep Customer Service Department informed of developments among relay consumers.

Assist Customer Service Representatives in coordinating and scheduling outreach activities.

Write articles for the statewide quarterly newsletter and the in-house weekly newsletter. Assist in maintaining the Customer Service mailing list.

Keep track of and order customer service outreach materials as needed.

Assist in developing tracking forms, outreach materials and flyers and special announcements as needed.

Update the Customer Service Handbook as needed.

Perform other duties including office maintenance duties as assigned by the Customer Service Manager.

Attend job appropriate WTRS meetings when sufficient interpreting service/support is provided.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-Essential Job Functions:
Act as a Communication Assistant when needed.

Act as a Communication Assistant Supervisor when needed.

Accountability:
The Staff Interpreters are directly accountable to the Customer Service Manager.

Employee Status:
The position of Staff Interpreter is designated as an exempt position.

Requirements:
NAD or RID certification. Three or more years experience interpreting/exposure to Deaf Culture. Strict adherence to Confidentiality and Code of Ethics. Ability to interpret between ASL and English effectively. Ability to perceive the nature of sound and tone of voice and to express the appropriate tone of voice and inflection while interpreting. Membership in any Association of the Deaf and/or immersion in the Deaf Community.

Basic data entry skills and knowledge of word-processing programs.

Ability to communicate on the phone and in person with relay consumers.

Willingness to travel statewide is required.

Experience in teaching ASL classes and willingness to teach classes is preferred.

POSITION TITLE: HUMAN RESOURCES MANAGER

Job Summary:
Plans and carries out policies relating to all phases of human resources functions. Helps ensure quality services for our customer base, while creating an environment in which employees can carry out the company's values and mission statement.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Monitor current staffing numbers (based on FTE and scheduling goals) to determine hiring needs and guide in approval or denial of CA status changes.

Recruit, screen, interview and hire or recommend qualified applicants for WTRS positions as appropriate.

Plan and conduct new employee orientation to foster a positive attitude towards company goals.

Keep current records of all personnel changes. Prepare monthly personnel reports for Executive Director, SAI Human Resources Director, WTRS Program Director and Assistant Program Director.

Assist employees with employment related issues.

Act as primary supervisor of Human Resources Assistant. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance and providing positive and negative feedback; addressing complaints and resolving problems.

Assist Supervisors and other appropriate staff in maintaining a fair and equitable employee performance review system which meets criteria set forth in SAI's contractual agreement.

Provide training, coaching and creative problem solving assistance related to supervisory and administrative issues.

Maintain employee handbook. Revise/update as needed. Review employee handbook and recommend changes annually.

Develop/update WTRS job descriptions annually, (including the physical dimensions of jobs), in accordance with current law.

Maintain integrity of wage administration and act as payroll liaison with SAI headquarters.

Monitor staffing needs and approve employee requests for family/medical/personal leave of absence.

Act as a liaison between worker's compensation insurance carrier and employees for work-related injuries.

Represent the organization at personnel related hearings and investigations.

Ensures the company is in compliance of ADA regulations.

Handles employee complaints and grievances with efforts for resolution of employee related issues.

Prepare employee separation notices and related documentation and conduct employee exit interviews.

Maintain employee personnel files, in accordance with current law.

Attend job appropriate WTRS meetings.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-Essential Job Functions:
Act as a Communication Assistant when needed.

Other assignments as assigned by the Program Director.

Accountability:
The Human Resources Manager is directly accountable to the WTRS Program Director.

Employee Status:
The position of Human Resources Manager is designated as an exempt position.

Requirements:
Bachelor degree from 4 year accredited college or university; at least 2 years previous Human Resources or related job experience and/or equivalent combination of education and experience. Strong receptive and expressive communication skills. American Sign Language fluency preferred or willingness to learn.

POSITION TITLE: ADMINISTRATIVE SERVICES COORDINATOR

Job Summary:
The Administrative Services Coordinator serves as a support person for the WTRS site, with primary assistance to the Program Director.

Essential Job Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Research and develop projects as needed by the Program Director in support of the overall operations of WTRS.

Coordinate maintenance of office equipment and maintain office & break room supplies.

Assist Program Director in assuring customer service quality/satisfaction in all areas of duties/responsibilities.

Perform portions of initial CA training as well as assisting with ongoing training of staff.

Responsible for front desk coverage.

Responsible for all bulk mailings.

Act as liaison with building management, cleaning services and other supportive services.

Provide clerical support for the Program Director and other departments as needed.

Attend job appropriate WTRS meetings as deemed necessary.

Sign and abide by the WTRS Oath of Confidentiality, even after employment is terminated.

Non-Essential Job Functions:
Act as a Communication Assistant when needed.

Assist in other departments as needed.

Perform any additional duties assigned by the Program Director.

Accountability:
The Administrative Service Coordinator is directly accountable to the Program Director.

Employee Status:
The position of Administrative Service Coordinator is designated as a non-exempt position.

Requirements:
Proficient in Window based programs, including Word, Excel, PowerPoint and Access. Ability to work with a variety of people. Excellent written and oral communication skills. Capable of working with confidential information on a routine basis. Strong organizational skills and time management skills. Self directed. Work schedule flexibility.

ASL fluency preferred or willingness to learn.

CAPTIONED TELEPHONE, INC.

Relay Your Way®

CapTel, Inc.

Hamilton will subcontract all aspects of Captioned Telephone Service including the technology, equipment, and needed captionists to CapTel, Inc. (CTI) of Madison, Wisconsin.

Hamilton is the prime contractor and will be responsible for its subcontractor's performance.

Subcontractor's Staff Qualifications

CapTel, Inc. Key Personnel and Staff

Following is a list of the key CapTel, Inc. personnel who will be involved with the operation of Ohio Relay.

Person	Position
Pam Frazier	Call Center Director, CapTel, Inc.

Ms. Frazier joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Ms. Frazier worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with several TRS providers plus the CapTel trials on-going in 13 states, setting up call center operations, and training of all call center positions. In 2002, Ms. Frazier was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

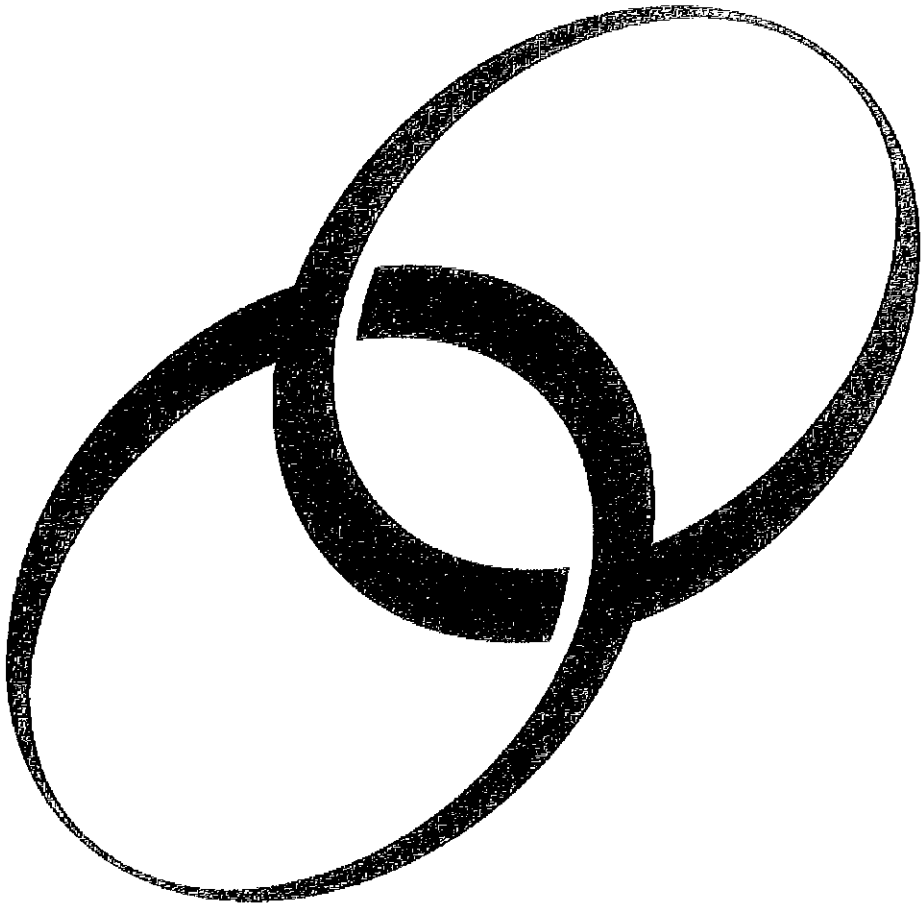
Ms. Frazier received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in deaf culture.

