

**Florida Public
Service
Commission**

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COMMISSION
CLERK

**Request for
Proposal to Provide
Telecommunications
Relay Service**

Docket No. 110013-TP

Submitted by
Hamilton Telephone Company
d/b/a Hamilton Telecommunications

Original





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December 19, 2011

Kevin Bloom, Director
c/o Ms. Ann Cole,
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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RE: Docket No. 110013-TP. Hamilton's response to Florida Public Service Commission RFP to Provide A Telecommunications Relay Service System in Florida

Dear Mr. Bloom,

Hamilton Telephone Company d/b/a Hamilton Telecommunications is pleased to submit this proposal to provide Telecommunications Relay Service and Captioned Telephone Service to the State of Florida. **Hamilton will provide the relay users of Florida and the Florida Public Service Commission (FPSC) with a relay service customized to meet the needs of all groups involved with relay.** Hamilton has completed a response to all requirements of the RFP and has discussed in detail how requirements will be met.

Hamilton agrees to operate the relay system as stated in this proposal at the prices stated herein.

The undersigned acknowledges that this proposal is submitted in response to the Florida Public Service Commission's RFP for the telecommunications relay system.

Hamilton certifies that it has read, understands and will comply with all provisions of the Request for Proposal. Hamilton has discussed in detail how it will provide the services required by this RFP.

Hamilton will meet all State and FCC requirements and discusses in detail how all requirements will be met throughout this proposal. Hamilton's proposal includes labor, equipment, software, and all other services described herein.

Hamilton will process Florida Relay calls from a combination of its Relay Centers located in Nebraska, Georgia, Louisiana, Maryland, Massachusetts and Wisconsin. Hamilton processes Speech to Speech and Spanish calls from its Wisconsin, Louisiana and Maryland centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Hamilton will subcontract aspects of Captioned Telephone Service including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

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A description of this service and the work to be performed by can be found in Tab 2 Section B.22 of this proposal.

Hamilton is the prime contractor and will be responsible for all contract performance matters.

The undersigned hereby certifies that he is an officer of Hamilton Telephone Company. The undersigned to this letter is duly responsible, authorized and empowered to sign this proposal and contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. The undersigned is authorized to bind Hamilton Telephone Company to the terms of the RFP and its Offer, including services and prices contained in this proposal and attests that the information provided is true, accurate and complete.

John Nelson, President of Relay	Voice	402/694-3656
and Vice President of Operations	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	john.nelson@hamiltontel.com

In addition, Dixie Ziegler, Vice President of Relay, is authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

Dixie Ziegler	Voice	402/694-3656
Vice President of Relay	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	dixie.ziegler@hamiltonrelay.com

The undersigned certifies that he is the person at Hamilton who is responsible for the decision as to the prices being offered herein and that he has not participated, and will not participate, in any action contrary to the following:

- a. That the prices in the proposal have been developed independently without collusion, consultation, communication or agreement for the purpose restricting competition, as to any matter relating to such prices with any vendor or with any competitor;
- b. Unless otherwise required by law, Hamilton's prices have not been knowingly and will not knowingly be disclosed prior to award, directly or indirectly, to any vendor or to any competitor; and
- c. No attempt has been made or will be made by Hamilton to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

The name of Hamilton Telecommunications and Hamilton Relay, Inc. is used in some of the materials and enclosures with this bid. Hamilton Telecommunications is a registered trade name; used by a group of companies which includes Hamilton Telephone Company and Hamilton Relay, Inc.

Materials and enclosures, which are collectively intended as a response to the RFP, are as follows:

- (1) All required elements contained in the RFP
- (2) Outreach Materials
- (3) Company Information
- (4) Executive Summary which contains an overview of Hamilton's proposal

Hamilton requests that the FPSC keep several components of its proposal Proprietary and Confidential and has filed a Claim of Confidentiality pursuant to Section 364.183(1), Florida Statutes, and rule 25-22.006(5) to request confidentiality of certain proprietary information.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

Hamilton seeks to protect the confidentiality of the information contained in the following Sections of this Proposal:

- Tab 6 – Pricing (filed in a sealed envelope under a separate claim of confidentiality)
- Attachment H – Hamilton Financial Information
- Attachment I – Network Maps
- Attachment J – Quality Information
- Attachment K – CA Training
- Attachment L – Policy and Procedures Manual
- Attachment M – Disaster Recovery Plan

Hamilton has prominently displayed the terms "Confidential and Proprietary" at the bottom of each page containing such information so it will be readily identified.

This proposal includes a detailed explanation of Hamilton's relay operations and a description of the dedication Hamilton has to offering quality personalized relay services. **Hamilton believes that once you have completed your review of this proposal, you will come to the conclusion that Hamilton is the best relay provider for Florida and is unmatched in its ability to deliver personalized service to every relay call – meeting the individual needs of Florida Relay users.**

As the Florida Relay provider, Hamilton will share consumer complaints with the Administrator and the FPSC and will work with the Administrator to determine the best solution to make the service better for all Florida Relay users. The Administrator, FPSC and all Florida Deaf or Hard of Hearing organizations as well as the relay user community are welcome in any Hamilton Center to assist with training and to provide essential feedback. Hamilton believes that by combining the perspectives of the relay provider with groups such as these, Florida Relay will be one of the best in the nation.

Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing on each relay call. Hamilton will meet answer performance standards for Florida Relay.

Hamilton is unmatched by its competition when it comes to answer performance and blockage. Our size allows us to be responsive to all standards and unique requirements of the individual State programs.

Hamilton will deliver high quality relay services and a high level of responsiveness. The FPSC, Administrator, Advisory Committee and Florida Relay users will have control of their service, the features, and procedures that are implemented and the overall quality of the relay. **With Hamilton, the FPSC and Florida users always have choices. This makes Hamilton the right choice.**

Hamilton's philosophy of quality, personalized relay services has been tested in several states. Even though Hamilton was not the lowest bidder in several RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive bid awards from multiple states. Hamilton has been selected as the relay provider 89 out of 95 times considering renewals and RFP successes.

Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid, by lowering the number of minutes it has billed in each State it has taken over from another provider. Hamilton has done this by using accurate measuring tools and by only billing the State for billable time as defined in Hamilton's Price Proposal.

Hamilton's past record of performance; dedication to providing state-of-the-art features and services; and willingness to "go the extra mile" for relay and CapTel users in nineteen States and U.S. territories has allowed Hamilton to satisfy many relay customers. Hamilton will do this for Florida Relay users.

Hamilton welcomes the opportunity to discuss its proposal in person, if so desired, with the Florida Public Service Commission. Hamilton respectfully submits its proposal to operate the Florida Telecommunications Relay Service and Captioned Telephone Service.

Sincerely yours,



John Nelson
President of Hamilton Relay and Vice President of
Hamilton Telephone Company

Request for Proposal, Florida Public Service Commission – Docket No. 11013-TP 2011 Proposal and Pricing to provide Telecommunications Relay Services for the State of Florida

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Hamilton Attachments

Attachment A	Hamilton Key Personnel
Attachment B	Hamilton Experience and References
Attachment C	Relay Feature List
Attachment D	Subcontractor Information
Attachment E	Outreach Materials
Attachment F	Consumer Input Programs
Attachment G	Traffic Reports
Attachment H	Financial Information (Confidential)
Attachment I	Network Map (Confidential)
Attachment J	Quality Information (Confidential)
Attachment K	CA Training (Confidential)
Attachment L	Policy and Procedures Manual (Confidential)
Attachment M	Disaster Recovery Plan (Confidential)
Attachment N	Additional Company Information




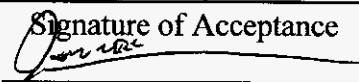

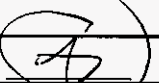
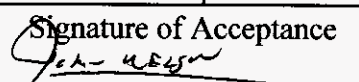
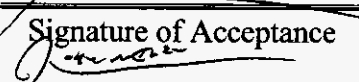

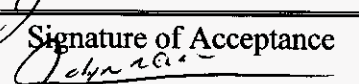


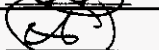
Price Proposal (Separately Sealed)

DOCUMENT NUMBER - DATE

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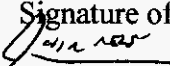
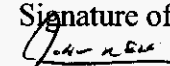
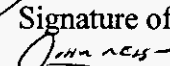



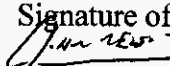


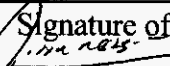


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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
1.		Format (RFP ref. Section C-1 and D)	N/A	N/A
2.		Transmittal Letter, Address, Contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	1	P/F
3.		Check List (RFP ref. C-8 and E)	5	P/F
4.	NA	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance 	
5.	NA	Conflict of Interest (RFP ref. A-25) - State Names(s) or None Below Name(s) Disclosed	Signature of Acceptance 	
6.		Commencement Date (RFP ref. B-2)	58	P/F
7.	NA	Term of Contract (RFP ref. B-3)	Signature of Acceptance 	
8.	NA	Scope of Service (RFP ref. B-4)	Signature of Acceptance 	
9.	NA	Access Numbers (RFP ref. B-5)	Signature of Acceptance 	
10.	NA	Availability of System to Users (RFP ref. B-6)	Signature of Acceptance 	
11.		Minimum CA Qualifications and Testing (RFP ref. B-7)	79	100
12.		CA Training (RFP ref. B-8)	95	100
13.		Staff Training (RFP ref. B-9)	106	100

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
14.	<u>DB</u>	Counseling of CAs and Staff (RFP ref. B-10)	112	25
15.	<u>DB</u>	Procedures for Relaying Communications (RFP ref. B-11)	114	100
16.	<u>NA</u>	Languages Served (RFP ref. B-12)	Signature of Acceptance <u>[Signature]</u>	
17.	<u>DB</u>	Additional Languages Served (RFP ref. B-13)	130	25
18.	<u>NA</u>	Shift Advisor/ Consultant (RFP ref. B-14)	Signature of Acceptance <u>[Signature]</u>	
19.	<u>NA</u>	Confidentiality of Calls (RFP ref. B-15)	Signature of Acceptance <u>[Signature]</u>	
20.	<u>NA</u>	Types of Calls to be Provided (RFP ref. B-16)	Signature of Acceptance <u>[Signature]</u>	
21.	<u>DB</u>	Call Release Functionality (RFP ref. B-17)	137	50
22.	<u>DB</u>	Speed Dialing (RFP ref. B-18)	139	50
23.	<u>DB</u>	Three-Way Calling Functionality (RFP ref. B-19)	139	50
24.	<u>DB</u>	Voice Mail and Interactive Menus (RFP ref. B-20)	140	50
25.	<u>DB</u>	Voice and Hearing Carry-Over (RFP ref. B-21)	143	100
26.	<u>DB</u>	Captioned Telephone Voice Carry-Over (RFP ref. B-22)	149	100
27.	<u>DB</u>	Turbocode™ (RFP ref. B-23)	176	100
28.	<u>DB</u>	Speech to Speech (RFP ref. B-24)	177	100
29.	<u>DB</u>	Access to Pay Per Call Services (RFP ref. B-25)	188	100
30.	<u>DB</u>	Caller ID (RFP ref. B-26)	189	100
31.	<u>DB</u>	Last Number Redial (RFP ref. B-27)	190	25

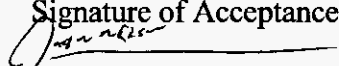
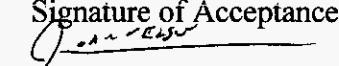



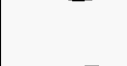


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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
32.		Obscenity Directed at the Operator (RFP ref. B-28)	190	25
33.		Emergency Calls (RFP ref. B-29)	191	100
34.		Blockage (RFP ref. B-30)	195	200
35.		Answer Time (RFP ref. B-31)	197	200
36.	NA	Equipment Compatibility (RFP ref. B-32)	Signature of Acceptance 	
37.	NA	Transmission Levels (RFP ref. B-33)	Signature of Acceptance 	
38.	NA	Measuring Equipment Accuracy (RFP ref. B-34)	Signature of Acceptance 	
39.		Emergency Operations and Uninterruptible Power (RFP ref. B-35)	204	100
40.		Intercept Messages (RFP ref. B-36)	214	P/F
41.		Service Expansion (RFP ref. B-37)	215	50
42.	NA	New Technology (RFP ref. B-38)	Signature of Acceptance 	
43.		Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-39)	218	100
44.		Complaint Resolution (RFP ref. B-40)	223	200
45.	NA	Charges for Incoming Calls (RFP ref. B-41)	Signature of Acceptance 	
46.		Billing Arrangements (RFP ref. B-42)	229	50
47.		End User Billing for Intrastate Calls (RFP ref. B-43)	230	50

Hamilton Telephone Company
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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
48.	<u>JB</u>	Relaying Interstate and International Calls (RFP ref. B-44)	233	50
49.	<u>JB</u>	End User Selection of Carrier (RFP ref. B-45)	234	50
50.	<u>NA</u>	Recipient of toll revenues (RFP ref. B-46)	Signature of Acceptance <u>[Signature]</u>	
51.	<u>JA</u>	Long Distance Call Billing (RFP ref. B-47)	259	50
52.	<u>JB</u>	Special Needs (RFP ref. B-48)	262	25
53.	<u>JB</u>	Unsolicited Features in Basic Relay Service (RFP ref. B-49)	265	200
54.	<u>JB</u>	IP and Video Relay (RFP ref. B-50)	273	Optional 0 Points
55.	<u>LD</u>	Redundancy (RFP ref. B-51)	274	Optional 0 Points
56.	<u>NA</u>	Performance Bond (RFP ref. B-52)	Signature of Acceptance <u>[Signature]</u>	
57.	<u>NA</u>	Submission of Monthly Invoice (RFP ref. B-53)	Signature of Acceptance <u>[Signature]</u>	
58.	<u>NA</u>	Travel (RFP ref. B-54)	Signature of Acceptance <u>[Signature]</u>	
59.	<u>JA</u>	Reporting Requirements (RFP ref. B-55)	278	50
60.	<u>NA</u>	Liquidated Damages (RFP ref. B-56)	Signature of Acceptance <u>[Signature]</u>	
61.	<u>NA</u>	Transfer to New Provider (RFP ref. B-57)	Signature of Acceptance <u>[Signature]</u>	

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
62.	NA	Insurance Coverage (RFP ref. B-58)	Signature of Acceptance 	
63.		Optional Florida Call Cener (RFP ref. B-59)	285	100
64.	NA	Public Entity Crimes (RFP ref. C-3)	Signature of Acceptance 	
65.		Financial Information (RFP ref. C-4)	288	P/F
66.		Experience and Customer References (RFP ref. C-5)	289	200
67.		Subcontractors (RFP ref. C-6)	303	50
68.		Bid Security Deposit (RFP ref. C-7)	303	P/F
69.		PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed – To Be Opened Only By the FPSC Proposal Opening Officer."		See RFP Sec. D & E.
70.		MAXIMUM TOTAL POINTS		3125

HAMILTON - THE RIGHT CHOICE

Hamilton Relay appreciates the opportunity to share why Hamilton is second to none when it comes to providing highly efficient and personalized relay services that are customized to the needs of the individual user. While Hamilton Relay may not be the largest relay provider, when it comes to the quality of service to the relay users, the larger providers just can't keep up.

Throughout our proposal we provide proof of our:

- **Focus** – Hamilton is in the unique position of being the only major relay provider whose main focus is relay. Since relay makes up over 50% of our business, our entire company is focused on its success.
- **Responsiveness** – Hamilton is a privately held company with a very flat organizational structure, giving us with the ability to provide customized relay solutions, not a one-size fits all service. Additionally Hamilton does not “contract out” our relay services to various call centers, which eliminates the need to go through third parties to enact changes. This makes us very responsive to the distinctive needs of the relay user and state guidelines.
- **Efficiency** – Hamilton takes great pride in the efficiency and accuracy of our call processing system, our reporting and our CAs. With our 3rd generation workstations, (new in 2012) now more than ever Hamilton is able to personalize the relay experience to make it the most efficient relay available. We've streamlined our workstations to include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.
- **Personal Approach** – Hamilton's personal approach to providing customized relay solutions is a top priority of our entire company. Hamilton has long believed in providing “Relay Your Way®” which is why we are continually adding new features and enhancements to our system and developing new products for our customers. We believe that relay customers are unique and require personal solutions. That's why we've made customer service and community education a top priority.

History and Experience

Since 1991, Hamilton has focused on providing relay services that are customized to the personal needs of our customers. We are one of the oldest and most reliable relay providers in the industry with a geographically disbursed network of centers. Hamilton has relay centers in Nebraska, Louisiana, Wisconsin, Georgia, Maryland and Massachusetts and **was the first relay provider to process CapTel calls out of their own centers**. Because these are all Hamilton run centers, staffed with Hamilton employees and supervised by Hamilton managers, all call centers follow the same call procedures. This means no matter where a call is handled Florida Relay users will receive the same high quality, professional service.

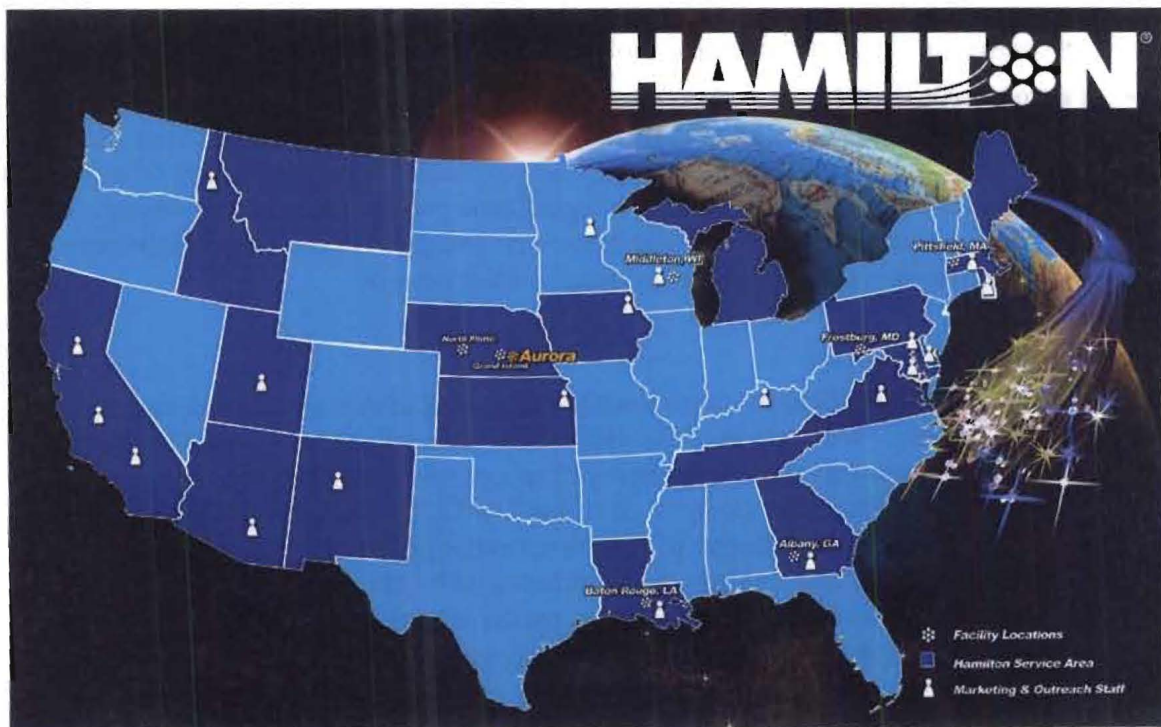
Florida Relay

State of Florida / Docket No. 110013-TP

As part of our focus on providing customized relay services, we've added many enhancements to our relay division and to the products and services we offer in the past few years, including:

- 2003 – Internet Relay
- 2004 – Captioned Telephone (CapTel)
- 2008 – Hamilton Web Relay
- 2008 – Hamilton Instant Relay
- 2008 – Hamilton Hometown Number
- 2008 – Web CapTel
- 2009 – Hamilton Mobile CapTel
- 2011 – Began processing CapTel calls from our Nebraska center
- 2012 – Hamilton 3rd generation workstation
- 2012 – Begin processing CapTel calls from our Louisiana center

A pioneer in the telecommunications industry, Hamilton Telecommunications was founded in 1901 as a local telephone cooperative serving Hamilton County, Nebraska. Hamilton became an early adopter of innovative switchboard technology as one of the first companies in the U.S. to install a digital switch and was again at the forefront of change when it replaced cable lines with buried fiber optic lines. Hamilton was also one of the first providers of Telecommunications Relay Service (TRS) which has since expanded to include Captioned Telephone (CapTel®) Service. **Hamilton currently provides TRS and/or CapTel services in 19 U.S. states and territories.**



Florida Relay

State of Florida / Docket No. 110013-TP

Today, Hamilton Telecommunications encompasses seven divisions that operate on a local, regional, national, and international basis. Hamilton's diverse, yet closely integrated company divisions include:

- Hamilton Relay
- Hamilton Telephone Company – a Nebraska based ILEC
- Hamilton Long Distance
- Hamilton.net – a regional Internet Service Provider
- Hamilton Information Systems – providing technology and communications planning, support and implementation solutions
- Hamilton Managed Hosting & Colocation – providing dedicated server and application hosting, collocation services, online data back-up and storage area network (SAN).
- Mid-State Community TV – a regional cable company

The combination of Hamilton's focus on relay, our experience in our other telecommunication lines, plus an extremely qualified technical staff to support our telecommunications operations puts Hamilton in an ideal position to provide efficient and personalized relay services to Florida Relay users.

Experience and Growth

Since we began providing TRS in 1991, we have grown our Relay Division considerably and have experience in providing TRS in states with substantial TRS call volumes. We are currently providing FCC certified telecommunications relay services and CapTel services to users in 19 States and U. S. territories. We also provide Internet Relay (including Wireless Internet Relay), Web CapTel and Mobile CapTel nationally. **Hamilton was the first TRS provider to trial CapTel Service.**

The quality and success of our service allowed us to win consecutive contract awards from the Idaho PUC (fifth consecutive award of contract), the Louisiana Relay Administration Board (third consecutive award of contract), the Rhode Island PUC (third consecutive award of contract), the Georgia PSC (second consecutive award of contract), the Iowa Utilities Board (second consecutive award of contract) and the Rhode Island PUC (third consecutive award of contract) to continue to provide relay service for each of their states.

In the past six years, we have been awarded sixteen new state contracts for the provision of TRS and/or CapTel resulting from RFP processes.

1. Hamilton began providing TRS to Iowa on January 2, 2005.
2. Hamilton began providing TRS to the Virgin Islands on August 25, 2005.
3. Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
4. Hamilton began providing TRS to Georgia on April 1, 2006.
5. Hamilton began providing CapTel services for Iowa on January 1, 2007.

6. Hamilton began providing TRS and CapTel to Arizona on February 1, 2007.
7. Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
8. Hamilton began providing TRS and CapTel to Maryland on June 1, 2007.
9. Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
10. Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
11. Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
12. Hamilton began providing TRS and CapTel to Utah on January 28, 2010.
13. Hamilton was selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
14. Hamilton began providing CapTel service to Massachusetts on August 1, 2010.
15. Hamilton began providing CapTel service to Tennessee on September 1, 2010.
16. Hamilton began providing CapTel services to Virginia on April 1, 2011.

Hamilton is more than qualified to manage Florida Relay for the FPSC. Florida Relay users will receive **personal attention** from Hamilton and complete responsiveness, something our competitors cannot deliver. Because of our size, we can individualize programs to meet the needs of relay users. Hamilton has all the resources needed to be successful in Florida. We have the people, outstanding financial resources and a strong desire to deliver the best possible service to TRS and CapTel users in Florida.

Hamilton has a well-established record of success so we can confidently state that we will meet and exceed the FPSC, the Administrator and Florida Relay users' expectations for relay service.

Attachment B further demonstrates Hamilton's experience in the provisioning of TRS and CapTel.

THE MEASURE OF QUALITY RELAY SERVICE

Independent, third-party audits confirm that Hamilton is a top provider, exceeding industry standards in key areas such as:

- Calls at 60 plus words per minute (WPM)
- Typed accuracy
- Calls with accuracy over 85%
- Calls scored at over 60 WPM and over 85% accuracy
- Calls scored at over 60 WPM and 95% accuracy
- Critical errors
- Spoken accuracy
- Customer Care
- Overall passed calls

CA Training

A key component of Hamilton's quality relay service is our staff of highly trained Communications Assistants. In order to have the best and most prepared CAs in the industry, Hamilton CAs receive some of the most intensive training in the industry, ensuring that each and every call is processed in an accurate, efficient and professional manner.

Hamilton follows an established day by day schedule and uses its Training and Procedures Manuals for its initial three week training period (120 hours). Our initial training begins with "Introduction to Deaf Culture" within the first few days of their training. Our basic outline of CA training encompasses topics such as:

- Basic Call Processing
- Linguistics Training
- Understanding and Translating Limited English or Spanish
- Verbatim Versus Transliteration
- Miscellaneous Calls
- Billing
- Ergonomics
- CA Code of Ethics and Confidentiality
- Additional CA Training on:
 - how to track technical problems
 - how to fill out technical forms,
 - learning to determine when they must call for Supervisor assistance
 - tips on how the computer and all other relay equipment works
 - how to handle specific technical problems that may arise as well as the proper response
- Voice Carry Over
- Hearing Carry Over

- Two-Line VCO/Two-Line HCO
- Emergency Call Handling
- Culture Training

Before taking any calls and at regular intervals thereafter, all CAs are required to pass basic skills tests on such subjects as:

- Proficiency
- Basic Skills in Reading, Speaking, and Writing English
- Ability to TYPE at 60 wpm

Hamilton also utilizes a four stage monitoring program of all our CAs. Each CA is regularly evaluated through:

- Side-by-side monitoring
- Remote monitoring
- Independent, 3rd party monitoring (as described below)
- State monitoring

Because our entire company is focused on relay, **all** of Hamilton's relay staff, **including management**, receives **20 hours** of initial training devoted solely to disability issues plus an additional **12 hours** of specialized/cultural training annually. With Hamilton, Florida Relay users will always have well trained and highly qualified CAs processing calls in a professional and courteous manner.

Hamilton has several people on staff that are very involved in the Deaf Community and have vast experience in Deaf culture. These people will train, support and provide experience for all Hamilton Relay Staff. Hamilton ensures that the Florida Account Manager and all the staff assigned to the Florida Relay Service will understand the cultural differences between the Deaf community and the hearing community, as well as the common language usage of grassroots Deaf populations.

- **Jenny Buechner**, Hamilton's Internet Based Product Manager, has many years of experience in researching and studying Deaf culture. Jenny develops and implements curriculum for Hamilton's culture training program.
- **John Fechter**, National Outreach Manager is responsible for directing outreach personnel and activities. John works with Jenny in the development of Hamilton's culture training program. John resides near Minneapolis, MN with his wife and two children who are deaf.
- **Henry Brinkmann**, Outreach Coordinator for the Louisiana Telecommunications Relay Service, designs, coordinates and conducts programs to show users how to access and use the relay service. Henry has over a decade of culture training experience.

- **Lisa Furr**, Arizona Relay Outreach Coordinator is a Deaf professional and active member of the Deaf and hard of hearing communities. Lisa contributes greatly to Hamilton's Deaf culture training.
- **Karin Sack**, Georgia Relay Outreach Coordinator is experienced as an ASL instructor and has a specialist in deaf culture training, which are valuable assets to Hamilton Relay.

Hamilton's professionals in this area look forward to serving Florida Relay users.

Typing Speed and Accuracy

CA typing speed and accuracy is key to providing functionally equivalent calls, and Hamilton CAs are among the best in the industry. Hamilton Communication Assistants actually type 60 words per minute, as measured by any and all methods. Hamilton leads the industry in percentage of CAs that type faster than 60 wpm with an accuracy rate of over 85%, and in spoken accuracy. Hamilton has no need to use software that can somehow 'transmit' at 60 wpm in order to compensate for CA deficiencies, as our CAs are, and always will be, well trained and highly skilled.

Third Party Testing

To ensure that calls are processed quickly and efficiently, Hamilton continually conducts both blind and standardized tests of every CA. Blind testing is performed at each of Hamilton's Relay Centers by The Paisley Group Ltd. (PGL) (a well respected auditing firm who is experienced in evaluating relay performance) by Hamilton, and in many cases by the states we serve.

As demonstrated by independent, third party testing, Hamilton CAs are the most accurate in the industry in both typed and spoken accuracy testing. Statistically, (within the testing company's margin of error¹) Hamilton's CAs rank as the best in the industry. Additionally, Hamilton CAs perform at this high level while processing every call in a courteous and professional manner.

As mentioned above, Hamilton utilizes The Paisley Group Ltd. to provide third-party, independent evaluations. PGL compiles an annual National Relay Competitive Index which provides Relay Service companies with insight to track their performance against other providers. As you review competitors' proposals on typing speed and accuracy as it relates to the 2011 Paisley Index, please consider the following.

According to the Spring 2011 Paisley Index:

- 93% of Hamilton's overall calls were scored at over 60 WPM AND over 85% accuracy. The highest percentage in the 2011 Index.

¹ "[Percentages] within the Margin of Error (MOE) of the top providers means that statistically there is no difference." – PGL (Emphasis added)

Florida Relay

State of Florida / Docket No. 110013-TP

- Hamilton's percentage of calls with accuracy over 85% was statistically among the highest at 98.0% with a Margin of Error (MOE) of 2.3%.
- 90.7% of calls were at 60 plus WPM. With a 4.7% MOE this was within the MOE as one of the TOP providers in this area and significantly above the segment average of 81.3%.
- At 96.2% Hamilton's Typed accuracy was well within the MOE for the top providers in this area meaning that statistically there was no difference in typed accuracy.

Statistically Hamilton ranked as a top provider in the following areas:

- **Typing Speed – Percentage of Calls over 60 WPM accuracy**
- **Passed Calls**
- **Accuracy**
- **Critical Errors**

The National Relay Competitive Index also confirms much of what Hamilton Relay users already know, such as:

- In overall passed calls, Hamilton scored 69.3%; statistically making Hamilton a top provider.
- At 99.9% Hamilton had the best percentage of spoken accuracy.
- 74% of the test calls placed to Hamilton scored over 60 WPM and 95% accuracy; statistically making Hamilton a top provider.
- Hamilton had only 2% critical errors; statistically making Hamilton a top provider.

“...when looking at this data in concert with the MOE (Margin of Error), Hamilton is a top performing Relay provider.”

Jeff Rudolph, President and CEO of The Paisley Group Ltd.

CapTel Quality Assurance Program

In addition to our internal testing, Hamilton also utilizes the services of PGL to perform quality assurance testing on our CapTel services. This formalized testing program ensures the users of Florida CapTel will receive the highest quality service in terms of:

- Raw Accuracy
- Corrected Accuracy
- Average Transcription Rate
- Average Delay

Hamilton is committed to providing fast AND accurate relayed communications, which results in the most functionally equivalent calls in the industry, an equivalence that large providers just can't keep up with.

Call Processing Statistics

Hamilton knows that the underlying goal of the relay is to provide users access to the telephone network that is functionally equivalent to persons without communications impairments. Hamilton continually demonstrates high quality service through our answer performance, our ability to deliver fast and accurate call processing. We regularly produce the highest percent of calls answered in 10 seconds and the lowest average answer seconds, in the relay industry.

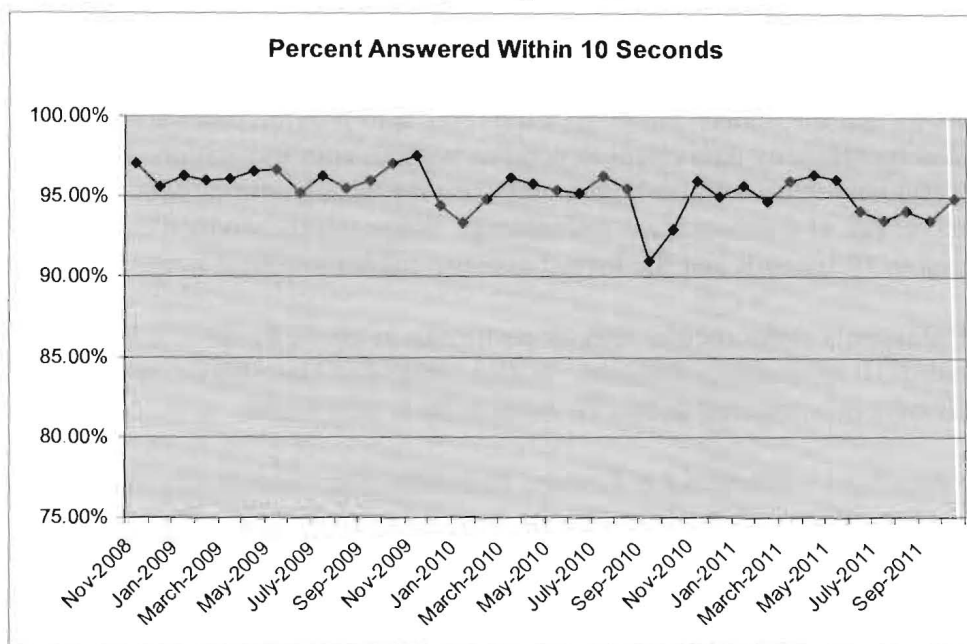
Several of Hamilton's states require answer performance above the FCC's 85 percent of all calls answered within 10 seconds requirement. In fact, several of Hamilton's states require that 90 percent of all calls be answered within 10 seconds on a daily basis.