Jayne M. Turner Vice President, CapTel, Inc.

Ms. Turner joined Ultratec in 1983 as a sales representative. Promoted to Manager of Corporate Sales in 1986 and to Vice President of Corporate Sales in 1994. Responsibilities include: equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management. In 2000 she became the Vice President of CapTel, Inc. and currently is responsible for over-all operations of the captioning center, coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ms. Turner received a Bachelor of Science Degree in Secondary Education from the University of Wisconsin, Stevens Point.

Attachment O
Additional Company Information



Ohio
Relay

Relay Your Way®

Top Reasons to Select Hamilton Relay Services

There are numerous reasons that Hamilton has stated throughout its proposal which form a sound basis for the Commission to select Hamilton as its relay provider. We would like to highlight some of the key points that we hope you will consider and believe are particularly key reasons to award this bid to Hamilton:

(1) The relay users of Ohio Relay will **never** need to settle for a "cookie cutter" approach toward relay. Hamilton will provide a relay service that is customized to meet the individual needs of relay users in Ohio. Customers tell us how they want their calls processed and we deliver Relay Your Way®. Our entire employee base understands relay and works to make it better each and every day. Hamilton's responsiveness and desire to meet the needs of customers through outstanding answer performance, quality on every call, and excellent outreach programs makes Hamilton the right choice.

(2) Hamilton is a privately held company and we intend to continue to be privately held. We are not merging with another company, facing bankruptcy, and we are not at risk of changing our course. We are dedicated to providing relay service as it is one of our primary business lines and a fundamental part of our company's mission.

(3) Hamilton Relay is not a national long distance company making our perspective of relay services significantly different. We did not get into the relay business to simply enhance our own long distance services, nor do we feel an "obligation" to provide relay services. Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality relay services available. This allows us to manage our operation in such a manner that emphasizes low average answer seconds, allows us to hire Communication Assistants that are dedicated and knowledgeable, and build technical features that are second to none.

(4) Hamilton has a track record of doing what it takes to get the job done right. We believe that if you analyze our track record in all of the states that Hamilton provides service and contact each of the contract administrators, you will find that our company has been responsive to all needs. Hamilton's responsiveness allows it to continue to win state contracts. Hamilton will do the same for Ohio.

(5) Hamilton as a company, has a long-standing reputation of being innovative and aggressive in the pursuit of new technology and new services in telecommunications including True Caller ID, Internet Relay (including Wireless Relay) and Speech to Text applications.

Relay Your Way®

(6) Hamilton's Communication Assistants are truly the heart of Hamilton's relay operation. Their dedication, professionalism and willingness to satisfy every relay customer shows through time and time again.

(7) Hamilton is involved at the national level in relay industry issues. Hamilton is a long-term player in the relay business and continues to explore new and technological innovations that will assist the relay user community.

(8) Relay users are able to communicate with us 24 hours a day through customer service. Hamilton will engage the relay community to obtain feedback in order to customize our service for Ohio Relay users.

(9) Hamilton's automatic identification of connection speed reduces valuable call set-up time for relay users and connections are made faster with more reliability. After Hamilton captures a relay user's connection speed or voice signal, it is matched with the user's ANI and stored in our database so that each time Hamilton Relay receives a call from that number, we automatically connect at the correct speed or correct connection type, without the customer completing a caller profile. This type of technology is just another example of how Hamilton is continually customizing its relay service and is shortening the number of session minutes.

(10) Hamilton has taken innovative steps to make equal access available to relay users in a manner that most closely assimilates what is available to all other telephone users. This includes equal access for both intralata and interlata long distance calling. Using the customer profile to facilitate carrier of choice reduces call set-up for both the user and the CA, Hamilton is truly providing equal access in the manner that it was intended. Hamilton's customer profile also makes it easy for relay users to customize their relay service and achieve Relay Your Way®. Hamilton's flexible technology allows us to continue to deliver truly functional equivalent services.

(11) Hamilton has set-up six relay centers and began providing relay service in seventeen states, the District of Columbia, the Virgin Islands, and the Island of Saipan since 1991. **Hamilton still employs many of the key personnel who were responsible for the successful installation, transition and continued operation of those centers. In addition, Hamilton has added other experienced staff, in the areas of technical, operations, and customer service that will be able to assist with the operation of Ohio Relay.** ***Hamilton has the proven experience, knowledge, resources, and capabilities to operate ORS.***

Relay Your Way®

(12) Today, Hamilton has all the needed resources, including software, workstations, switching capacity, etc. to operate Ohio Relay. Hamilton is ready to work for the Commission and for all the relay users in Ohio.

(13) There are many advantages to selecting Hamilton as the ORS provider. If Hamilton is awarded the contract, the Commission, and all Ohio Relay users will receive the following benefits:

- Through its advanced training programs, Hamilton provides in-depth CA training on Deaf Culture, ASL and translating limited written English to correct spoken English. In addition, Hamilton easily accomplishes customization for each relay user and consistency in call processing. Hamilton will bring this level of service to Ohio Relay users.

- **Hamilton will be constantly available to relay users, the Commission, and any other interested parties including all organizations that serve relay users.** This allows for definitive regulatory and administrative control. Hamilton gives the Commission, and other interested parties great control in what happens within the relay center, which in turn benefits all relay users. Hamilton will work with these groups to identify any weaknesses in Ohio Relay and will fix these problems through additional CA training as well as through procedural changes. Hamilton will bring this level of service to Ohio.

- The Commission and any relay users who desire it will receive **constant attention** from Hamilton. Hamilton has a reputation for its responsiveness. The reason Ohio will be pleased with Hamilton as its relay services provider will not only be our quality, but also our responsiveness. Hamilton will provide Ohio with a type of relay service that will be responsive to relay users and to the individuals responsible for regulating the relay. Hamilton guarantees open communication between itself as the relay provider, the relay using community, other organizations that serve relay users, and the Commission. **Hamilton will use the feedback from its relay users to change and improve its call processing procedures.**

- **Hamilton desires to build a strong partnership with the Commission and other organizations that serve relay users and welcomes any assistance these organizations might offer. As the Ohio Relay provider, Hamilton will share consumer complaints with the Commission and will work with these organizations to determine the best solution to make the service better for all Ohio Relay users.** Because Hamilton has already established relationships with organizations and other groups associated with relay users and because of its size,

Relay Your Way®

Hamilton is able to meet the needs of individual relay users and provide a level of service that can only come from companies who have the ability to empower employees and who have very little bureaucracy.