Based upon data from a recent bid in Florida, **Hamilton has consistently outperformed our competitors in answer performance for the past 3 years.** Hamilton has answered over 90% of its calls in less than 10 seconds every month for the last 3 years, and we've averaged over 95% of our calls in less than 10 seconds during that time. As part of Hamilton's standard reporting package, we also track and report our average speed of answer on both a daily and monthly basis.

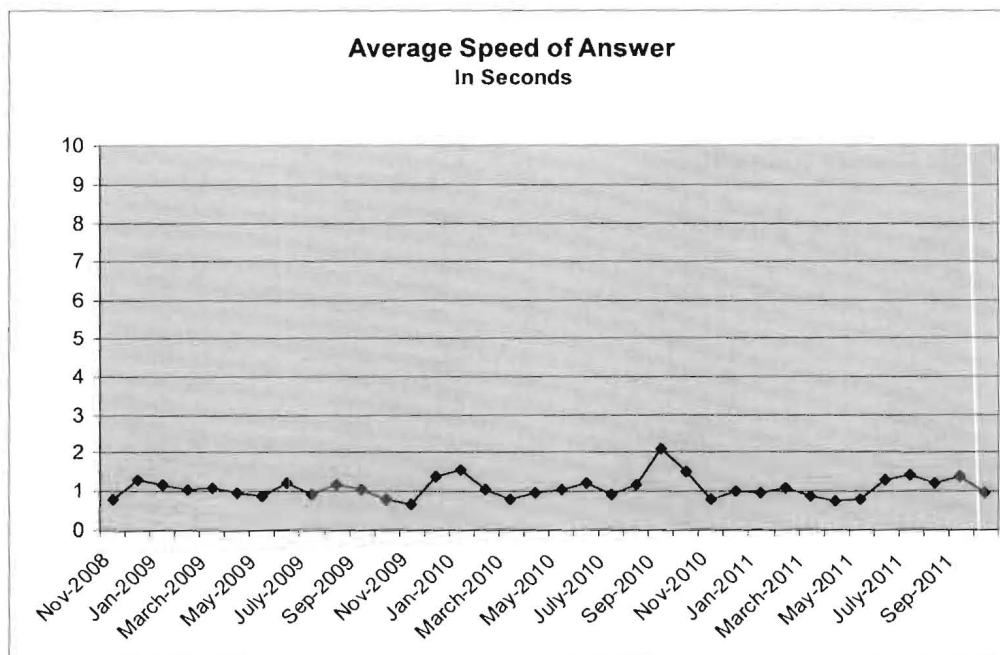
Hamilton does and will continue to monitor and manage its call centers in order to produce the best traffic standards in the industry. With this high standard, Hamilton will easily meet answer performance standards for the State of Florida.

Below are Hamilton's call processing stats for the past 36 months. Hamilton consistently answers faster than its competitors.

Hamilton averages OVER 95% of its calls answered within 10 seconds for the past 3 year period.



Hamilton's average speed of answer for the most recent 3 year period was 1.10 seconds.



Complaint Logs

While each provider submits the required state specific complaint reporting to the FCC each year, no other provider supplies as detailed reporting as Hamilton. Unlike some of our competitors, Hamilton's complaint logs also includes Miscellaneous External Complaints and Fraudulent/Harassment Calls; issues that are outside of Hamilton's control. While this policy increases the number of reported complaints, (which our competitors choose to point to as a negative) we choose to provide this detailed information to our states and to the FCC to give a complete understanding of the issues relay users encounter. It is imperative that you compare the contents of the complaints (not just the quantity) to get a clear picture of Hamilton's superior quality.

For example, Hamilton provides the following information from the publicly available FCC website, http://transition.fcc.gov/cgb/dro/trs_nebraska.html. These comments, from the 2010, Nebraska Complaint Report (before and after a transition to Sprint), show a clear difference in the types of complaints you can expect to receive from these two different providers.

Complaint logs from Hamilton include the following:

- The technical department discovered that AT&T had a provisioning issue with the Nebraska Relay voice line for the transition from Hamilton to Sprint. Issue was repaired by AT&T.
- Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.
- Customer stated that they were unable to reach the relay when dialing the toll free number for voice users, to place a call through the relay..... The technical department discovered that **Sprint had placed a disconnect recording on the number for the transition from Hamilton to Sprint.** Issue was repaired.

Complaint logs from Sprint include the following:

- "I've been using Relay for 15 years and the service is just going downhill. I had to repeat something to the Operator and she yelled at me like I was 5. She was rude and her tone of voice was not nice."
- "A NE TTY sent a complaint that a Relay Operator was rude."
- "The Relay Operator was reportedly inattentive and made typing errors."
- "...Relay is slow to process long distance calls."

No other relay provider supplies such detailed and extensive complaint reporting as Hamilton. It is also clear from the content of these reports that no other relay provider can supply the quality of service as can Hamilton.

THE HAMILTON DIFFERENCE

Hamilton provides relay services that are customized to meet the individual needs of the users. Hamilton does not dictate policy or features, we let the regulatory bodies or agencies responsible for relay tell us how they want their calls handled and what features they need and then we deliver. We provide personal, customized service on each call as dictated by each customer. We give up so much control because we believe the most important thing in providing great relay service is the customer; the contracting agencies and relay users. Because relay makes up more than half of Hamilton's total business, our entire employee base understands relay and works to make it better each and every day. In choosing Hamilton, you can be assured that we will be responsive to the needs of our customers, providing you with high answer performance and quality on every call.

Because Relay makes up fifty percent of our business, all Hamilton corporate personnel know and understand relay and all our business lines are dedicated to the success of our relay division. They are focused on providing the best possible quality of service on each and every contact. Our Communications Assistants (CAs) have the desire, knowledge and ability to help everyone with any type of relay call. Furthermore Hamilton provides:

- Diversification in the depth and breadth of relay services
- Value based and ethical service
- The ability to quickly change policies or procedures to match a specific customer's needs
- The ability to customize our technology to match the consumer's relay needs
- Leadership that truly understands the needs of the communities using relay
- A customer driven focus – we continually listen to our customers and develop technology and services to provide them with more choices
- Individual care for our customers in the relay community

Hamilton Relay provides a service that goes beyond filling a need; it truly enhances the lives of our customers. We continue to develop highly advanced features and services that allow our customers to become truly independent and empowered. We offer our customers a variety of services as well as the ability to choose how they want their calls handled. These services include a customer database with customer preferences for all answer modes, call restrictions, customized calling – interpretation, billing preferences and more. We offer multiple combinations of HCO, VCO, TTY and Speech to Speech, including two line HCO, two line VCO, Captioned Telephone (CapTel) and Remote Conference Captioning. A complete list and explanation of all features Hamilton offers can be found in **Attachment C**.

Our proposal describes how we will deliver the most efficient, high quality relay service that is in compliance with all contract specifications and state and federal regulations.

Florida Relay

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We can ensure the Florida Public Service Commission will maintain its relay certification. Hamilton has a record of meeting or exceeding all FCC related standards and readily responding to all FCC regulations, including exceeding the standards established by the FCC for maintaining certification.

Throughout this proposal, we describe how we will deliver efficient relay service that is compliant with all contract specifications as well as state and federal regulations. We explain our technical abilities to provide relay services and the training programs our CA receive that allow Hamilton to receive accolades from our customers.

"I am writing in support of Hamilton Relay as the service provider for the Florida Relay Service. This is a vital service that provides telecommunications access for deaf and hard of hearing Floridians and Hamilton Relay has proven to be more than capable of providing these services for many years now. Florida Relay Services not only benefit deaf and hard of hearing Floridians, but the hearing Floridians that have the need to communicate with them. Hamilton Relay understands this concept and provides excellent customer service for both parties.

Employing Hamilton Relay as the Florida Relay Service provider will insure that Floridians have a quality relay service."

Paula Shephard, Florida Consumer

"The Hamilton team has great expertise and knowledge, led by Dixie Ziegler. Dixie is involved at every level of the service. She is on key committees nationally and looked to as the expert. She brings that knowledge to her staff. We have found Hamilton provides excellent service. They are responsive and any issues are handled in a timely manner, often through collaboration. I have found Hamilton's customer service to treat our consumers with respect and friendliness. MTAP has recently extended our contract with Hamilton because we are so pleased with their service."

Connie Phelps, Director, Montana Telecommunications Access Program.

"Deaf and hard of hearing people of Florida need Telecommunications Relay Services. . . . It is my hope that these services will be provided through Hamilton Relay."

Jodi Grahm, Florida Consumer

A comprehensive list of our customers' comments along with an extensive list of letters of recommendation can be viewed in **Attachment B**.

LOCATION OF RELAY FLORIDA

Hamilton will process Florida Relay calls from a combination of its Relay Centers located in Nebraska, Georgia, Louisiana, Maryland, Massachusetts and Wisconsin. Hamilton processes Speech to Speech and Spanish calls from its Wisconsin, Louisiana and Maryland centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Locations of Hamilton Relay Facilities

Massachusetts Relay Center

703 Housatonic Street, Suite 148
Pittsfield, MA 01201-6634

Louisiana Relay Center

9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809

Georgia Relay Center

2231-T Dawson Road
Albany, Georgia 31707

Nebraska Relay Center

1006 12th Street
Aurora, NE 68818

Wisconsin Relay Center

8383 Greenway Blvd., Suite 90
Middleton, WI 53562

Maryland Relay Center

1 Science Park
Frostburg Business Park
Frostburg, MD 21532

HUMAN RESOURCES

Hamilton has the needed human resources to effectively operate Florida Relay. We have the technicians, operations staff, human resources people, accounting, billing and reporting staff, project management and overall leaders that have successfully started and continue to operate numerous relay centers. Hamilton will supply Florida Relay with highly professional English and Spanish Communication Assistants, trainers, human resources personnel, technical personnel and support staff. Our outstanding human resources and related experience will bring customer delight to Florida Relay users.

Hamilton has several labor and technical intensive business lines in operation in addition to its relay services division. With this expertise in place, we have access to numerous personnel who are skilled in human resource and technical development. Hamilton ensures that Florida Relay will operate continually, 24 hours a day, seven days a week, 365 days a year. This includes making certain that enough Spanish and English Communication Assistants are available at all times and that routing, switching and other technical capabilities are in place to guarantee continuous service.

Hamilton's Commitment to Diversity/Disability Representation

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Following is a detailed description of Hamilton's Disability Representation, which shows Hamilton's commitment to hiring people with disabilities for management positions and shows Hamilton's disability representation on Hamilton's board of directors.

Hamilton places great emphasis on recruiting and hiring individuals with relay service experience and with experience working within the deaf, hard-of-hearing and/or speech-disabled communities, including persons with disabilities.

Hamilton will actively recruit individuals with communication disabilities for all types of positions, including management. Any and all postings, newspaper advertisements and other solicitations for applications for employment openings will display an affirmative statement of these hiring practices and our plan to affirmatively take action to hire disabled persons. The hiring procedures utilized by Hamilton will assure objectivity and sensitivity to persons with communication disabilities.

As stated above, Hamilton will recruit and hire individuals with disabilities, including individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Hamilton will accomplish this by working with various organizations that communicate on a regular basis with the qualified applicants.

Hamilton believes that it is essential for a relay service to recruit and hire persons who are deaf, hard of hearing or who have difficulty speaking. It is our intention to use all of our available resources to do just that. Hamilton's policy is to hire without regard to disability and we have done so in all of our corporate divisions.

Please refer to **Attachment A** for all of Hamilton's relay related job titles and job descriptions. Each job description contains a list of the requirements for that particular position. As long as a candidate can perform the essential functions of the job, Hamilton will consider each applicant equally as described in our Affirmative Action Policy Statement.

As a Company, Hamilton is committed to "equal treatment and equal opportunities of all applicants and current employees." Hamilton is committed to hiring persons with disabilities and will do so as positions become available and qualified applicants apply.

Hamilton has employed individuals who are deaf or hard of hearing in the following positions in the past and present, and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- **Board of Directors & Vice President of Hamilton Telephone Company and President of Relay**
Planning and coordinating, day to day management
- **National Outreach Manager**
Oversees outreach and customer service programs and all extended functions for each of Hamilton's state relay programs.
- **Contract Manager**
Manages the contract between Hamilton Telecommunications and State regulatory bodies. Oversees the actions of all parties involved to ensure contract compliance. Responsible for determining that each party successfully completes all assigned duties and responsibilities. Also assist with Hamilton's marketing efforts for relay services.
- **Relay Center Manager**
Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.
- **Assistant Relay Center Manager**
Assists in the management of Supervisors and Communication Assistants within the Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and Communication Assistants to ensure the needs and desires of the speech and hearing impaired communities are met. Has responsibility

for insuring that the Communication Assistants are skilled to meet the expectations of relay users.

- **Program Manager**
Manages the outreach activities to insure that required activities are carried out according to specified objectives. Responsible for all communication within the relay using community.
- **CapTel Product Manager**
Manages Hamilton Relay's strategy for CapTel service. Performs product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- **Internet Based Relay Services Product Manager**
Manages Hamilton Relay's Internet-based product/service portfolio with the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.
- **Outreach Coordinator**
Responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the Relay Service.
- **Customer Service Manager**
Responsible for the activities of the Customer Service Department. The CSM is the principal point of contact for customers and represents customers on the administrative level. Helps to ensure quality services for customers.
- **Customer Service Representative**
Responsible for providing high quality customer service to all types of relay users via the telephone, TTY, e-mail, and relay. Duties include entering customer service information into the relay customer service database, coordinating technical support, and ensuring all inquiries are addressed. Also performs and coordinates state and regional outreach activities.

Hamilton's policy, which we actively follow, is to hire qualified people without regard to disability. We consider disability awareness a very important aspect of our culture and training programs and we have a great deal of experience with staff who are disabled. Hamilton has a great deal of disability representation within our company. Please see below for a detailed description of Hamilton's Disability Representation.

We have extensive experience in serving people with disabilities through our 20 years as a relay provider. Our people have attended countless relay outreach events, responded to thousands of requests from relay users and made hundreds of visits to homes and businesses to discuss relay

and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Florida Relay users.

Disability Representation

Following is a detailed description of Hamilton's Disability Representation, which shows Hamilton's commitment to hiring people with disabilities for management positions and shows Hamilton's disability representation on Hamilton's board of directors.

John Fechter, National Outreach Manager, brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than 10 years, John served as President of the Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served 5 years as classroom consultant for Junior Achievement. Prior to joining Hamilton Relay in September, 2006, John served as Business Lending Underwriter for Wells Fargo Bank where he worked for 11 years. John received his BA degree in Management from Gallaudet University in December 1991. John resides near Minneapolis, MN with his wife and two children who are deaf.

Henry Brinkmann, Outreach Coordinator for the Louisiana Telecommunications Relay Service, is deaf. He has been involved in the telecommunications relay industry since 1997 and has been a driving force in Hamilton's Louisiana relay center from the onset. In addition to his relay experience, Henry has been an active member in several deaf organizations and including seats on the Louisiana Association of the Deaf and the Louisiana Commission for the Deaf. Henry brings a wealth of knowledge and background to Hamilton. His leadership has allowed Hamilton to deliver very high quality relay services. Henry's reputation for leadership in the Deaf Community is well known throughout Louisiana and the country.

Jennifer (Jenny) Buechner is Hamilton's Internet Based Services Product Manager. Jenny graduated from Wisconsin School for the Deaf and earned a B.A. in Social Work from Gallaudet University, Washington, DC. Jenny brings a variety of skills to her position. Her work experiences include Youth Leadership Camp as a counselor, various positions within Gallaudet University, including serving as a Hearing Coordinator for Judicial Affairs, and her position as Customer Service Representative for the Wisconsin Telecommunications Relay System. Now bringing her experience with technical projects, she coordinates development projects with technical and operations to enhance Internet Based Services for a positive relay experience for the customers. In addition, Jenny has many years experience in researching and studying Deaf culture, using this knowledge, she develops and implements curriculum for Hamilton's culture training program. Jenny is active in the Deaf community.

Mitchell Levy, CapTel Product Manager, is deaf. Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell previously served for three years as Hamilton's Outreach/Account Manager before his promotion to his current

position. Mitchell's past work experience includes 13 years of TRS marketing and sales. Mitchell served for 2 years as the Consumer Relations Manager for Pennsylvania and Delaware, in which he managed marketing and community relations projects including TRS awareness. Mitchell also served as Marketing Manager for one year where he led a cross-functional team to identify, analyze, and develop new TRS products and services. In addition, Mitchell served in the capacity of Account Manager for 10 years in which he managed several state TRS contracts to ensure contract compliance as well as public relations functions. Fluent in ASL, Mitchell possesses diverse communication skills.

Edward Kinal, Account Manager is deaf. Edward has more than 20 years of experience in the TRS industry in a variety of positions such as project management, outreach, account management and worked at Arizona Commission for the Deaf and Hard of Hearing, as Special Projects Coordinator. Edward also served three years as the Arizona Telecommunications Relay Service Administrator. In his present role at Hamilton Relay, Edward manages the contract between Hamilton and the State of California and oversees the actions of all parties involved to ensure contract compliance.

Lisa Furr, Arizona Relay Outreach Coordinator/Account Manager, has experience in Customer Service and Telecommunications Relay Service and served as a Commissioner on the Arizona Commission for the Deaf and Hard of Hearing. Beyond her business background, Lisa brings broad experience from her volunteer work and involvement in the Deaf and Hard of Hearing communities in Arizona. She is a graduate of Gallaudet University, and earned a masters degree in organization management from University of Phoenix. In her outreach position, Lisa is using her skills to educate the relay-using communities throughout Arizona.

Lauren Cramer, Hamilton's Regional Outreach Coordinator for D.C. and Pennsylvania, is a Maryland native who brings experience in public relations, customer service and media marketing. In 2004, she received her Bachelors degree in Public Relations from Long Island University. In 2010, Lauren continued her education at the Community College of Baltimore County by taking several ASL and deaf culture courses. Lauren has several deaf/hard of hearing family members and is a carrier for a genetic condition (Waardenburg Syndrome) which can cause deafness, providing her with sensitivity to disability issues.

Russ Patterson, Hamilton's Regional Outreach Coordinator, is Hard of Hearing and has experience in public relations, technology and public speaking. Previously involved as a coordinator for Deaf/Hard of Hearing Services for a local library, Russ is a board member for Eastern Washington Center for Deaf and Hard of Hearing.

Karin Sack, Georgia Outreach Coordinator is Deaf and is working to earn a Bachelor of Science degree in Sociology at Missouri State University. Previously involved as an ASL instructor at a local high school and a specialist at an Independent Living Center, Karin has broad experience in volunteering, public speaking and providing deaf culture training. In addition, Karin is very

involved in the Deaf/Hard of Hearing community and held a past position on the Community Emergency Response team and served as an Interpreter Evaluator for the Missouri Commission for the Deaf and Hard of Hearing.

Paul Stuessy, Southern California Outreach Coordinator, is Deaf. Paul received his undergraduate degree in Business Management from Gallaudet University in 1994. Paul was employed at Greater Los Angeles Agency on Deafness, Inc (GLAD) and also was a Project Coordinator with Health Care Access, where he was an ASL Instructor. Paul provided CapTel education in Southern California where he demonstrated a vast knowledge of the Relay Industry and also served as an Outreach Coordinator for the California Equipment Distribution Program in Oakland for three years. Bringing a variety of experiences to his position, Paul's strengths are in leadership, customer service and public relations.

Emily Simmonds, Relay Utah Outreach Coordinator, brings experience in public relations, customer services, and community service. Serving as a videographer/photographer for a video production organization, Emily later taught ASL for two years. The mother of a young deaf daughter, Emily has vast understanding of deafness.

Moira Hennessey, MassRelay Outreach Coordinator, received her undergraduate degree in Elementary Education and her masters in Deaf Education. With a variety of experience, such as customer services, Moira also brings knowledge of senior citizens to Hamilton Relay.

Carolyn Mathis, Tennessee CapTel Outreach Coordinator, has experience as an Interpreter, a TRS Communication Assistant and Program Coordinator for a non profit organization. In addition to her TRS background, Carolyn also possesses a variety of experience in areas such as leadership, community services and volunteering.

Lindsay Visocchi, Northern California Outreach Coordinator, has considerable experience as an Interpreter. Studying Sign Language in England and the United States, Lindsay brings a great understanding of Deaf culture, marketing and customer service to her position as Outreach Coordinator.

Talia Rubiano, Marketing Projects Coordinator/Staff Interpreter, is a Child of Deaf Adults (CODA), who has experience as a TRS Communication Assistant/CA mentor as well as a Video Interpreter and has obtained National Certification by the Registry of Interpreters for the Deaf. Previously employed as a Massage Therapist for 9 years, Talia later became the Education Coordinator/School Administrator at a local Massage school. She brings to Hamilton a solid background in Deaf culture, communication, office and administrative work. Talia supports the Hamilton Marketing Management Team through the coordination, development and production of marketing materials and advertising efforts. She is also responsible for interpreting between Hamilton staff and outside contacts. In addition, Talia maintains and adheres to strict confidentiality; and is guided by RID's Code of Conduct.

Cady Lear Hamilton's Kansas Relay Outreach Coordinator, is Hard of Hearing and has experience in customer service and education. Serving as a teacher at the School for the Deaf in Massachusetts, Cady received her undergraduate degree in Corporate Communication from Arcadia University.

John Nelson, Hamilton Telephone Company Board of Directors and Vice President, has a congenital hearing disability, which although not requiring the need for relay services, provides sensitivity to disability issues.

Dixie Ziegler, Vice President of Hamilton Relay, has been with the company since 1994. Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton Relay and is involved in representing Hamilton at various national relay organizations. Dixie, whose child has a hearing loss, possesses diverse experience and knowledge of the telecommunications industry. Having a child with a hearing loss provides Dixie with insight and sensitivity to the special needs of the Deaf communities on a very personal level.

Anne Girard, Director of Marketing for Hamilton Relay, has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Prior to joining Hamilton Relay, Anne served as Director of Sales for GoAmerica Communications. Prior to her seven years with GoAmerica and Wynd Communications, Anne served as Coordinator of Academic Support Services for Students with Disabilities at Cuesta College, San Luis Obispo, California for over nine years. Beyond her business and education background, Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter, and her adult daughter is profoundly deaf and is a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University.

The Maine Center on Deafness (MCD) performs outreach services on behalf of Maine Relay Service for Hamilton in the State of Maine. MCD is a nonprofit organization that serves people in Maine who are D/deaf, late-deafened or hard-of-hearing by providing resources, advocating for social equality, and helping the general public to better understand and appreciate Deaf culture and effective ways of communication. MCD staff are members of the Deaf community - friends and supporters that people who are D/deaf or hard-of-hearing can depend on.

As one can see, Hamilton has a great deal of disability representation within its company as well as an outstanding group of people that allow Hamilton to develop a high quality relay service that meets the needs of its customers.

Hamilton has extensive experience in serving people with disabilities through its 20 plus years of relay experience. Hamilton has attended countless outreach events with relay users, responded to thousands of requests from relay users, and has made hundreds of

visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Florida Relay users.

Instruction and Training

Instruction and training is a key component of Hamilton's customer delight program and the CA's working for Florida Relay will be thoroughly trained. We use the feedback from our relay users to change and improve our call processing procedures. We want to make sure that we are providing relay service in a manner that best serves each relay user.

Please refer to **Attachments K and L** for outlines of Hamilton's Training and Procedural Manuals. These documents contain the needed information to thoroughly train Communication Assistants. CA's will also have the needed supervisory, human resource and technical support to ensure excellence in the operation of Florida Relay.

Operations and Staffing

Please refer to **Attachment A** for a detailed description of Hamilton's ability to manage contract performance through operations and staffing. In **Attachment A**, Hamilton gives a complete and detailed description of its organizational structure and staffing. This includes an organization chart, job descriptions and resumes for key personnel.

Management

Hamilton has experienced management that is focused on providing excellence in the operation of Florida Relay.

John Nelson: The officer with ultimate responsibility for Florida Relay and who is able to ensure decisions are rendered and implemented promptly, manage contract changes and delegate authority is John Nelson, Vice President of Hamilton Telecommunications and President of Hamilton Relay, Inc. John holds overall responsibility for relay at the senior management level.

Gary Warren: Gary is another member of senior management with particular emphasis on developing and implementing new projects. Gary was primarily responsible for the planning, development and implementation of Hamilton's relay centers and has been the person directly responsible for managing the implementation, completion and testing of all State TRS programs provided by Hamilton Relay. Gary has been active in several national telecommunications relay industry teams including filling a position for relay providers on the NECA Relay Advisory Council. Gary completed his term serving as Chairman of the NECA Relay Advisory Council.

Florida Relay

State of Florida / Docket No. 110013-TP

Dixie Ziegler: The person with primary responsibility for Florida Relay throughout the life of the contract is Dixie Ziegler, Vice President of Relay. As Vice President, Dixie is authorized to make decisions, answer questions or provide clarification to the proposal and subsequent contract. Dixie manages all aspects of the relay including start up activities, contract and financial management, operations, marketing, customer service, outreach functions and technical development. Dixie also maintains contact with the FCC, drafts FCC filings and is responsible for completing the annual NECA data request. Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton.

Beth Slough: Beth Slough, National TRS Contract Manager, oversees all Hamilton Relay Contracts. Beth has in-depth knowledge of federal and state TRS requirements and utilizes that sophistication to ensure contract compliance and to assess quality and customer service in Hamilton's State TRS programs.

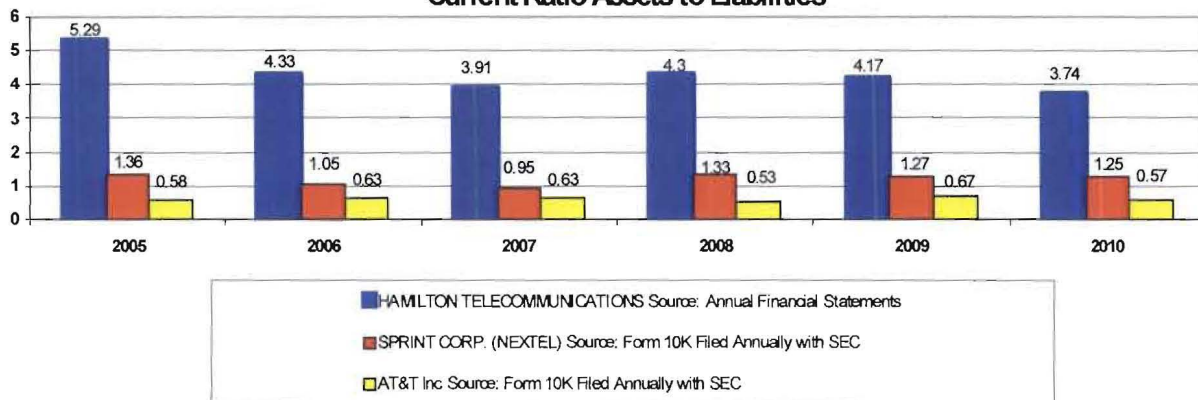
Please refer to **Attachment A** for more detail on the entire management team assigned to support Florida Relay and for resumes on all the individuals that will be supporting Florida Relay, including the persons who will be performing system design, maintenance and operations support. You will see by this information that Hamilton has the experienced management needed to ensure excellence in the operation of Florida Relay.

FINANCIAL RESOURCES

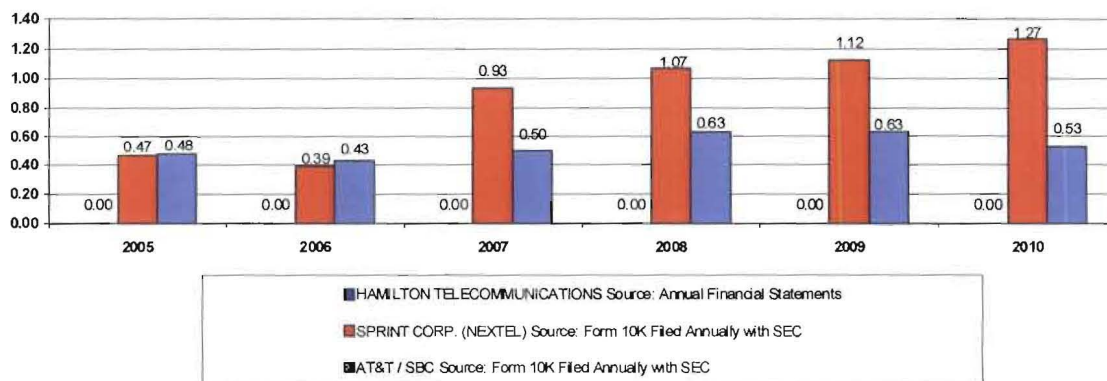
Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to start-up Florida Relay and has the financial wherewithal to operate and maintain Florida Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

Hamilton has collected the following information regarding Sprint and AT&T Inc. from publicly filed SEC reports. From the chart below, one can see that Hamilton's current ratio is outstanding. Hamilton has 3.7 times more current assets than current liabilities ensuring it is financially sound. A current ratio of less than 1.0 generally indicates that a company has more liabilities than assets and thus may experience difficulty in borrowing if required.

Current Ratio Assets to Liabilities



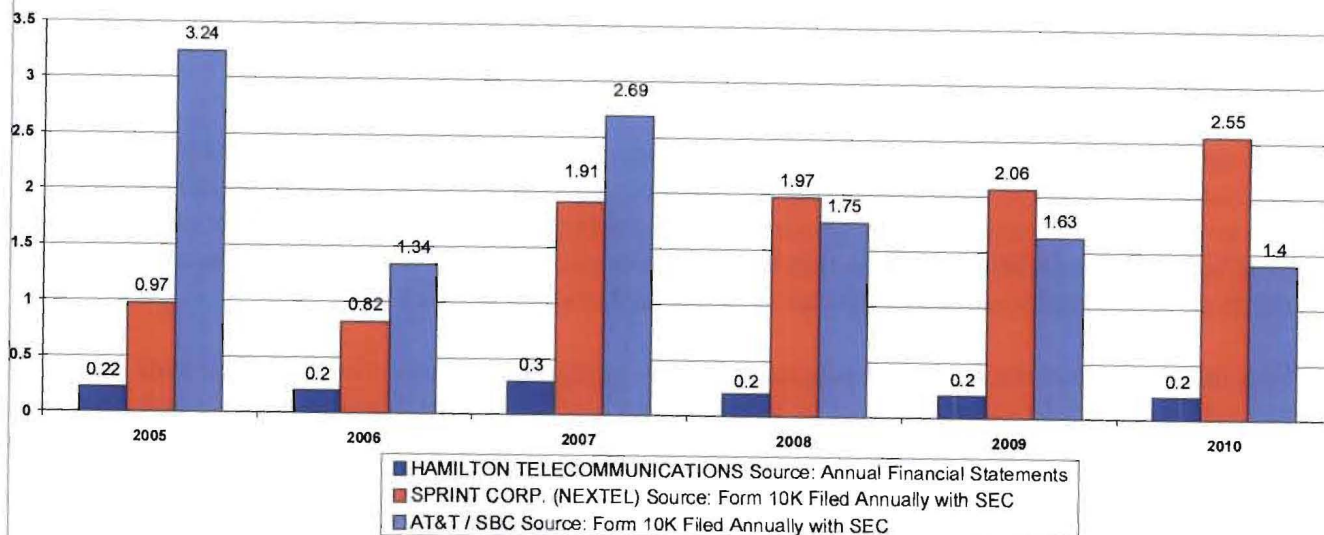
Long-Term Debt to Equity Ratio



It is impossible to find Hamilton on the above chart as Hamilton has no long-term debt. As one can see, Sprint has significant long-term debt compared to equity.

This chart compares all company's debt amounts to total equity. The only debt Hamilton has is current liabilities. **As one can see, Hamilton has approximately 4.5 times more equity than debt.**

Debt to Equity Ratio



Hamilton has incurred no long-term debt since 1976 which it retired in 1991. As one can see from the above chart, Sprint has significant long-term debt compared to equity while Hamilton has none.

This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation costs for Florida Relay but also demonstrates our ongoing ability to provide state-of-the-art services at reasonable prices. Hamilton's outstanding financial resources also ensure excellence in the operation of Florida Relay.