- **Hamilton ensures outstanding customer service.** Individual relay users can call for help at anytime and if needed, someone from the relay will go to their business or home to assist them with equipment when using the relay. If a complaint arises, Customer Service handles all problems immediately and always follows-up with each complainant to ensure the problem has been addressed to his/her satisfaction. **In addition, Hamilton's customer service team will be involved with local and state events.** At these types of events, Hamilton will have equipment set up to allow actual hands on experience in making relay calls. Hamilton will also use these events to gather feedback. Hamilton will bring this level of service to the relay users in Ohio.

- **Hamilton has implemented many programs designed to reach hard of hearing and elderly people.** Hamilton gives presentations and workshops to senior citizens centers and physical and mental health service providers. A major part of Hamilton's customer service effort involves visiting traditionally isolated persons who are either current or potential relay users. Hamilton will perform one-on-one visits to reach all types of relay users. These one-on-one visits are invaluable - having an outreach staff go to an individual's home or place of work to help them set up their relay equipment and teach them how to use the relay results in independence. **Relay staff practice making relay calls to help new users feel comfortable using specialized telecommunications equipment which is very unfamiliar to them. These types of programs build trust between the relay provider and this group of relay users.**

- **Hamilton ensures outstanding outreach activities.** Hamilton is confident that no other relay provider can match our efforts in regards to outreach nor will any other relay provider be able to come close to the level of outreach that Hamilton will provide to Ohio Relay users.

- Hamilton is unmatched by its competition when it comes to calls answered within 10 seconds. Hamilton has an outstanding record of **answer performance** and technical superiority.

Hamilton has transitioned 14 TRS contracts since April of 2004:

Ohio Relay

Relay Your Way®

1. On April 20, 2004, Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider. The transition went smoothly with no interruption in service during cutover.

2. In May of 2004, Hamilton transitioned the DC Relay Service from AT&T, its previous relay provider. The DC Relay Service start-up was accomplished in 30 days. Hamilton was notified of the intent to award the contract on March 31, 2004, actual signing of the contract took place on April 16, 2004 and service start-up took place on schedule, May 5, 2004.

3. On June 17, 2004, Hamilton was notified of the intent to award the contract for the Wyoming Relay Service, actual signing of the contract took place on July 7, 2004 and service began on August 1, 2004. Hamilton stayed on schedule during Wyoming's transitional phase and carried out a smooth cutover in spite of the short time-frame. This transition was done with Sprint.

4. Hamilton successfully transitioned the Saipan Relay Service from AT&T on October 1, 2004.

5. On January 1, 2005, Hamilton completed another transition with Sprint for the provision of Relay Iowa. A seamless transition took place. In fact, Hamilton received positive feedback at the January 2005 meeting of the Iowa Dual Party Relay Council, which was held just weeks after Hamilton began providing the service.

6. Hamilton efficiently transitioned the Virgin Islands Relay Service from AT&T on August 25, 2005.

7. On November 10, 2005, the State of Montana issued an intent to award the contract to Hamilton as the apparent successful vendor. By November 30, 2005, a signed contract was in place. Hamilton managed the implementation phase in Montana and performed an efficient transition from Sprint on February 28, 2006.

8. On September 20, 2005 Hamilton was selected as the new provider for the Georgia Relay Service. Throughout the implementation phase Hamilton provided periodic progress reports to the TRS Administrator. Hamilton successfully set up a new in-state and performed a cut-over of the Georgia Relay Service from AT&T on April 1, 2006.

9. The State of West Virginia awarded the TRS contract to Hamilton as the successful vendor in November 2006. Hamilton began providing relay service for West Virginia on January 31, 2007.

10. On December 29, 2006, the State of Arizona selected Hamilton as the new TRS provider.

Relay Your Way®

Hamilton transitioned service from MCI on February 1, 2007 with no interruptions in service. The Arizona Relay Service start up was accomplished in 30 days.

11. The State of Kansas awarded the TRS contract to Hamilton on February 8, 2007. Hamilton performed a smooth cutover from SBC to Hamilton on May 1, 2007.

12. On February 13, 2007, Hamilton was awarded the contract to provide TRS to the State of Maryland. Hamilton set up a new in-state center and successfully transitioned the Maryland Relay from AT&T on June 1, 2007.

13. Verizon-Massachusetts awarded the Massachusetts TRS contract to Hamilton in March 2008. Hamilton set up a new in-state center and successfully transitioned the Massachusetts Relay from Sprint on July 1, 2008.

14. In May 2008, Hamilton was awarded the contract to provide TRS to the District of Columbia. Hamilton transitioned the District of Columbia Relay from Verizon on July 13, 2008.

Hamilton will deliver high quality relay services and a high level of responsiveness. The Commission and Ohio Relay users will gain control of their service, the features, and procedures that are implemented and the overall quality of the relay. With Hamilton, the Commission and Ohio Relay users always have choices. **This makes Hamilton the right choice.**

Hamilton looks forward to providing relay service to Ohio. Hamilton Relay welcomes the opportunity to discuss its proposal in person, if so desired, with the Commission.

Corporate Summary

Telephone

Internet Service

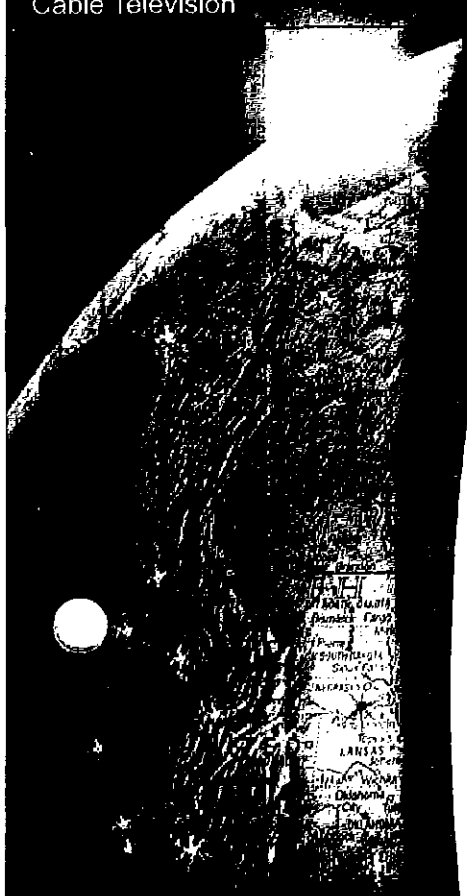
R

Information Systems

Long Distance

Managed Hosting Services

Cable Television



HAMILTON®

TELECOMMUNICATIONS

Communication & Technology Solutions

Hamilton Telecommunications is a diversified communication and technology service provider in Aurora, Nebraska. In 1901, Hamilton began as a local telephone cooperative serving Hamilton County in Nebraska. Today, the company is privately owned and has grown to encompass eight company divisions that operate on a local, regional, and national basis employing over 900 people in multiple locations. Our focus is to provide what matters most to our customers: unsurpassed customer service, expertise in our field of service, and a company-wide emphasis on ethics and integrity.

Hamilton Telephone Company

Hamilton provides telephone service along with a host of convenient calling features and a large local extended calling area to central Nebraska. Hamilton's robust, state-of-the-art infrastructure is at the base of not only our local telephone services, but is the underlying powerhouse that fuels the capabilities of our various company divisions. Abundant capacity and redundancy of communication routes to national carriers and the Internet backbone ensures that Hamilton's communication and technology services are reliable and available 24/7.