Hamilton is not a multi-billion dollar company where the relay division runs the risk of becoming a secondary focus. Instead, **Hamilton is a debt-free company where Relay makes up more than 50% of our business, and we give it the attention it deserves.**

Hamilton encourages the FPSC to contact its financial reference listed below, who can attest to our ability to provide the necessary capital to manage Florida Relay as well as a general reference on Hamilton's management resources.

Mr. Tom Darbro
Pinnacle Bank
1234 L Street
P.O. Box 229
Aurora, NE 68818
402/694-2111

TECHNICAL

The experience of our IT staff brings a depth and breadth of information technology capabilities that equally matches that of our competitors. The lead IT professional has more than 25 years of IT experience in the telecommunications field. Our full time staff has experience in providing quality information technology and telecommunications service to business lines that require no down time.

Our staff of technicians have installed and maintained a variety of telecommunications hardware and software. This includes relay switches, three central office digital switches, digital remote line switches and a variety of interconnect equipment including PBXs and automatic call distributors. Our ability to provide this level of technical support is a huge advantage as unique needs or functionality requirements can be addressed easily and quickly.

Hamilton personnel maintain and program all relay equipment on site. Our technical staff of programmers and developers allows us to create and implement new features that our customers request even faster then ever before.

Hamilton's experienced technical staff is on hand to ensure continuous operation of Florida's relay service and to ensure development of new relay features. Our staff will maintain all needed equipment for Florida Relay, including telecommunications facilities, workstations, database servers, back-up power, monitoring stations, cabling and all other hardware and required software.

- Hamilton has the ability to **quickly change policies or procedures** to match a specific customer's needs.
- Hamilton has the ability to **customize our technology** to match the consumer's relay needs.
- Hamilton **continually listens to our customers** and works to develop technology and services to provide them with more choices. For more detailed information about Hamilton's Technological capabilities please see our responses throughout **Tab 2**.

In an effort to keep abreast of the latest technology, Hamilton has made numerous changes to our relay platform in recent years.

Switching

- Upgraded our switching servers (host) to new hardware that is more than **50 times faster** than the servers they replaced.

- Evolved switching operating system from 32 bit UNIX to 64 bit Linux for more robust hardware support. The new Linux environment also provides improved debugging tools, which increases the speed of troubleshooting and correcting errors.
- Tested and deployed new switching control code which:
 - Allows additional ad hoc reporting capabilities for comprehensive traffic analysis.
 - Enhanced failover and recovery. The new system allows the secondary host to take over much faster, increasing Hamilton's capability of avoiding service interruptions for our clients.

Hamilton's host controller software is a highly customized software that we have migrated to multiple platforms and receives new enhancements and security patches as applicable. We own the source to this code and therefore no other company has access to it. We support our own software internally and are not necessarily bound to any specific hardware option and even keep open the option of moving to an entirely new switch hardware if our current platform of choice stops meeting the needs of our customers. Flexibility is one of our goals, and we are very quick to adapt to the desires of the states which contract us. Owning and writing our own code allows us to do this. Other providers may not fully understand the capacities provided by this solution if they are using a host controller software that does not allow them the same customization and flexibility.

Database

- Replaced database servers with new hardware that is more than **50 times faster** than the servers they replaced.
- Replaced legacy profile database servers with SQL servers for improved redundancy and database management.

Hamilton uses MS SQL because it meets our needs perfectly. However, we always strive to not be bound by any one hardware or software. We also use mySql and have used Sybase in the past – we are not so beholden to any vendor that we will always use their products for every circumstance. One of Hamilton's benefits is that we can very quickly and efficiently introduce new technology, something that larger companies are just not able to do.

Workstation

- Completed a multi-year upgrade of all production workstations to newer, standardized hardware.
- Upgraded workstation operating systems from 16 bit to 32 bit which provides a higher level of stability.
- Rolled out several new workstation versions to support a variety of new features.

In 2012, Hamilton has plans for exciting new features such as:

- Enhanced turbo code
- Upgraded workstation application
 - New processes to reduce misdials
 - Customer Service numbers accessed in the system
 - An automated search feature for selecting Long Distance Carriers
 - Observation Sheets conducted on the system
 - Faster and easier access to profile data.

Our new third generation workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

Hamilton has either developed and owns or has properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. Hamilton will continue to add features, develop, enhance and upgrade its relay platform to provide the latest in relay services to all of its relay customers.

These technology upgrades allow us to service our customers with new features, faster and with even less chance of service interruption.

Inbound Network Connection

Most people would agree that a multicarrier system would generally be characterized as more reliable than a single carrier system. Having a diverse plan of telephone routing is a more secure and appropriate plan of action than using a single inbound provider, because then a widespread outage of a single carrier will not fully interrupt relay services. Hamilton has multiple diverse and redundant connections to multiple carriers for this reason which is possibly why Hamilton has been characterized as being so much more reliable and quicker to resolve any outages than other providers.

We have the unique advantage in the industry of being a relay provider which is not an IXC and therefore not tied to one IXC network. We have and will continue to use the underlying IXC network or combination of IXC networks which will result in the most reliable network and efficient routing options for our relay traffic. If in the future, it would be to Hamilton Relay's (and therefore Florida Relay's) advantage to use multiple underlying IXC's or to change IXC's, we are in a position of being able to do that.

At Hamilton, we have redundancy, diverse routing, and control over our network which includes access to AT&T's network, which also has several layers of redundancy. The disasters created

by Hurricanes Katrina and Rita are good examples. Our relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during either of these crises. Even though several locations in Louisiana experienced outages with the LEC (which is out of the relay provider's control), as long as the customer could place a call to the 800 number, they reached our relay center and we placed their calls.

Emerging Technology

We are dedicated to deploying leading edge technology that is certain to benefit relay users across Florida and we continue to explore technologies that will increase the speed of relay. One such technology that we've tested is Speech to Text voice recognition software called Fastran. This software was designed specifically for TRS Communication Assistants and has the ability to send the voice (hearing) person's message to a TTY almost as quickly as a "regular" voice-to-voice telephone conversation (approximately 100+ words per minute).

Speech to text technology allows the CA to transcribe and relay conversations more quickly and accurately than traditional typing. Instead of typing everything the voice user said, the CA re-voices every word into the computer, which changes the CA's spoken words into typed words for the relay user to read on his/her TTY.

We believe these technologies will become a very important part of how relay service is provided in the future and we are very involved in this technology. Our relay platform is highly advanced and easily retrofitted to meet the many different and changing needs of relay. We are confident we will be able to make use of speech to text technology in our existing relay platform.

In 2012, Hamilton has plans for exciting new features such as:

- Enhanced turbo code.
- Upgraded workstation application.
 - New processes to reduce misdials.
 - Customer Service numbers accessed in the system.
 - Automated search feature for selecting Long Distance Carriers.
 - Observation Sheets conducted on the system.
 - Faster and easier access to profile data.
- STS Training Line
- Visually Assisted Speech to Speech (VA STS).
 - Provides the STS CA with visual communication cues. Please see Hamilton's Feature List (**Attachment C**) for a detailed description.

Technical Conclusion

Hamilton has the telecommunications and switching networks needed to provide service 24 hours a day, 365 days a year. Our relay platform leads the industry in its ability to adapt and make use of new technology, allowing us to provide state-of-the-art technology to Florida. The switching matrix and database servers that run the platform are very flexible allowing us to accommodate many call types and call processing situations. Workstations are very easy to use making call set-up fast and simple for Communication Assistants and relay users.

Hamilton has six relay centers in operation and provides FCC certified telecommunications relay services and CapTel services to users in 19 States and U. S. territories as well as Internet Relay (including Wireless Internet Relay), Web CapTel and Mobile CapTel nationally. We have the experienced technical, operational and customer service staff to successfully operate Florida Relay.

CUSTOMER SERVICE/OUTREACH/EDUCATION

Customer Service

Hamilton will ensure that Florida Relay customers have constant access to customer support to assist callers with Florida Relay inquiries by providing 24/7 customer service that is accessible anywhere in the U.S.

All Hamilton personnel who handle customer service inquiries have had extensive training on Deaf Culture and the needs of people with speech and hearing disabilities. Our Customer Service Department provides free education and instructions to relay users on items such as:

- How to place relay calls
- Questions about any changes that have been made
- Assisting with billing questions
- Performing equipment testing
- Providing a variety of referral numbers to state organizations
- Scheduling one-on-one outreach visits for training purposes or larger outreach activities

According to the Paisley 2011 National Relay Competitive Index

Hamilton customer care is rated at 99.3%; statistically making Hamilton a top provider.

Customer Service Representatives are staffed at each of our relay centers and work diligently to resolve all customer issues in a timely manner. Customers may contact Hamilton via phone, e-mail and through a web-site that is strictly for Florida Relay. Customer Service handles all issues immediately and always follows up with each complainant to ensure the problem has been addressed to his/her satisfaction.

All customer service activities are performed with the belief that customers are the most important part of relay. The primary functions of the Customer Service Department are to provide education to current and potential customers on relay usage and to respond to concerns, compliments and requests for information. Hamilton looks forward to bringing Florida TRS and CapTel users its superb customer service programs.

Outreach

Hamilton's customer service and outreach programs are explained in **Attachment E**. **No other relay provider can match Hamilton's customer service efforts.** Hamilton will provide 24-hour customer service to the Florida Relay Service. **The combination of staff dedicated to customer service at Hamilton and its educational efforts are unbeatable and will ensure excellence in the operation of the Florida Relay Service.**

Hamilton has seventeen people working in the area of Outreach. Hamilton has attended countless outreach events with relay users, responded to thousands of requests from relay users and has made hundreds of visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Florida Relay users.

DESCRIPTION OF WORK FOR TRS PROJECTS

For all of its relay contracts, Hamilton has provided a “full” relay service package. Hamilton has constantly added to its basic service package throughout its years as a relay provider. Enhancements include a “self-learning” database that captures speed of equipment information on relay users’ first initial call through the relay. Error Correcting software and Carrier of Choice also are part of Hamilton’s relay package. Hamilton offers a variety of call types, a customer profile database (please refer to **Attachment F**) and much more. Hamilton also continues to employ new technology to ensure uninterrupted service, outstanding answer performance and customer satisfaction. Training for Communication Assistants is continual.

Hamilton’s relay service includes the following elements:

- Communication Assistants, Supervisory Staff, Management, and all other support staff, including technical, training and human resources.
- All telecommunications facilities, including toll-free services, outbound call completion, equal access facilities, trunking, circuits and all needed channel banks, etc. to receive and terminate relay traffic.
- All switching, workstation, database, networking and call routing hardware and software.
- All billing and reporting hardware, software and associated staff.
- Continued technical development and maintenance.
- Disaster Recovery Protection, back-up power, back-up switching capabilities, etc.
- All call processing functions.
- Call monitoring and quality assurance programs.
- Account Management, Outreach programs, customer service department and consumer input programs.
- All features contained in **Attachment C**.

THE HAMILTON ADVANTAGE

Customer Care

Hamilton's focus to go beyond customer satisfaction in providing great customer care has resulted in outstanding service for Hamilton's relay users. Part of this focus led to the establishment of an internal committee designed to strengthen and improve Hamilton's language, procedure and technology – keeping in mind that every change made is calculated to deliver customer delight. Hamilton is able to implement changes even more quickly and more effectively as a result of this committee's work.

Performance

Hamilton leads the relay industry in many important service categories and as a result of our superior features and services, we are further surpassing the competition, ensuring paramount relay service for Florida Relay users. We are responsive not only to call volumes (ability to keep answer seconds low) but also to individual relay users.

For more on Hamilton's latest answer performance statistics please see **Attachment J** of this proposal.

Hamilton Relay continually meets the needs of our customers by listening to what they share and using that information to build outstanding products and services. Our commitment to ongoing technology development remains steadfast. This ensures that our customers have access to the latest communication technologies. Hamilton continues to bring technology choices to its relay customers, enhancing the quality of life for our relay users. Hamilton is the right choice to meet the communication needs of the people of Florida who are deaf, hard of hearing or have difficulty speaking.

OTHER INFORMATION

- Through advanced training programs, Hamilton provides in-depth CA training on Deaf Culture, ASL and more.
- Hamilton will be constantly available to relay users, the FPSC, the Advisory Committee and any other interested parties including all organizations that serve relay users.
- Hamilton desires to build a strong partnership with the FPSC and other organizations that serve relay users and welcomes any assistance these organizations might offer.
- Hamilton will be constantly available to relay users, the FPSC, Advisory Committee and any other interested parties including all organizations that serve relay users and they are welcome in any of Hamilton's Relay Centers to assist with training and to provide essential feedback.
- The FPSC and any relay users who desire it will receive constant attention from Hamilton.
- Hamilton ensures outstanding customer service.
- Hamilton has implemented many programs designed to reach hard of hearing and elderly people.
- Hamilton has an outstanding record of answer performance and technical superiority.

FCC Requirements

As Florida Relay's provider, Hamilton will meet or exceed all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations. This includes full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA). We have a record of meeting or exceeding all FCC related standards and readily responding to all FCC regulations and will do so for Florida Relay.

Hamilton will prepare, on behalf of the FPSC, an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. The states in which Hamilton currently provides relay have been certified for the certification time period beginning July 26, 2008 and ending July 25, 2013.

Hamilton will deliver high quality relay services and a high level of responsiveness. We will surpass expectations as set forth by the FPSC and the FCC. The FPSC and Florida Relay users will have control of their service, features and procedures that are implemented as well as the overall quality of the relay. With Hamilton, the FPSC and Florida Relay users always have choices.

Dedicated to Relay

Hamilton is a privately held company and we intend to continue to be privately held. We are not merging with another company, not 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.

Hamilton has been selected as the relay provider 89 out of 95 considering renewals and RFP successes. In one instance, Hamilton then won one of those contracts back fifteen months later as the result of a new RFP process. Several months later, the same procurement office issued a separate RFP for Captioned Telephone and awarded that contract to Hamilton as well.

At Hamilton, we understand how necessary the relay is to those who use it every day. Our Communication Assistants share that one of the most rewarding parts of their job is that they get to make communication happen – on every relay call. Hamilton takes great pride in guaranteeing no downtime and that a CA is available when needed.

Hamilton will deliver high quality relay services and a high level of responsiveness. Hamilton will surpass expectations as set forth by the FPSC and the FCC. The FPSC and Florida Relay users will have control of their service, the features and procedures that are implemented and the overall quality of the relay. With Hamilton, the FPSC and Florida Relay users always have choices.

Hamilton's record of performance, dedication to providing state-of-the-art features and services, and willingness to "go the extra mile" for relay and CapTel users in nineteen States and U. S. territories has allowed us to satisfy many relay customers. Hamilton will do this for all Florida Relay users.

Hamilton Relay continually meets the needs of its customers by listening to what they share and using that information to build outstanding products and services. Our commitment to ongoing technology development remains steadfast. This ensures that our customers have access to the latest communication technologies. Hamilton continues to bring technology choices to its relay customers, enhancing the quality of life for our relay users.

Throughout this entire proposal, Hamilton presents a story that includes experience, dedication, know how and desire to ensure that Florida Relay goes beyond success; to meet the needs of individual relay users. We explain how we accomplish this one-on-one approach through our relay platform, features and services, disaster recovery plans; call processing, customer service, CA training and much more.

Hamilton anxiously awaits doing business with the State of Florida and will endeavor to provide a high quality relay service to citizens of Florida.



REQUEST FOR PROPOSAL

A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES

1. Issuing Entity and Point of Contact

This Request For Proposals (RFP) is issued by the Florida Public Service Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Kevin Bloom. Mailed correspondence must be addressed to Kevin Bloom, c/o Ms. Ann Cole, Director, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 110013-TP. The PRC Chairman can be contacted at 850/413-6526 and facsimile correspondence should be directed to 805/413-6527. E-mail should be directed to the PRC Chairman at kbloom@psc.state.fl.us.

Hamilton understands and has complied.

2. Purpose

The purpose of this RFP is for contracting for a Florida Relay Service (FRS) System that meets the needs of the people of the state of Florida pursuant to the Telecommunications Access System Act of 1991 (Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Table I, contains a summary of the captioned telephone intrastate billable minutes and TRS intrastate billable minutes provided by the current relay provider concerning the Florida relay traffic for the months of October 2010 through September 2011. Section E, Table 2, contains a summary of the Florida intrastate and interstate session minutes for the months of October 2010 through September 2011. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

Hamilton understands and will comply.