Hamilton Long Distance

Hamilton Long Distance offers dedicated and switched long distance calling as well as inter-exchange, inbound 800 number, and calling card services. Providing long distance service to Hamilton's customers allows the convenience of having a sole provider for landline and long distance services.

Hamilton.net, Inc.

Hamilton's Internet Service division has been providing service to Nebraskans since 1995. Embracing the latest in technology, Hamilton offers broadband services, including wireless and DSL (digital subscriber line), as well as traditional dial-up Internet access. The newest technology addition to Hamilton.net is a high-speed wireless internet access called Hamilton 3G.

Hamilton Relay, Inc.

Hamilton Relay, Inc. provides telecommunication relay services that allow people who are Deaf, Hard of Hearing, or Speech Disabled to communicate via the telephone with hearing friends, family and businesses-or other relay users. Since 1991, Hamilton has grown to become one of the largest relay service providers in the United States and has a solid reputation for outstanding customer service, reliable technology, professional communication assistants, and a commitment to outreach education. Hamilton's relay services are available 24/7 and can be accessed by dialing 711. A variety of features and services are offered to further enhance relay communication including Internet Relay, Video Relay, Wireless Relay, and CapTel® (Captioned Telephone) service.

CONNECTING YOUR WORLD.

1001 12th Street - Aurora, Nebraska 68818
voice 402.694.5101 - fax 402.694.2848 - website: www.hamiltontel.com

Hamilton Information Systems

Hamilton Information Systems division sells, leases, installs, and supports business telephone systems to ensure efficient and effective communications. With the growing need for businesses to leverage information processing and IT assets, Hamilton provides the industry expertise that is critical in implementing and managing computer and network systems that maximize operations. Products and services such as custom computer systems, servers, network design, network management, and PC and client/server support are provided to a variety of industries and organizations.

Hamilton Managed Hosting

Hamilton offers today's businesses important technology and IT support services – continuity of business data and applications. Geared for today's on-demand environment, Hamilton's Managed Hosting division provides server hosting, disaster recovery, and data storage/back-up services. Managed hosting clients benefit from Hamilton's state-of-the-art infrastructure and fiber optic rings that offer redundant and diverse routes to major points of presence and to the Internet backbone. A secure, below grade data center offers 24/7 operations and reliable backup power. Additionally, Hamilton's expertise in the areas of IT, Internet, and Telecommunications ensure that clients receive on-site technical support for a complete managed hosting solution. For over two decades, Hamilton has provided such services for its own business lines where stringent regulatory performance guidelines are to be met and being fully operational 99.999% of the time is not only expected, but required.

Hamilton Contact Center Services

With an unrivalled commitment to quality and over 20 years experience, Hamilton Contact Center Services is a full-service contact center providing Inbound, Outbound, and Interactive solutions 24/7 to national clientele. Areas of expertise include customer care, customer retention, tech support, order processing, sales, lead generation, appointment setting, and database marketing services. Hamilton regularly serves the Retail, Insurance, Financial, Health Care, High Tech, Publishing, Telecommunications, and Utilities industries. Customized solutions coupled with leading-edge technology provides our clients and their customer's flexible and transparent services – creating a truly seamless interaction from beginning to end and ensuring a high level of satisfaction for all parties.

Mid-State Community TV

Our affiliate company, Mid-State Community TV, Inc. has been providing enjoyable cable TV programming options for the whole family since 1967. Mid-State provides subscribers programming with digital quality sound, crystal clear picture, more parental controls, pay per view access, digital music channels, premium movie channels, the convenience of an interactive on-screen program guide, and the latest- TiVo DVR (Digital Video Recording) and HDTV.

Connecting Your World.

1001 12th Street - Aurora, Nebraska 68818
voice 402.694.5101 - fax 402.694.2848 - website: www.hamiltontel.com

RELAY HAMILTON

That's what I'm talking about

1006 Twelfth Street • Aurora, Nebraska 68818
Telephone: 1-800-618-4781 V/TTY
Fax: 402.694.5110
E-mail: info@hamiltonrelay.com
Website: www.hamiltonrelay.com

Who is Hamilton?

- **Diverse, state-of-the-art telecommunications company providing:**

• Local Telephone Service	• Cable Television Service
• Long Distance Service	• Contact Center Services
• Relay Services – approximately one half of the company's business	• Internet and Computer Services

- **In business for over 100 years.**
- **Employs over 575 people.**
- **14.4% percent compounded increase in revenues over the last 10 years which represents an increase of 340% in annual revenues.**
- **7.7% percent compounded increase in assets over the last 10 years which represents an increase of 210% in total assets.**
- **Has shown a profit since approximately 1966.**
- **No long-term debt. Hamilton has not borrowed money since 1976.**

• Privately held company	• Not merging with another company
• Outstanding financial health	• Not facing bankruptcy
• Financial health brings great flexibility and stability allowing Hamilton to better serve its customers	• Necessary resources to continue to take advantage of new technologies
• Dedicated to success of core business lines	

Why Choose Hamilton Relay?

- **Reputation for providing outstanding relay service – from call processing, to technical development, to outreach services.**
- **Provider of relay service to sixteen states, the Island of Saipan, Virgin Islands and the District of Columbia:**

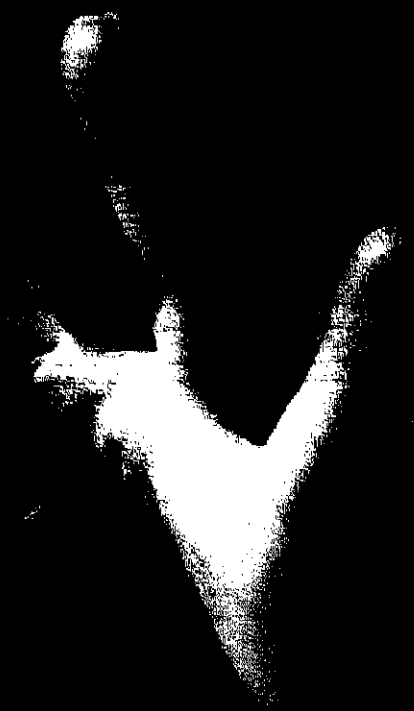
Iowa	Kentucky	Louisiana	Kansas	Maine	Nebraska	Montana
Wisconsin	Wyoming	Maryland	West Virginia	Saipan	Virgin Islands	Georgia
Idaho	Rhode Island	District of Columbia	Massachusetts	Arizona		

- **Several of the TRS contracts above include contract terms that are as much as seven years in length. Hamilton is dedicated to relay over the long-term.**
- **Responsive to relay users and regulators. Hamilton's customer service, operations, and technical teams work in a coordinated effort to ensure that each relay user is satisfied.**
- **Provider of high quality relay service that meets the individual needs of each relay user.**
- **It doesn't take billions of dollars to be in the relay business. It takes financial stability, state-of-the art technology, knowledgeable leadership, and a commitment to do the job right. Hamilton has all these and much more, making it the right choice.**

Keeping You Connected

Whether you are involved in a business conference or chatting with your next door neighbor, Hamilton Telecommunications knows that communicating with others is a vital part of your life.

That's why Hamilton has designed a relay service dedicated to providing quality telecommunications that are flexible enough to keep you connected in any situation.



Connected to the Past

Hamilton Telecommunications was founded nearly a century ago as a family owned local telephone company. Since then, Hamilton has grown into a multi-faceted telecommunications firm, providing cable television, call center services, Internet access and more. In 1991, Hamilton Telecommunications was awarded its first relay contract by the state of Nebraska. Today, Hamilton has expanded, providing telecommunications relay service on a national level. As a result, our relay service commands the attention of each Hamilton employee—from the Communication Assistants to the company president.

To connect with a Hamilton representative call:
1-800-618-4781 Voice/TTY
24 hours every day

Or write us at:
Hamilton Telecommunications
P.O. Box 285
Aurora, NE 68818
relay@hamilton.net

Connecting With Technology

Staying on top of technological advancements means smoother, faster conversations for you. This is why Hamilton is constantly working to develop and implement state-of-the-art technology. Beginning with the basics, Hamilton is dedicated to maintaining its Federal Communication Commission (FCC) certification by meeting and exceeding FCC standards for relay service. Beyond this, we incorporate a variety of enhancements that improve the quality of our relay service while making it fast and easy to use. However, Hamilton understands that simply having the technology is not enough. That's why we take the time to educate users on the benefits of technological enhancements and give them the freedom to customize their calling program in order to maximize communication and minimize confusion.

Connecting With the Community

Hamilton takes pride in its ability to connect with relay users through extensive outreach programs and materials. Such programs include local user group meetings, presentations to businesses and other organizations, sponsorship and support of local activities, one-on-one user education and much more. Hamilton has formed a team of liaisons, outreach coordinators and managers sensitive to the needs of all our relay users. These people are the vital "link" between relay technology and relay users. Better yet, Hamilton's outreach team is fully accessible to all users. Whether by phone, at a social event or at a formal presentation, Hamilton's outreach team is always available to discuss any questions or comments users might have.

Connecting With You

Hamilton believes it is a privilege to help you stay connected with the world around you. In order to maintain this privilege, we pledge to bring you state-of-the-art technology, customized communication and committed personnel—all for the purpose of keeping you connected. Let us "connect" you!

HAMILTON TELECOMMUNICATIONS

Hamilton Relay Service. Connecting with care to make your everyday calls...every day.

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DV&A1-9912.5M-RP

Connecting Your World.

HAMILTON®
TELECOMMUNICATIONS

Communication & Technology Solutions

Connecting our Midwestern Values Everywhere Since 1901

Hamilton Telecommunications is a diversified communications and technology services provider based in Aurora, Nebraska. Incorporated in 1901, the company began as a local telephone cooperative serving Hamilton County in central Nebraska. Today, the company is privately owned and has grown to encompass eight company divisions that operate on a local, regional and national basis employing over 900 people in multiple locations.

At Hamilton, **connecting your world** is our priority. You can be assured of receiving a high level of service through our progressive approach to technology and team of qualified employees.

Welcome to the Hamilton family of companies.

- *Hamilton Telephone Company*
- *Hamilton.net, Inc.*
- *Hamilton Long Distance*
- *Hamilton Relay, Inc.*
- *Hamilton Information Systems*
- *Hamilton Managed Hosting Services*
- *Hamilton Contact Center Services*
- *Mid-State Community TV*

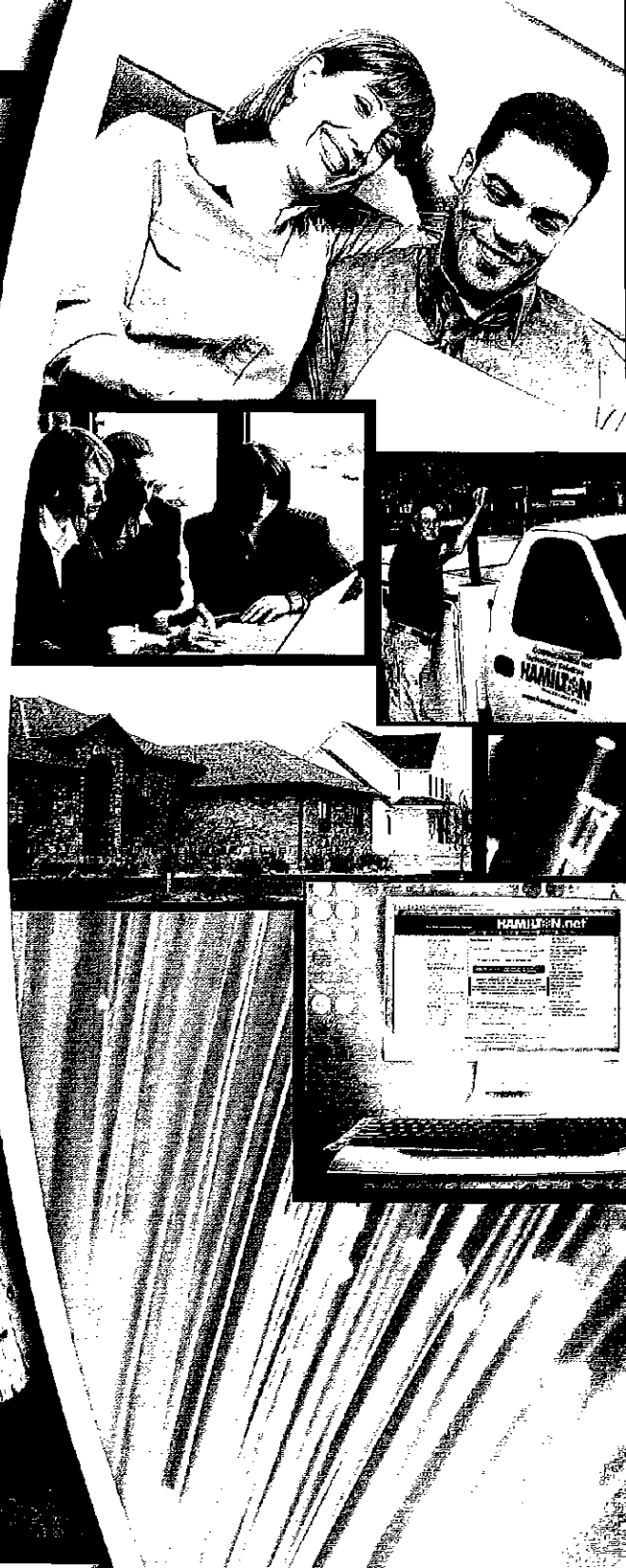
Hamilton's corporate headquarters are in Aurora, Nebraska. Additional division offices are located in Columbus, Grand Island, North Platte, and Ord, Nebraska; Baton Rouge, Louisiana; Madison, Wisconsin; Albany, Georgia; Silver Spring and Frostburg, Maryland.

Telephone Service

Since 1901, Hamilton has provided local exchange telephone service that includes a host of convenient calling features and a large local toll-free calling area.

Hamilton's robust, state-of-the art telecommunications infrastructure is at the base not only our local telephone services, but is the underlying powerhouse that els the capabilities of our various company divisions. Abundant capacity and redundancy of communication routes to national carriers and the Internet backbone ensure that Hamilton's communication and technology services are reliable and available 24/7.

Hamilton Telephone Company provides service to the central Nebraska communities of Aurora, Doniphan, Giltner, Hampton, Hordville, Marquette, Phillips, Stockham and Trumbull.



Internet Service

Hamilton's Internet Service division, Hamilton.net, has been providing service to Nebraskans since 1995. Embracing the latest in technology, Hamilton offers broadband services, including wireless and DSL (digital subscriber line), as well as traditional dial-up Internet access. Hamilton is continuously implementing new technologies to to keep you connected and was the first to provide broadband mobile wireless Internet service in Nebraska in the cities of Grand Island and North Platte.