3. Other Applicable Laws/Legal Considerations

This RFP, and any resulting contract, shall be governed by the laws of the state of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the state of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in state of Florida administrative or judicial forums. The venue will be Leon County, Florida.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

Hamilton understands.

4. Scope

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

Hamilton understands.

5. FCC Authority to Provide Relay Services

The provider shall have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service.

☒ Signature of Acceptance provided on Checklist.

6. Definitions/Acronyms

The following terms, when used in this RFP, have the meaning shown below.

- a. Abandoned Calls – Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.*
- b. Administrator – A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices [s. 427.703(1), F.S.]*

- c. Advisory Committee – A group created by Section 427.706, F.S., and consisting of up to ten individuals named by the FPSC for the purposes described in Chapter 427, F.S.*
- d. Answer Time – The point in the progression of inbound calls at the relay center when the communications assistant is ready to serve.*
- e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator [Section 427.704(2), F.S.], billable minutes is the elapsed time between the time the incoming call enters the FRS provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a mix of intrastate toll or local calls and interstate or international calls, the time associated with the interstate or international calls shall not be included in the billable time for that call session.*
- f. Blocked calls – Calls reaching the 800 number network that do not terminate by ringing a communications assistant position.*
- g. Communications Assistant (CA) – A person who relays conversation to and from users of a relay system.*
- h. Deaf – Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.*
- i. Dual Sensory Loss – Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.*
- j. Electronic Posting – The Florida Department of Management Service's Bid System website located at http://myflorida.com/apps/vbs/vbs_main_menu.*
- k. FPSC - Florida Public Service Commission or Commission.*
- l. FRS – Florida Relay Service.*
- m. General Assistance Calls – Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.*

- n. Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.*
- o. Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.*
- p. Hearing Carry-Over (HCO) – A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.*
- q. Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming TDD call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.*
- r. Minor Irregularity – A variation from the request for proposal terms and conditions which does not affect the price of the proposal, does not give the bidder a significant advantage or benefit not enjoyed by other bidders, and does not adversely impact the interests of the agency.*
- s. Outgoing Call – An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.*
- t. Provider – The entity with whom the FPSC contracts to provide Florida Relay Service.*
- u. Proposals Review Committee (PRC) – The PRC consists of designated FPSC staff and designated members of the Advisory Committee.*
- v. Session Minutes – Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call.*
- w. Speech Impaired or Speech Disabled – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set. [Section 427.704(10), F.S.]*
- x. Speech to Speech (STS) – A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A*

pecially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.

y. *Telecommunications Device for the Deaf (TDD or TTY) – A mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines. The term includes mechanisms equipped with sight assisting devices such as a large print screen or Braille printer and also includes computers. [Section 427.703(14), F.S.]*

z. *User – Includes either the calling or called party in a relay call.*

aa. *Video Relay – Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.*

bb. *Voice Carry-Over – A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversion of the other user's communications from voice to TDD.*

Hamilton understands and agrees with the above definitions.

7. Key Dates

The following dates are target dates. The FPSC reserves the right to change the dates.

TECHNICAL AND PRICE PROPOSAL

DUE DATE & TIME 3:00 p.m. EST..... December 22, 2011
Performance Bond Due Upon Execution of Contract
Begin Service June 1, 2012

Hamilton understands.

8. Restrictions on Communications

From the issue date of this RFP until the staff recommendation on the award of the contract is filed in the docket file bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding the RFP except for:

- a. *Written correspondence to or from the PRC Chairman for clarifying questions only regarding the Commission-approved RFP. No changes to the Commission-approved RFP will be considered.*
- b. *Oral discussions at an oral interview or site visit pursuant to Section A.16*

After the recommendation for award is filed, there will be no oral or written communication with FPSC staff, including the PRC Chairman, or any member of the Commission concerning the RFP. Written correspondence submitted to the docket file for the sole purpose of identifying a mathematical error will be reviewed by appropriate FPSC staff.

For violation of this provision, the FPSC reserves the right to reject the proposal.

Hamilton understands and has complied.

9. Modifications, Withdrawals, and Late Proposals

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by December 22, 2011, at 3:00 p.m. eastern time. Late proposals will not be accepted.

Hamilton understands.

10. Bidding Costs

Neither the FPSC, nor the FRS system, is liable for any costs incurred by a bidder in conjunction with development of its bid.

Hamilton understands.

11. Rejection of Proposals, Correction of Errors

The PRC Chairman and the FPSC reserve the right to reject any or all proposals when in the public interest. The PRC Chairman and the FPSC also reserve the right to accept proposals despite minor irregularities and to allow a bidder to correct such minor irregularities.

Hamilton understands.

12. Public Availability of Proposals, News Releases and Public Announcements

The Technical and Price proposals will each be made available to the general public within (10) days after each is opened. The price proposals will not be opened until after the technical proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the bid process.

Hamilton understands. **Hamilton requests that the FPSC keep several components of its proposal Proprietary and Confidential and has filed this information with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.**

Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

13. Protests

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in subsection 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Hamilton understands.

14. Letter of Intent/Notification to Bidders

Upon selection of a potential provider by the Commission, the Commission will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within (30) days of mailing the letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

Hamilton understands.

15. Award of Contract

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes.

- a. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.*
- b. The overall quality of the proposed telecommunications relay system.*
- c. The charges for the proposed telecommunications relay service system.*
- d. The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.*
- e. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.*
- f. Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.*
- g. The ability to meet the proposed commencement date for the FRS.*
- h. All other factors listed in the RFP.*

Hamilton understands.

16. Award Without Discussion

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

Hamilton understands.

17. Oral Interviews/Site Visits/ Written Data Request

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records

available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for his own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

Hamilton understands.

18. Contract Document

The successful bidder will be required to sign a contract which will include the following elements.

- a. The RFP.*
- b. The bidder's Proposal in response to the RFP.*
- c. A document identifying any modifications or clarifications to the proposal and identifying optional items contained in the proposal and desired by the FPSC to be included in the FRS.*

All of the above items together will constitute a complete initial contract that will be approved by the FPSC's Executive Director on behalf of the FPSC.

Hamilton understands.

19. Limited Liability

To the extent provided for in Section 427.707, Florida Statutes, the FPSC, its Advisory Committee, and the PRC assume no liability with respect to the RFP, proposals, or any matters related thereto unless there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement and will not be amended or waived.

Hamilton understands.

20. Disclaimer

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider nor a basis for legal recovery of damages, either actual, consequential, or punitive. Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

Hamilton understands.

21. Cancellation/Availability of Funds

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar days written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC will provide written notice to the provider, and allow 14 days to cure the breach. If a breach of the contract is not cured within the 14 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hours notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

Hamilton understands.

22. Public Bidder Meetings and Proprietary/Confidential Information

Written requests for confidentiality shall be considered by the FPSC as described in Chapter 364.183, Florida Statutes. Rule 25-22.006, Florida Administrative Code, should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any confidentiality granted via Chapter 364, Florida Statutes. Disqualification of a bidder does not eliminate this right.

Hamilton requests that the FPSC keep several components of its proposal Proprietary and Confidential and has filed this information with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

Hamilton understands that all material submitted becomes the property of the FPSC provided however, that Hamilton shall maintain ownership of any copyrighted content in the materials.

23. Non-Collusion

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

Hamilton understands.

24. Changes in the Contract

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

Hamilton understands.

25. Conflict of Interest

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the state of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

☒ Signature of Acceptance provided on Checklist.

26. Minority Business

It is the policy of the Commission to encourage participation by minority business companies (as defined in Section 287.012, Florida Statutes) in Commission contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the Commission shall enter into a contract with the minority owned company. If applicable, the bidder should include in its proposal evidence that it qualifies for the definition of a minority business.

Hamilton understands. Hamilton is not a minority owned business.



B. THE SERVICE TO BE PROVIDED

1. Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided. At the end of this section, the FPSC also requests the bidder to comment on (and in its price proposal, propose a price separate from the price for basic service for) the provision of optional services which are not required to be provided.

Hamilton understands and has complied.

2. Commencement Date

The commencement date for the service is June 1, 2012. Bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service by that date.

Hamilton will meet the June 1, 2012 commencement date for the provision of TRS in Florida. Hamilton will begin to expand its existing centers for additional relay traffic immediately upon contract award.

Implementation Progress Reports

Hamilton will assign an implementation team if awarded the contract. This team will be responsible to establish communication with the FPSC as well as other parties involved in the overall project. To communicate status on progress on implementation, Hamilton will use the following tools:

- Conference calls
- Weekly status reports (to Hamilton Senior Management)
- Monthly Implementation Progress Reports (to the FPSC), this report will describe the current status since the previous report, milestones and deadlines, etc.
- Project Plan

Our experience has shown that Progress Reports are a highly effective tool to track changes and status of any part of the project.

Transition Plan for Service Start-up

Following is Hamilton's Start-up Plan that illustrates how Hamilton will manage the project, ensure completion of the project and accomplish required objectives within the RFP.

Through its past experiences and excellent organizational abilities, Hamilton will be able to implement a smooth cutover to Hamilton's relay services. The combination of Hamilton's expertise in relay and in telecommunication products and services will allow Hamilton to orchestrate a highly efficient and seamless transition that will meet all required deadlines. Florida relay customers will notice many technological advances that will make call processing flow more smoothly, more reliably, faster and give more control to the relay users in how their calls are processed (i.e. customer profile).

Using such tools as the timeline on the following pages, as well as coordinating efforts with the current provider for the transfer of 800 numbers, Hamilton will begin to operate Florida Relay on June 1, 2011. Florida relay users will benefit from Hamilton's ability to service each call with personal attention and with its ability to deliver a level of quality that relay users will find very satisfying.

Implementation Plan

The following timeline is based on a start-up date of June 1, 2012, and assumes that the contract award will be made January 5, 2012. Hamilton will perform all tasks within the timeline with minimal work from the FPSC. However, the FPSC can be involved to whatever degree they want to be – as little or as much as it desires.

Timeline for Single Provider

Date	Action
January 5, 2012	Contract awarded Hamilton
January 5, 2012 – January 15, 2012	Contract negotiated. Upon execution of contract, Hamilton will schedule a meeting with the FPSC to review proposed start-up schedule and to review various publicity efforts that should be implemented. This plan would specifically address Hamilton's plan to announce to the relay community about the change in TRS providers.
January 15, 2012	Hamilton will obtain FPSC authority to obtain a new toll-free access number for STS and a new toll-free number for Customer Service.
January 16, 2012	Upon Contract signing, submit contract order to CapTel, Inc.
January 17, 2012	Hamilton will assign an implementation team to be responsible to establish communication with the FPSC, as well as other parties involved in the implementation project.

Florida Relay

State of Florida / Docket No. 110013-TP

Date	Action
January 20, 2012	Begin any necessary renovations to Hamilton's existing facilities to accommodate Florida Relay traffic. Because Hamilton's current TRS facilities have sufficient trunking capacity to handle Florida TRS call volume, no ordering of telecommunication facilities is needed.
January 20, 2012	Conference call with current provider to coordinate the transfer of the service.
January 20, 2012	Obtain billing and rating arrangements, including acquisition of local EAS data, optional calling plans, any necessary billing and collection agreements, provisioning of access to regionally restricted 800 numbers and obtain a list of local Florida emergency numbers. Hamilton also will ensure that the appropriate NXX's used by each Florida LEC can be used through the relay
January 23, 2012	Order the transition of current 800 numbers to Hamilton. Work with current provider for the transfer of Florida customer profile database information to Hamilton.
January 23, 2012	Obtain equal access information from carriers who want to participate in relay equal access.
February 1, 2012	Submit Implementation Guide to CapTel and provide Customer Service with Florida rules. Additional CapTel internal setup: <ul style="list-style-type: none"> • Load service specifications and customer profile fields • Add monthly reports • Provide Customer Service with Florida rules
February 1, 2012	Begin assigning or hiring key personnel including Account Manager, (Outreach Coordinator, if the FPSC desires outreach) and CAs.
February 15, 2012	Begin training existing CAs on pronunciation and spelling of Florida place names.
February 15, 2012	Make any necessary script changes for Florida Relay. Build web pages, brochures, outreach power points, outreach banner stands and other outreach or marketing needs, if outreach is desired by the FPSC.
March 1, 2012	Install CA workstations facilities and CA equipment hardware/software.
March 1, 2012	Begin development of Florida Relay annual outreach plan, if outreach is desired.

Florida Relay

State of Florida / Docket No. 110013-TP

Date	Action
March 12, 2012	Begin training Account Manager, (Outreach Coordinator, if desired) and continue training CAs.
April 1, 2012	Testing of all equipment hardware/software.
May 14, 2012	Complete installation of database information within 2 weeks of cutover. Hamilton will call individual customers if we do not understand the profile data to ensure accurateness of the data.
June 1, 2012	Florida Relay is operational. Reroute Florida TRS 800 numbers to Hamilton's Relay Center. New Florida STS and Customer Service 800 numbers become active.
From Service start-up through Term of Contract	Continued concentrated effort on distribution of information about TRS and CapTel including news releases, and distribution of other informational material through various channels (i.e. hard of hearing organizations). Materials will be used to initiate programs about TRS and CapTel for various organizations, businesses and groups.
By the 14 th of the month, following the month being reported	The FPSC receives monthly invoice.
By the 25 th of the month, following the month being reported	The FPSC receives monthly traffic reports and customer service reports.
December 20, 2012	Hamilton mails Directory Pages and Bill Inserts to all LECs in Florida.
March 1, 2013	The FPSC receives Annual Report from Hamilton.
June 15, 2013	The FPSC receives Florida Relay Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013 per FCC Docket #98-67 and continue annually throughout the term of contract.

Cutover Plan

Because Hamilton currently has sufficient telecommunications facilities in each of its TRS centers to accommodate Florida Relay call traffic, Hamilton anticipates a smooth cutover with no interruption in service. Essentially all that remains is to send the 800 numbers to Hamilton's relay center. Hamilton has performed many cutovers successfully and will do the same for Florida.

Hamilton has immeasurable experience in transitioning relay services from other relay providers. All of these transitions were performed seamlessly with no interruption in service. Hamilton's and other providers' teams have worked very well together in the past and addressed every issue prior to the cutover date. This experience will be very beneficial in the transition of Florida Relay to Hamilton.

The following Hamilton transitions have taken place in recent years:

- 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.
- Hamilton successfully transitioned the Saipan Relay Service from AT&T on October 1, 2004.
- 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.
- Hamilton efficiently transitioned the Virgin Islands Relay Service from AT&T on August 25, 2005.
- 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.
- 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.
- On December 29, 2006, the State of Arizona selected Hamilton as the new TRS provider. 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.
- The State of Kansas awarded the TRS and CapTel contract to Hamilton on February 8, 2007. Hamilton performed a smooth cutover from SBC to Hamilton on May 1, 2007.
- On February 13, 2007, Hamilton was awarded two contracts to provide TRS and CapTel 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.

- On July 1, 2008, Hamilton started up another new relay center and successfully transitioned the Massachusetts Relay Service from Sprint. The transition went smoothly with no interruption in service during cutover.
- The New Mexico Commission for Deaf and Hard of Hearing Persons awarded the TRS and CapTel contract to Hamilton as the successful vendor in June 2009. Hamilton began providing relay service two weeks later on July 1, 2009. This transition was seamless in spite of an extremely short start-up time frame.
- The State of Utah awarded the TRS and CapTel contract to Hamilton on December 21, 2009. Hamilton performed a smooth cutover from Sprint to Hamilton on January 28, 2010.
- The State of California awarded Hamilton one of two new Telecommunications Relay Service providers and the sole CapTel provider on June 2, 2010. This transition was seamless.

Hamilton will transition the existing Florida Relay 800 numbers to its relay centers at 12:01 a.m. June 1, 2012. Hamilton will have all the necessary personnel in place during the actual cutover. Hamilton will also have additional technical and training staff available during the cutover and during the next several weeks to ensure all procedures and equipment are satisfying the needs of the relay users.

Hamilton is of a size in which the senior management will be involved in all phases of the implementation and management of Florida Relay. Please see **Attachment A** for detailed information regarding Hamilton's Key Personnel and Staff.

3. Term of Contract

Service shall begin on June 1, 2012. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current service period expires. For example, if the contract service period is due to expire on May 31, 2015, the provider should notify the FPSC by June 1, 2014, that it desires a one year extension of service.

Hamilton understands and will comply with the term of the contract. Hamilton will begin providing the Florida Relay Service on June 1, 2012. Hamilton understands that the contract may allow for the term to be extended for up to four additional one year periods. Hamilton will notify the Florida Public Service Commission of its desire to extend service by June 1st the year before the current service period expires.