Service areas include Hamilton Telephone Company's nine local exchange communities listed above as well as select ns and cities across Nebraska for a total of over 50 communities.

Telecommunications Relay Services

amilton Relay, Inc. provides telecommunications relay services that allow people who are Deaf, Hard of Hearing or peech Disabled to communicate via the telephone with hearing friends, family and businesses – or with other relay users. nce 1991, *Hamilton has grown to become one of the largest relay service providers in the United States and has a solid* putation for outstanding customer service, reliable technology, professional communication assistants and a commitment outreach education.

amilton's relay services are available 24 x 7 and can be accessed by dialing 711. Hamilton also offers a variety of features nd services to further enhance relay communication including Internet Relay, Video Relay, Wireless Relay, and CapTel® aptioned Telephone service. All services are available at www.hamiltonrelay.com.

pTel is a registered trademark of Ultratec, Inc.

Flexibility and responsiveness are at the heart of Hamilton's progressive approach to serving its customers.

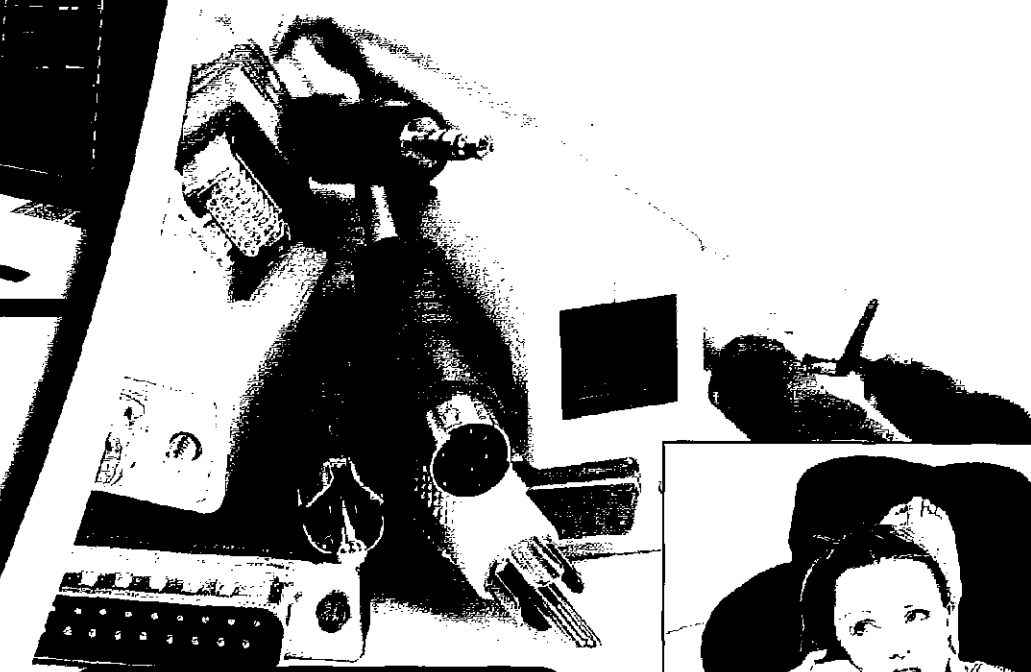
Information Systems

Business to business computer and communication services and support are the focus of Hamilton's Information Systems division. With the growing need for businesses to leverage information processing and IT assets, Hamilton provides the industry expertise that is critical in implementing and managing computer and network systems that maximize operations.

Products and services such as custom computer systems, servers, network design, network management, PC and client/server support are provided to a variety of industries and sizes of organizations. In addition, and in keeping with over 100 years of providing communications solutions, our Information Systems division sells, leases, installs and supports business telephone systems to ensure efficient and effective communications.

Managed Hosting Services

Hamilton provides technology and IT support offering today's businesses a very important service – continuity of business data and applications. Geared for today's on-demand environment, Hamilton's Managed Hosting division provides applications server hosting, disaster recovery and data storage/ back-up services. Managed hosting clients benefit from Hamilton's state-of-the-art telecom infrastructure and fiber optic rings that offer redundant and diverse routes to major IXC POPs and diverse routes to the Internet backbone. A secure, below grade data center offers 24 x 7 operations and reliable backup power. Additionally, Hamilton's expertise in the areas of IT, Internet and telecommunications ensure that client's receive on-site technical support for a complete managed hosting solution. For over two decades, Hamilton has provided such services for its own business lines where stringent regulatory performance guidelines must be met and being fully operational 99.999% of the time is not only expected, but required.



Long Distance Service

Hamilton Long Distance offers dedicated and switched long distance calling, inter-exchange services, inbound 800 number service and calling card services. Providing long distance service to Hamilton's phone service customers allows the

Contact Center Services

ith an unrivalled commitment to quality and over 20 years :perience, Hamilton Contact Center Services is a full-service ntact center providing Inbound, Outbound, and Interactive lutions 24/7 to a national clientele. Areas of expertise include *stomer care, customer retention, tech support, order processing,* les, lead generation, appointment setting, and database marketing rvices. We regularly serve the Retail, Insurance, Financial, ealthcare, High Tech, Publishing, Telecommunications, d Utilities industries.

Customized solutions coupled with leading-edge technology allow us to provide flexible *and transparent services to our* clients and their customers – creating a truly seamless interaction from beginning to end and ensuring a high level of satisfaction for all parties.

Cable Television Service

ocal viewers have been enjoying a host of cable television services from ur affiliate company, Mid-State Community TV, Inc. since 1967. A variety f high quality programming options are available for the enjoyment of the ntire family. In additional to basic analog channels, Mid-State provides igital cable services offering subscribers additional programming with igital quality sound and crystal clear picture, more parental controls, pay er view access, digital music channels, premium movie channels and e convenience of an interactive on-screen program guide.

ur focus is to provide what matters most to our customers: nsurpassed customer service, expertise in our field of service, nd a company-wide emphasis on ethics and integrity.

HAMILTON®

TELECOMMUNICATIONS

Communication & Technology Solutions

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Communication & Technology Solutions

Telephone • Internet Service • Relay • Information Systems • Managed Hosting Services
Long Distance • Call Center Services • Cable Television

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fax 402.694.2848 • tty/voice 1.800.821.1834
e-mail: info@hamiltontel.com
web stie: www.hamiltontel.com

HAMILTON.net®

A division of Hamilton Telecommunications

E-mail: info@hamilton.net • Toll-Free: 1-877-426-5638

AURORA
1002 12th Street • Aurora, NE 68818
Tel 402.694.6655 • Fax 402.694.2848

GRAND ISLAND
1229 Allen Drive, Suite E • Grand Island, NE 68803
Tel. 308.381.1000 • Fax 308.381.6512

NORTH PLATTE
509 North Dewey • North Platte, NE 69101
Tel 308.534.4341 • Fax 308.534.4765

Dialup Pricing
Includes 1 email address and 3MB of webspace for personal use.
Dial Up accounts have a $15 setup fee.
$13.95 -- 10 hrs/month
$17.95 -- 150 hrs/month
$24.95 -- 250 hrs/month

DSL Pricing* *15MB of webspace included*
$29.95** -- 128k down/64k up, 2 emails (residential)
$34.95 -- 512k down/256k up, 3 emails (residential)
$49.95 -- 3MB down/512k up, 6 emails (business)
$64.95 -- 5MB down/512k up, 12 emails (business)
$89.90 -- 6MB down/512k up, 20 emails (business)

** $100 standard installation fee on DSL.*
***$29.95 plan requires purchase of the DSL modem for $85.*

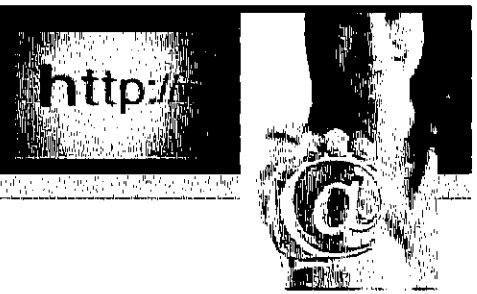
Ask About our High Speed Wireless *
15MB of webspace included
Available in Cairo, Central City, Fullerton, Grand Island, North Platte, Palmer, Sidney, and Silver Creek.
**$100 installation fee. Distance limitations apply.*

Internet Services

From people who specialize in communications services!

HAMILTON.net®

Internet by Hamilton.net®



The Internet is a part of your every day world...

At Hamilton.net, we understand the importance of reliable Internet access. We know you depend upon your Internet service to communicate, to search for information, check stock quotes, shop, bank, conduct a business, obtain an education and so much more! That's why we offer a choice of Internet services and plans to fit your lifestyle.

Why Hamilton.net?

With Hamilton.net, you can be assured that you will receive top notch service and technology. Hamilton has specialized in communications services for over 100 years!

- ***Technology.*** Our specialists are dedicated to bringing you the latest in Internet technology with helpful, user-friendly features.
- ***Service.*** Our knowledgeable and friendly customer service representatives are ready to assist you.
- ***Versatility.*** In conjunction with our other company divisions, Hamilton can provide you with complete computer and communications solutions!

HAMILTON.net — Internet service with a difference!

Hamilton offers a variety of services to meet your needs

Dial-Up Service -- Local-access 56K dial-up connectivity that's economical and reliable. Hamilton's dial-up service provides a dedicated connection with minimal busy signals.

Broadband High-Speed -- A high speed connection with unlimited access. You will enjoy an "always-on" connection—just click on your web browser and you're instantly online! Surf the web quickly, download files in seconds, and enjoy the convenience and time-savings. The following high-speed options are available in select communities. Please call our office to inquire about service in your area.

- ***DSL (Digital Subscriber line)*** — use your existing phone line for voice and high-speed Internet at the same time, on the same line. DSL is a dedicated and reliable connection, and with plans starting at 128K download speed on up to 6 MB, you can be certain that you'll have the speed you need to accomplish your mission.
- ***Wireless*** — a high-speed Internet service utilizing radio wave technology. Speeds of 320K, 640K or 830K ensure the speed you need while freeing up your land line for telephone calls.
- ***Dedicated and Specialized Connections*** — other high-speed options are available. Call for further information and pricing.

Web Hosting -- Hamilton.net offers competitively priced, advanced web hosting solutions for b[illegible]esses and organizations interested in having a *Home Page* or *Web S*[illegible]

All subscribers enjoy these value-added Hamilton.net services at no additional cost...

- ***FREE Spam Filtering***
- ***FREE E-mail Address***
- ***FREE Personal Web Space***
- ***FREE Set-up Guide – no additional software required***
- ***Automatic E-mail Virus Screening***
- ***Web-based E-mail Access***
- ***Global Roaming Capability***
- ***Website Compass – an on-line guide to understanding & using the Internet***

How to Subscribe

It's easy! Visit us on-line at www.hamilton.net, call 402/694-6655, or call toll-free at 877/426-5638. Hamilton's Internet team is ready to assist you with all your Internet service needs!

HAMILTON

CONTACT CENTER SERVICES

1.800.972.3237 • FAX 402.694.4433 • www.hamiltonhm.com

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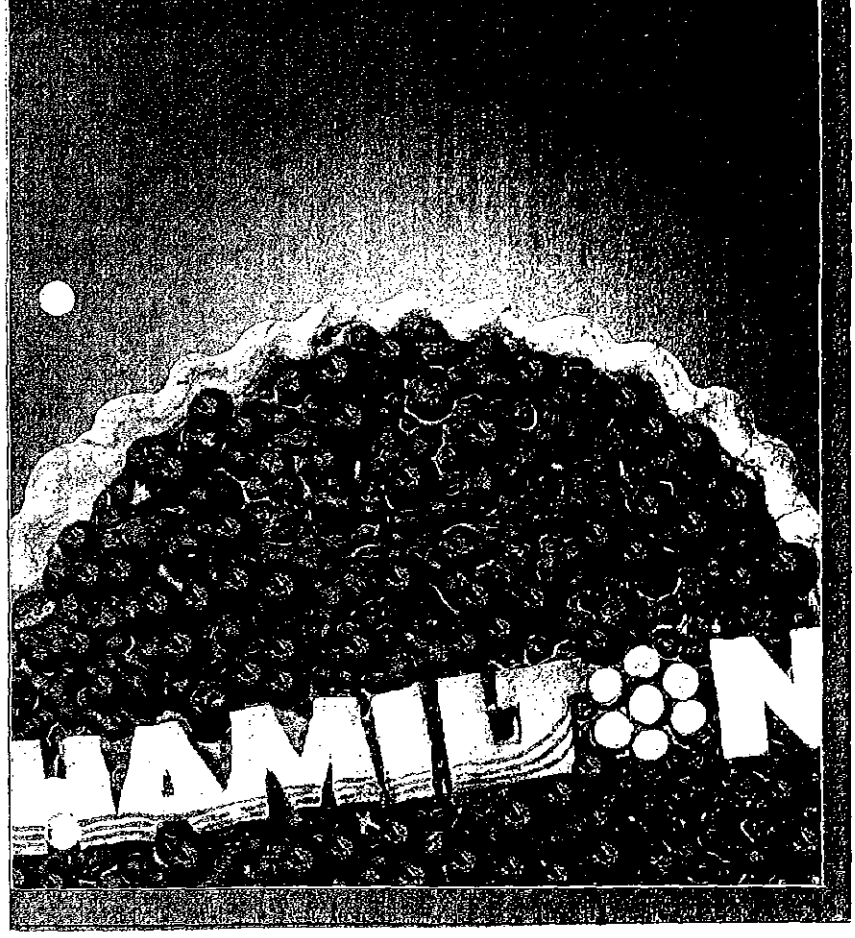
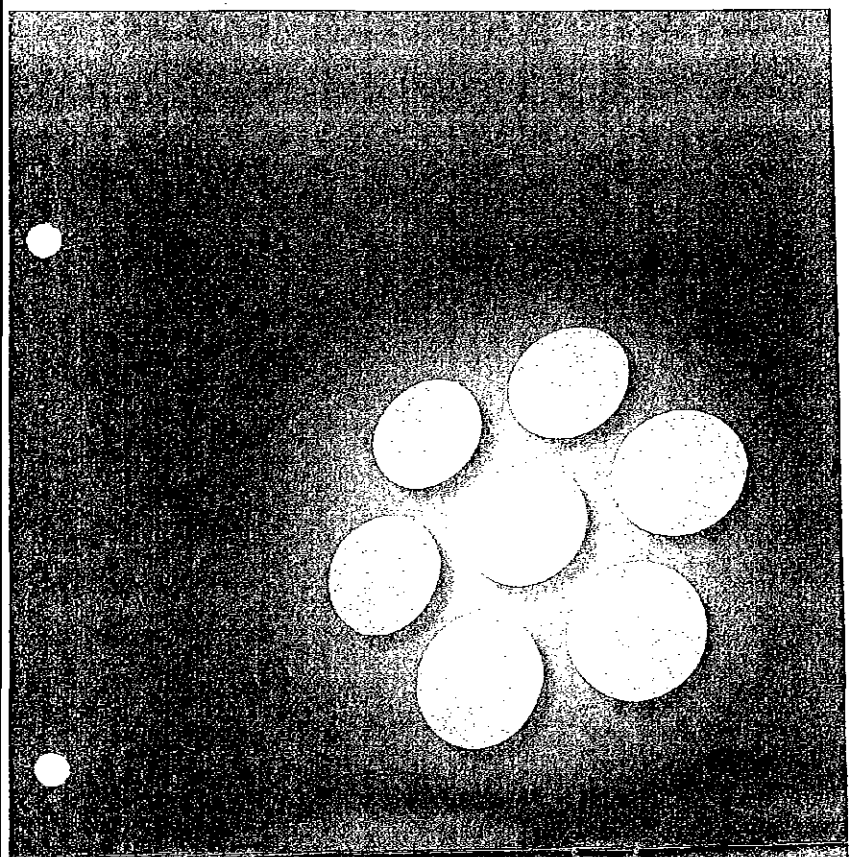
TIME IS SHORT. EAT DESSERT FIRST.