Location of Relay Center

Hamilton will process Florida Relay calls from a combination of its Relay Centers located in Nebraska, Georgia, Louisiana, Maryland, Massachusetts and Wisconsin. Hamilton processes Speech to Speech and Spanish calls from its Wisconsin, Louisiana and Maryland centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Relay Facility

All Hamilton Relay Centers have the following accommodations:

Each space has a relay service operator room that is separated from other business facilities. The space has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. The building facility has access to breakroom facilities, a training area, conference room, support equipment and facilities (i.e. computers, copy machines, fax machine, storage facilities, training library, etc.) and sufficient expansion space to accommodate additional workstations and other equipment for any reasonably projected growth in traffic. Technical staff are available onsite. Battery backup and an uninterruptible power source operate the equipment, lighting and all other peripherals when needed. All relay service operations are conducted in facilities physically located within the relay center.

Massachusetts Relay Center

703 Housatonic Street, Suite 148
Pittsfield, MA 01201-6634

Hamilton began operating the center located in Pittsfield, Massachusetts on July 1, 2008. This center occupies approximately 5,949 square feet. Approximately 41 full-time and 4 part-time people are employed in this center. Hamilton has 25 workstations in operation in this facility and handling approximately 192,783 session minutes per month. In addition, this facility has an expansion room which can accommodate an additional 15 workstations.

Louisiana Relay Center

9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809

Hamilton began operating the center located in Baton Rouge on January 15, 1998. This center occupies 11,000 square feet and has the ability to add 5,500 square feet if needed as a result of growth. The Louisiana facility is monitored by a remote security company. All doors have a keypad allowing only authorized persons to enter. Visitors must be physically let into the building. The building is located in a secure area where privacy is easily maintained. Approximately 49 full-time and 14 part-time people are employed in this center. Hamilton has 43 workstations in operation in this facility and handles approximately 275,536 session minutes

per month. In addition, this facility has expansion room to accommodate an additional 50 workstations.

Georgia Relay Center
2231-T Dawson Road
Albany, Georgia 31707

Hamilton began operating the center located in Albany, Georgia on April 1, 2006. This center occupies 10,440 square feet with an option to lease an additional 2,800 square feet if needed as a result of growth. Approximately 30 full-time and 18 part-time people are employed in this center. Hamilton has 48 workstations in operation in this facility and handles approximately 165,414 session minutes per month. The Georgia facility can also be remodeled to accommodate another 19 workstations.

Nebraska Relay Center
1006 12th Street
Aurora, NE 68818

Hamilton began operating the center located in Aurora, Nebraska on January 1, 1991. The Nebraska Center has a permanent standby alternate fuel source generator as additional backup beyond the batteries. It is a secure facility located on the lower level. Approximately 22 full-time and 5 part-time people are employed in this center. Hamilton has 19 workstations in operation in this facility and handles approximately 79,334 session minutes per month. The Nebraska facility also has expansion room to accommodate 5 additional workstations.

Maryland Relay Center
1 Science Park
Frostburg Business Park
Frostburg, MD 21532

Hamilton began operating the center located in Frostburg, Maryland on May 31, 2007. This center occupies 20,000 square feet. Approximately 48 full-time and 6 part-time people are employed in this center. Hamilton has 32 workstations in operation in this facility and handles approximately 322,690 session minutes per month. The Maryland facility can be remodeled to accommodate another 19 workstations. In addition, this facility has a first floor which will accommodate 30 workstations without further remodeling.

Wisconsin Relay Center
8383 Greenway Blvd., Suite 90
Middleton, WI 53562

Hamilton began operating the Madison center on February 1, 1999. Hamilton provides Spanish and Speech to Speech relay service from this center. Approximately 10 full-time people and 5 part time people are employed in this center. Hamilton has 43 workstations in operation in this facility and handles an average of 5,319 session minutes per month.

Telecommunications Equipment and Software

Hamilton has all of the necessary equipment and software needed to be capable of receiving and transmitting in Voice, Turbo Code, ASCII (at the correct Baud rate) or Baudot formats. All equipment is compatible with industry-wide standards. Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. Hamilton's workstations and switching mechanisms are flexible enough to process other formats as they become available to relay users.

Hamilton will furnish all necessary facilities, equipment, and software to operate the Florida Relay Service in a manner sufficient to meet or exceed all FCC and State standards. All transmission circuits meet and will continue to meet FCC interexchange performance standards for circuit loss and noise.

Following is a description of the equipment and networks Hamilton will use to provide all TRS call types.

Location of TRS Switches and Relay Platforms

- In **Attachment I** is a diagram of the networks Hamilton uses to operate its relay centers. The map visually displays how relay calls reach the assigned switch and how calls are distributed to the correct center. The map also shows how outgoing calls originate back out of the relay center. Hamilton meets interexchange carriers through the connecting companies as shown on these diagrams.
- The actual switches and relay platforms are located in the Louisiana and the Nebraska relay centers. Workstation equipment, database information, and Communication Assistants are located in all of Hamilton's relay centers.
- Workstations in the Maryland, Massachusetts and Wisconsin centers are controlled by the main processing and switch unit located in Nebraska via digital telecommunications facilities which are redundant T-1 circuits.
- Workstations in the Georgia Center are controlled by the main processing and switch unit located in Louisiana via digital telecommunications facilities which are redundant T-1 circuits.
- All incoming (Florida) relay calls will enter Hamilton's relay network. Calls will then be connected to workstations in any Hamilton facility. This all happens instantaneously with no call delays. Calls made to the terminating party exit through the call network as well.

- Please see the network diagrams in **Attachment I**, for a complete view of Hamilton Relay's network.

The following is a step-by-step description of the route which relay calls travel and what happens to the call at each stage of the route. In this network configuration relay users use the Public Switched Network via an 800 number (or by dialing 711) to arrive at either of Hamilton's switches at which time calls are routed to the first available workstation in Hamilton's network.

Step One - TTY or Voice Caller Dials a Relay Service 800 Number or 711:

The initial 800 or 711 call made to the center travels over the Public Switched Network for purposes of transporting the relay call to the Hamilton center's IXC point of presence.

Step Two - Transport of the Incoming Call (TTY/ASCII or Voice)

When a call originates in Florida, it travels over the Public Switched Network until it reaches the IXC's point of presence. At this point calls are placed on dedicated facilities and routed to either relay switch. If for some unforeseen reason, one of Hamilton's relay switches is not able to receive any calls or is experiencing any type of blockage, calls will be rerouted to the other switching facility automatically. Florida TRS calls can be routed to any Hamilton relay center.

Step Three - Switching of the Call (Please refer to Hamilton's technical call flow diagram in Attachment I for the next steps.): The switch then puts the call in queue to be answered by a workstation. The TRS call will be "ringing" at a workstation at this point. Once the call is answered, Hamilton's system recognizes Turbo Code, ASCII or Baudot and the appropriate baud rate connects automatically without any intervention by the Communication Assistant.

It is important to note that our switch puts all calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations. Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. Common equipment frames can be added to accommodate any expansion necessary. The system utilizes a standard T1 interface and the SS7 network that enables it to be linked to other digital switches. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary. Hamilton has installed an intercept message, which notifies relay users to continue to hold and wait for the next available CA if ever needed.

Hamilton has two switches that are capable of standing alone. Each switch has redundant processors. This provides a network configuration (routing diversity) which is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of any failure in hardware or software.

Step Four - Database Access: The relay switch system and workstations access a database for a variety of reasons. This system provides the ASCII and Baudot interfaces to the text user. Redundant Windows servers are used to store the database applications containing all information required to run the workstation application.

Step Five - Call Arrives at Relay Workstation: This component of the system uses our integrated workstation. The workstation provides both voice and data paths to support basic relay functions. The workstations access a switch host, which is a high-speed processor running the UNIX operating system to support the programmable relay switch environment. The switch host processes requests from the workstation and sends commands to the switch to control the communications environment.

The workstation also accesses redundant onsite database servers, on which high-speed processors running the Windows server operating system reside. The database server provides information about call routing and user preferences. A server is located in each of Hamilton's TRS Centers.

Hamilton has organized its relay workstation software making it easy for the Communication Assistant to keep track of the originating and terminating parties. Everything typed to or typed by the originating party is in capital letters. Everything typed to or typed by the terminating party is in lower case. Each party has its own "window" making the system even more efficient – one box contains the text conversation received and the other box contains the conversation typed by the Communication Assistant. Because Hamilton can process a variety of call types, including VCO to TTY in which the CA types to both parties, Hamilton has established an easy mechanism that allows Communication Assistants to dictate and change which party receives typed communication. The workstation has the ability to abbreviate standard messages (hot keys) and handle them with one keystroke thus saving call set-up, connect and wrap-up time. The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. **All of these features assist the CA in maintaining the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.**

Step Six - Call Travels Back to Switching Matrix/Billing Record Created: A call record is made for every call attempt through the relay system. Calls that are incomplete or local calls are analyzed for purposes of providing the necessary reports to the FPCS. If the call is a toll call, the caller's carrier of choice terminates the outbound portion of the call and the necessary information digits, calling and called number are forwarded over the circuit so that that interexchange carrier can bill the customer directly. Hamilton is providing equal access in the same manner as suggested by the Interexchange Carriers Compatibility Forum as prescribed in 1993. Hamilton connects with the interexchange carriers electing to participate in relay equal access.

Step Seven - Traffic Reports: Another software tool is utilized to obtain the necessary management reports produced by the relay service. These reports contain information about average answer seconds, abandoned calls, average work time per call, connected call counts, average call length, CA productivity, etc.

Step Eight - Outgoing Calls are Transported Out (Please refer back to the network diagram in Attachment I): The outgoing traffic from the TRS center travels the same type of facilities traveling back out of the Relay Center as the incoming calls did coming into the relay center, with the exception that the various segments of the network are accessed in the reverse direction. Any toll calls go out over the caller's carrier of choice. Hamilton routes local and EAS outgoing calls over Hamilton's underlying network at no cost to the end user. This routing takes place from the switching point but local calling areas are determined from the caller's originating call and the outbound call requested.

At the termination of each call, a billing record is created for use as necessary in the billing cycle. Only actual completed conversation minutes are billed to the end-user by the long distance carrier, if a long-distance call is made.

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls (please refer to the network maps in **Attachment I**). Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all Hamilton facilities.

Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 72 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point. This is a sufficient number of trunks to accommodate the Florida Relay traffic.

Florida Relay users will receive outstanding call processing and superior answer performance as a result of this network configuration.

4. Scope of Service

The relay service shall be designed to provide the means by which a deaf, hard of hearing, speech, or dual sensory impaired person using a TTY can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in providing a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

Scope of Service

Hamilton understands and will comply. If awarded the contract, Hamilton will provide for the uniform and coordinated provision of Florida Relay on a statewide basis. Hamilton ensures Florida Relay will be available at all times (24 hours a day, 7 days a week, 365 days a year).

Hamilton's relay service is designed to provide the means whereby a person who is deaf, deaf-blind, hard of hearing or who has a speech disability can communicate over the existing telecommunications network with a standard phone user (and vice-versa) through the voice assistance of the relay service (Communication Assistant). Hamilton will provide state-of-the-art technology, use highly trained and specially skilled CAs and will operate the Florida Relay 24 hours a day, seven days a week, every day of the year in accordance with system requirements and performance standards in the RFP and contract. Included in this service **are 24-hour customer service support and a full outreach program.**

Hamilton will furnish all necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate Florida Relay in a manner that meets or exceeds all Federal, State and RFP requirements. Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise.

Hamilton knows that the underlying standard of the relay is to provide users access to the telephone network that is functionally equivalent to persons who are not disabled in their ability to use the telephone.

Hamilton's Relay Services platform is very functionally equivalent to the telecommunications network used by those who do not use the relay. Hamilton continues to make advancements that make the differences between the two systems less significant i.e. the use of SS7 technology. Hamilton understands that the FPSC desires to provide the most cost-effective and efficient relay service possible. Hamilton has worked diligently to achieve this goal in all of its relay states and will do the same in Florida. Hamilton believes the FPSC will find Hamilton's relay service to be very cost efficient. At the same time Hamilton will provide a service that is very functional and equivalent to standard telecommunication services.

Because Hamilton is continually working to "personalize" its relay services to obtain "Relay Your Way[®]," Hamilton has become quite capable of developing innovative solutions and product offerings that are functionally equivalent to voice to voice conversations. Hamilton is in a position to take user input and combine it with the latest

technology to provide the types of products and services wanted by relay users in a cost effective manner. Hamilton demonstrates this ability throughout its proposal.

Hamilton knows that the underlying standard of the relay is to provide users access to the telephone network that is functionally equivalent to persons who are not disabled in their ability to use the telephone.

FCC Requirements

Hamilton is an FCC certified provider. As the Florida Relay provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA). In fact, Hamilton continues to substantially exceed the standards established by the FCC for maintaining certification in the states it serves.

Throughout this proposal is a complete description of how Hamilton will comply with the Code of Federal Regulations, Title 47-Telecommunications, Chapter 1, Federal Communications Commission (FCC), Part 64-Miscellaneous Rules Relating To Common Carriers, Subpart F, Telecommunications Relay Services.

FCC Certification

Hamilton will ensure FCC Certification for Florida. In fact, Hamilton will substantially exceed the standards established by the FCC for maintaining certification. Hamilton has met all FCC related standards in the past and has readily responded to all FCC regulations and will do the same for the FPSC. As the Florida Relay provider, Hamilton will comply with the requirements included in state and federal laws, rules, and regulations, including the requirements of the FCC and the FPSC. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the FPSC.

The following is a synopsis of Hamilton's current relay capabilities as it relates to the current FCC orders.

June 17, 2003 Order:

A. Availability of SS7 Technology to TRS Facilities

1. TRS Providers' Access to SS7 Technology

The FCC has ordered that TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. Hamilton utilizes SS7 technology and is in compliance with the FCC rules.

2. Transmittal of Calling Party Information

The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. Hamilton is in compliance with this requirement. Hamilton provides True Caller ID by transmitting the 10-digit number of the calling party and will do so for the State of Florida as part of its relay service offering.

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

- **Call Rejection (Call Block)**
Call Rejection can be 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 can be provisioned on the relay customer's line by the LEC. Call Acceptance lets relay users block all calls except those from his list of special phone numbers. Relay users can add, delete or change numbers on his list at any time and is also used in order to prevent nuisance and solicitation calls. If someone calls through relay from one of these numbers 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**

Relay users can create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is 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.

B. Operational Standards

1. Types of calls

a. Two line VCO and Two line HCO

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 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 dials out and 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.

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.

b. HCO to TTY and HCO to HCO

Hamilton provides HCO to TTY capability, which 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.

Hamilton also provides HCO to HCO capability, which 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 typed conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

c. VCO to TTY and VCO to VCO

Hamilton provides VCO to TTY capability 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.

Hamilton also provides VCO to VCO capability, which 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.

2. Handling of emergency calls

a. Appropriate PSAP-Wireline

Hamilton is in compliance. Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of towns and locations in the State of Florida stored in the database. Hamilton will map each NPA/NXX in Florida to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel.

Hamilton's emergency database application described above meets the new requirements established by the FCC. In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner."

Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

b. Appropriate PSAP-Wireless

Hamilton is in compliance. When a relay user connects to the relay via cellular or wireless telephones, the Communication Assistant will try to determine the location of the caller. Hamilton's emergency database application described above allows the Communication Assistant to immediately dial the appropriate

emergency personnel to connect the caller to the appropriate PSAP upon obtaining location information.

3. Access to Speech-to-Speech Relay Services

Hamilton is in compliance. Hamilton allows access to Speech to Speech Relay Services through the use of 711 dialing access. Hamilton also allows access to Speech to Speech Relay Services through the use of a separate 10 digit toll-free number dedicated to Speech to Speech.

C. Technical Standards

1. Equal Access to Interexchange Carriers

Hamilton gives relay users access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Interexchange carriers meet Hamilton at the same tandems in which Hamilton uses to connect to its relay switching platforms to the telephone network. All carriers have access to these tandems if so desired. Hamilton has worked with many carriers to meet their individual access needs in regards to connecting to the relay. Hamilton will do the same for the State of Florida ensuring that relay users can make use of their chosen long distance carrier through the relay. There are 125 carriers participating in relay equal access today and this list is constantly growing.