YOU DON'T HAVE TIME TO WASTE.

Your customer contact program is vitally important to your business. You can't afford to waste time and money with companies that don't perform up to your standards or that make promises they can't keep.

Hamilton Contact Center Services is different. We clearly say what we do. And we do what we say. That simple idea allows us to create meaningful relationships with clients – not just transactions.

Hamilton Contact Center Services • 1-800-972-4217 • FAX 402-694-4431 • www.hamiltonhq.com

RECIPE

For A Successful OUTBOUND CAMPAIGN

Start with a compelling offer.

Add effective scripting, responsive programmers, and an accurate target market.

Mix with comprehensive training for Account Service Representatives (ASRs).

Put inside a call center with flexible, cutting-edge technology and on-site tech support.

Cover with insights into industry legislation and experienced account managers...then make sure it's served by people with a solid Midwestern work ethic and a neutral dialect.

"I've been with Hamilton for several years now, and the reason is simple: I enjoy the challenge of outbound calling.

I like meeting new people, even if it's not face-to-face, and I believe in the products and services that Hamilton represents. And Hamilton is such a great place to work that it's easy to be enthusiastic and effective.

The training at Hamilton is top-notch. They make sure that we are absolutely comfortable with every aspect of each new program, so we never feel uninformed when customers ask questions. Supervisors are always nearby if you need help, and the pop-up screens make it simple to stay on track. Hamilton also has a great mentoring program, where more experienced ASRs stay by your side until you feel confident. That way, we can concentrate on the person on the other end of the line instead of worrying about saying the wrong thing. And I know that being sure of myself makes a real difference in my results.

We have great technology on our side, with a state-of-the-art predictive dialing system that screens busy signals, disconnects and dead lines. We also have monitoring programs, so clients can track our progress on screen, in real time, as we make the call.

It's satisfying to know that I'm contributing to our clients' success."

RECIPE

For A Successful INBOUND CAMPAIGN

Take a service-oriented culture.

Add a team of confident, well-trained Customer Service Representatives.

Mix with state-of-the-art inbound technology and responsive on-site tech support.

Stir together with comprehensive training so CSRs have the ability to meet stringent service levels.

Make your choice of dedicated or blended services, and watch your marketing return heat up.

"From my first day at Hamilton, I've been impressed with the way CSRs take ownership in our client programs. We feel like an extension of their team—and we approach our jobs that way.

I think we do a really good job for many reasons. One is that the people here have lots of experience, and not just the CSRs. Everyone on the training staff knows what they're doing, and they make it so easy to learn! Hamilton encourages us to ask questions, and we never start a program until we have learned it completely.

We also have a more mature group than most contact centers. The average age at Hamilton is about 30, and just about everyone here has some college in addition to a high school diploma. You don't hear thick accents here, or a lot of slang, and customers really seem to appreciate that.

And we tend to be a pretty stable group. There are a lot of farm wives here just like me, people who are used to working hard and getting the job done. I think that our stability makes a real difference in the level of service we provide and the results that we generate.

We're great at up-selling and cross-promotion, and telling customers what they need to know.

And our knowledge and training is backed up by loads of high-tech features, like ACD, ANI, DNIS, IVR, skills-based routing and call blending.

I really believe that a company looking for a responsive, results-driven inbound call center should choose Hamilton Contact Center Services."

RECIPE

E-CONTACT CAMPAIGN

"One thing I really enjoy about Hamilton is the way we quickly integrate new technology into our services.

Using the web as a selling tool is a big part of the marketing our clients do, and our e-contact programs use proven web-based technologies to increase sales on e-commerce sites. Hamilton has a solid understanding of e-commerce, and we recruit well-educated, computer-savvy representatives for these programs.

Hamilton has built an e-contact system that provides a fully-integrated solution to online customer support; combining powerful communications tools like web chat, click-to-talk interfaces, and email management. And, it can all happen in a cost-effective shared environment, while still meeting stringent response time requirements.

Our services are interactive and go way beyond simply leading a customer to the right product page. Our technology, for example, allows us to co-browse web pages — loading a page showing and describing a product right into the customer's browser window without requiring any action on their part.

The excitement of working for a company that is always looking to the future is one of the best things about my job at Hamilton Contact Center Services...and it's one of the reasons our clients keep coming back again and again."

If you want to sink your teeth into

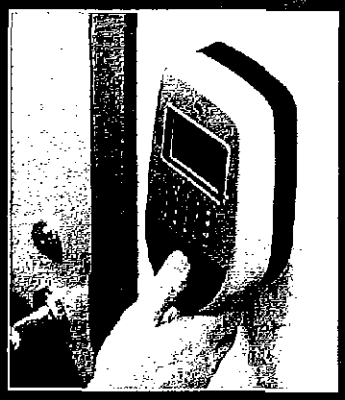
QUALITY SERVICE and SWEET RESULTS

Give us a call today!

1.800.972.3237

Managed Hosting Services

Telephone
Internet Service
Relay
Information Systems
Long Distance
Call Center Services
Cable Television



LOCATION ATTRIBUTES:

- Seismically Stable (Rated Zone 1)
- AC/DC Power Options
- Major Carrier Connectivity
- Concrete Reinforced Structure
- Raised Floor

HAMILTON®

Communication & Technology Solutions

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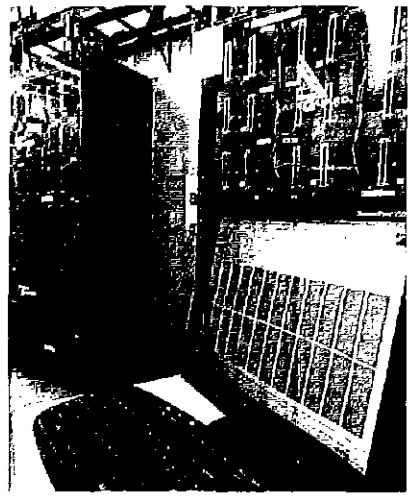

- Customized Hosting Solutions
- Customer Owned Hosting
- Equipment Leasing
- Application Management
- Support 24 x 7 x 365
- Battery & Generator Backup Facilities
- Diverse Internet Connectivity
- Secure Below Grade Facilities
- Self Contained AC System
- Security Cameras

Contact Hamilton Managed Hosting

For more information contact us at 800.821.1831 or via email at MHSsolutions@hamiltontel.com.

1001 12th Street, Aurora NE 68818
www.hamiltontel.com

4 Braille pages included