2. Additional TRS Features and Services

a. Answering Machine Message Retrieval

Hamilton is in compliance. 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 Assistants by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the Communication Assistants 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.

b. Automatic call forwarding

Hamilton allows Call Forwarding, which can be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location.

c. 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. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE YOU ARE CONNECTED TTY TO TTY WHEN YOUR CALL IS FINISHED CALL BACK TO RELAY TO MAKE A RELAY CALL OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

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 true call release function to satisfy the FCC requirement, 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).

d. Speed dialing

Hamilton's customer profile allows relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA.

e. Three-way calling

Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

D. Public Access to Information and Outreach

The FCC has called for an increase in outreach efforts. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. The outreach program described in this proposal meets all of those requirements.

June 10, 2004 Order:

A. 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.

B. 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.

C. 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.

Application for Renewal of Current Relay Certification

Hamilton will prepare on behalf of the FPSC an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which Hamilton currently provides relay, have been certified for the certification time period beginning July 26, 2008 and ending July 25, 2013.

As the Florida Relay provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans

with Disabilities Act of 1990(ADA). **In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the states it serves.**

5. Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be 800/955-8771, the voice access number shall be 800/955-8770, and the ASCII access number shall be 800/955-1339. The Spanish access number shall be 877/955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g. STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

Access shall also be provided via "711" which shall point to the 800/955-8770 number.

Hamilton understands and will comply with all Florida Relay access number requirements. Hamilton will transition the existing relay 800 numbers to its centers at 12:01 a.m. June 1, 2012. Hamilton will make use of the current number associated with 711 translations as well as the existing toll-free access numbers for TTY and Voice. This can be accomplished easily through a standard ordering process. As required by the RFP, Hamilton will request FPSC authority in order to obtain a new toll-free number for STS and also a new toll-free number for Customer Service. **Hamilton has immeasurable experience in transitioning relay services from other relay providers.**

7-1-1

When dialing 711, if the relay user has a customer profile and has indicated a connection preference, the call will be automatically setup in the correct connection mode and immediately delivered to the workstation for call processing (i.e. permanent branding of TTY, ASCII, VCO, etc.) This will happen in less than a second.

If the relay user has no customer profile associated with the number they are calling from, the call will default to a voice connection. The CA will listen for different connect tones or speaking, in order to connect the relay call in a timely fashion.

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

Hamilton looks forward to providing relay service to Florida that is customized, including the different types of dialing access, to meet its needs.

6. Availability of the System to Users

The service shall be designed to relay local, intrastate, interstate, and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year.

Hamilton will operate the Florida Relay Service 24 hours a day, seven days a week. Included in this service is **24 hour customer service support**. Hamilton will relay local, intrastate, interstate and international calls that originate or terminate in Florida. Please see further in this Tab in **Sections B-43 and B-44** for a detailed description of Hamilton's provision of local, intrastate, interstate and international calls. Please see further in this Tab in **Section B-35** for a description of Hamilton's uninterruptible Power Supply and Hamilton's Disaster Recovery and Back-up plans. All of these items provide the needed redundancy to ensure continuous uninterrupted access to relay.

No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

Hamilton does not and will not place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. Hamilton has never requested that a relay user finish early. Hamilton is confident it can continue to manage its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances.

7. Minimum CA Qualifications/Testing

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Hamilton's entire training program is designed to teach employees to always be courteous, considerate and efficient when dealing with customers and the general public. **Hamilton regularly evaluates its CAs.** Please see further in this Section for detailed information. In **Attachment J** you will find the forms used to evaluate Communications Assistants. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

According to the Paisley 2011 National Relay Competitive Index

Hamilton customer care is rated at 99.3%; statistically making Hamilton a top provider.

Recruitment and Hiring Plan

As a first step in our employment procedures, the Relay Center Manager assesses employment needs based on volume of calls, current employee levels and future needs. When a need occurs or a projected need is forecasted, the Center Manager makes a request to the Human Resources Coordinator for Communication Assistants.

Phase one of the hiring process consists of the production of advertising aimed at seeking highly qualified applicants from the most diverse population possible. The Human Resource Coordinator oversees this. Advertising can include current employee referrals, newspaper, television, radio, community college placement centers, the Job Service and other resources.

After the advertising is in place, applications are accepted for a specified period of time, usually two weeks. During this time, a Human Resource Representative evaluates each and every application for general skills, work history, education, and work consistency and compiles a list of applicants which our company may be interested in pursuing. Testing also is completed during this phase.

The following exams are given to each potential Communication Assistant before hiring:

- (1) Typing evaluation (discussed previously)
- (2) Reading skills (Be able to read clearly and distinctly)
- (3) Spelling test (must achieve at least 90% correct)

After the application phase has been completed and a sufficient pool of applications has been received, the Human Resource Representative sets up an initial interview with each of the chosen applicants.

During the interview, the Human Resource Representative conducts a comprehensive interview with the applicant covering all bona fide occupational qualifications as well as any points of interest on the application, and any questions the applicant may have. Additionally, the Human Resource Representative will take this opportunity to explain the expectations and demands of the position as well as supply the applicant with information about the deaf culture. This interview consists of an in-depth look at the applicants qualifications and personality including: typing speed, attitude, communications abilities as well as a discussion which covers confidentiality issues, wage rates, attendance expectations and the special considerations that come with a position that requires such commitment, sensitivity and professionalism. If all relevant questions have been asked and answered by both parties, the interview ends with information pertaining to hiring time frame, how the applicant will be notified and an open offer to call if they have any additional questions.

After all interviews have been conducted, the "information package" consisting of the applications, resumes, typing test results and interview notes are evaluated and compared. From this comparison, a final candidate is selected and references are checked. The reference check is intended to act as a final screening in which it is determined that the candidate has solid work habits, takes pride in their work, has good attendance and has the propensity to respect and adhere to all confidentiality issues.

When a final candidate is selected and hired, a start date for Hamilton's three-week training program is given. Employee orientation consisting of the completion of the I-9 form, W-4 form, and our own employee information form is done on the first day of employment. After the completion of these forms, the employee is familiarized with his or her employee manual and any questions are answered. New hire training begins.

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Hamilton places great emphasis on recruiting and hiring individuals with relay service experience and with experience working within the deaf, hard-of-hearing and/or speech-disabled communities, including persons with disabilities.

Hamilton will actively recruit individuals with communication disabilities for all types of positions, including management. Any and all postings, newspaper advertisements and other solicitations for applications for employment openings will display an affirmative statement of these hiring practices and our plan to affirmatively take action to hire disabled persons. The hiring procedures utilized by Hamilton will assure objectivity and sensitivity to persons with communication disabilities.

As stated above, Hamilton will recruit and hire individuals with disabilities, including individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Hamilton will accomplish this by working with various organizations that communicate on a regular basis with the qualified applicants.

Hamilton believes that it is essential for a relay service to recruit and hire persons who are deaf, hard of hearing or who have difficulty speaking. It is our intention to use all of our available resources to do just that. Hamilton's policy is to hire without regard to disability and we have done so in all of our corporate divisions.

As a Company, Hamilton is committed to "equal treatment and equal opportunities of all applicants and current employees." Hamilton is committed to hiring persons with disabilities and will do so as positions become available and qualified applicants apply.

Hamilton has employed individuals who are deaf or hard of hearing in the following positions in the past and present, and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- **Board of Directors & Vice President of Hamilton Telephone Company and President of Relay**
Planning and Coordinating, Day to day management
- **National Outreach Manager**
Oversees outreach and customer service programs and all extended functions for each of Hamilton's state relay programs.
- **Contract Manager**
Manages the contract between Hamilton Telecommunications and State regulatory bodies. Oversees the actions of all parties involved to ensure contract compliance. Responsible for determining that each party successfully completes all assigned duties and responsibilities. Also assist with Hamilton's marketing efforts for relay services.
- **Relay Center Manager**
Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.
- **Assistant Relay Center Manager**
Assists in the management of Supervisors and Communication Assistants within the Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and Communication Assistants to ensure the needs and desires of the speech and hearing impaired communities are met. Has responsibility for insuring that the Communication Assistants are skilled to meet the expectations of relay users.
- **Program Manager**
Manages the outreach activities to insure that required activities are carried out according to specified objectives. Responsible for all communication within the relay using community.
- **CapTel Product Manager**
Manages Hamilton Relay's strategy for CapTel service. Performs product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.

- **Internet Based Relay Services Product Manager**
Manages Hamilton Relay's Internet-based product/service portfolio with the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.
- **Outreach Coordinator**
Responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the Relay Service.
- **Customer Service Manager**
Responsible for the activities of the Customer Service Department. The CSM is the principal point of contact for customers and represents customers on the administrative level. Helps to ensure quality services for customers.
- **Customer Service Representative**
Responsible for providing high quality customer service to all types of relay users via the telephone, TTY, e-mail, and relay. Duties include entering customer service information into the relay customer service database, coordinating technical support, and ensuring all inquiries are addressed. Also performs and coordinates state and regional outreach activities.

Please refer to **Attachment A** for organizational charts depicting relay service personnel, job descriptions for all positions serving the Florida Relay Service, and resumes for key personnel who will be involved in the operation of the Florida Relay Service. Each job description contains a list of the requirements for that particular position. As long as a candidate can perform the essential functions of the job, Hamilton will consider each applicant equally as described in our Affirmative Action Policy Statement.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

Throughout this Tab, Hamilton describes its Communications Assistant procedures when handling the many aspects of a relay call and demonstrates how it meets all requirements listed here. Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry for its Communications Assistants.

In addition to our internal evaluations, Hamilton utilizes The Paisley Group (PGL), to provide third-party, independent evaluations. PGL is a well respected auditing firm who is experienced in evaluating relay performance. Hamilton carefully examines these results in order to identify root causes. In a recent example, Hamilton noticed a competitor claiming a faster typing speed than Hamilton. Upon due diligence, Hamilton discovered our competition's testing was

performed in a different connection mode than Hamilton's, providing an erroneous result. Hamilton is careful to ensure that all testing, whether internal or provided by a third-party, provides information that is valid, unbiased and accurate.

In order to ensure comparable and unbiased results, Hamilton would encourage the FPSC to confirm that all testing claimed by each proposer has been performed in the same connection modes and under the same conditions. This ensures that the FPSC will receive accurate and measurable test results.

Also included in this Tab are sample proficiency tests that each Communications Assistant must pass after the initial training period and before relaying calls individually.

a. Competent skills in typing, grammar, spelling, interpretation of typewritten American Sign Language (ASL), and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Proficiency

Hamilton's CAs are sufficiently trained to effectively meet the specialized communications needs of individuals with hearing or speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability culture, languages and etiquette. Hamilton CAs must possess clear and articulate voice communications, must pass an oral-to-type test to prove their ability to type at a minimum of 60 words per minute.

Hamilton's CAs convey the full content, context and intent of the communication they translate without intervening in the communication process. All of Hamilton's policies and procedures related to call handling incorporate this philosophy. Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay.

All Hamilton CAs will possess the skills and abilities delineated in the RFP prior to handling any type of TRS calls. **Hamilton's CAs are sufficiently trained to effectively meet the specialized communications needs of individuals with hearing or speech disabilities; and CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability culture, languages and etiquette.** Hamilton's CAs must possess, and are tested for, diction, clear and articulate voice communications and a neutral accent. CAs must also pass an oral-to-type test to prove their ability to type at a minimum of 60 words per minute.

All of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. **In addition to training for new staff, Hamilton provides an additional 12 hours of specialized/cultural training annually. Please see Hamilton's CA Training Manual in Attachment K.**

Independent Third Party Testing

To ensure that calls are processed quickly and efficiently, Hamilton continually conducts both blind and standardized tests of every CA. Blind testing is performed at each of Hamilton's Relay Centers by The Paisley Group Ltd. (PGL) by Hamilton, and in many cases by the states we serve.

As demonstrated by independent, third party testing (PGL), Hamilton CAs are the most accurate in the industry in both typed and spoken accuracy testing. Statistically, (within the testing company's margin of error¹) Hamilton's CAs rank as the best in the industry. Additionally, Hamilton CAs perform at this high level while processing every call in a courteous and professional manner.

As mentioned above, Hamilton utilizes The Paisley Group Ltd. to provide third-party, independent evaluations. PGL compiles an annual National Relay Competitive Index which provides Relay Service companies with insight to track their performance against other providers. As you review competitors' proposals on typing speed and accuracy as it relates to the 2011 Paisley Index, please consider the following.

According to the Spring 2011 Paisley Index:

- 93% of Hamilton's overall calls were scored at over 60 WPM AND over 85% accuracy. The highest percentage in the 2011 Index.
- Hamilton's percentage of calls with accuracy over 85% was statistically among the highest at 98.0% with a Margin of Error (MOE) of 2.3%.
- 90.7% of calls were at 60 plus WPM. With a 4.7% MOE this was within the MOE as one of the TOP providers in this area and significantly above the segment average of 81.3%.

¹ "[Percentages] within the Margin of Error (MOE) of the top providers means that statistically there is no difference." – PGL (Emphasis added)

- At 96.2% Hamilton's Typed accuracy was well within the MOE for the top providers in this area meaning that statistically there was no difference in typed accuracy.

The National Relay Competitive Index also confirms much of what Hamilton Relay users already know, such as:

- In overall passed calls, Hamilton scored 69.3%; statistically making Hamilton a top provider.
- At 99.9% Hamilton had the best percentage of spoken accuracy.
- 74% of the test calls placed to Hamilton scored over 60 WPM and 95% accuracy; statistically making Hamilton a top provider.
- Hamilton had only 2% critical errors; statistically making Hamilton a top provider.

Statistically Hamilton ranked as a top provider in the following areas:

- **Typing Speed – Percentage of Calls over 60 WPM accuracy**
- **Passed Calls** • **Accuracy** • **Critical Errors**

b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.

Basic Skills in Reading, Speaking, and Writing English

Hamilton's Communication Assistants must meet all necessary grammar proficiency requirements including reading, speaking, and writing English grammar prior to employment with Hamilton. Communication Assistants are required to demonstrate basic spelling and English grammar skills at a minimum of a 12th grade level and basic telephone etiquette. Hamilton tests for diction, clear and articulate voice communications and a neutral accent by requiring each prospective CA to complete the reading exam which follows:

Reading Exam

There is a new wind blowing through the quality profession. It is bringing some very different messages to those of us who manage and support the quality functions of our organizations. These messages tell us about quality in ways that are hard to reconcile with our traditional understanding of quality. They are messages like "quality is customer satisfaction" or even "quality is customer delight"; "quality people do quality work" and "quality is the expression of human excellence."

We have difficulty with the messages because, as one quality professional noted, "I don't know how to develop specifications from these ways of thinking about quality. "It is a

real dilemma because our history and technology have been built upon our ability to specify, measure, and control. As long as these specifications have been based on objectively measurable phenomena like length, weight, hardness, frequency, etc., we can set standards and develop control procedures based on these standards. Now we are confronted with a way of understanding that is expressed as customer satisfaction or even customer delight. How are we to translate this into specifications and standards?

Spelling Skills

The minimum spelling skills required of Hamilton Communication Assistants is the ability to quickly and easily spell words that are equivalent to that of a beginning college level conversation. CAs must pass a spelling exam to be eligible to work for Florida Relay. The spelling skills exam includes words that are at a 12th grade spelling level (must achieve at least 90% correctly) as defined by “Contemporary’s Writing Skills Workbook Series. Book 2. Spelling, Capitalization, & Punctuation. GED Test” by Nancy Kellman. Following is a sample spelling test an applicant must pass before being hired as a Hamilton CA. Hamilton performs similar testing for Spanish CAs.

“...when looking at this data in concert with the MOE (Margin of Error), Hamilton is a top performing Relay provider.”

Jeff Rudolph, President and CEO of The Paisley Group Ltd.

Spelling Exam

Name: _____ Date: _____

Circle the correct spelling.

- | | | |
|-----------------|---------------|--------------|
| 1. COPERATION | COOPERATION | COPPERATION |
| 2. REFFERRAL | REFERAL | REFERRAL |
| 3. BUSNESS | BUSINESS | BUSSINESS |
| 4. BROCHURE | BROSHURE | BROUCHURE |
| 5. POSABLE | POSSIBLE | POSSABLE |
| 6. INSURANCE | ENSURANCE | INSURENCE |
| 7. SUBSCRIPTION | SUBSCTIPTTION | SUBSCRIPTION |
| 8. CATALOG | CATILOG | CATOLOG |
| 9. CUSTOMER | COSTAMER | CUSTUMAR |
| 10. SUBMITTED | SUBBMITTED | SUBMITTED |
| 11. ANSER | ANSWER | ANSWUR |
| 12. ADDRESS | ADDRES | ADRES |
| 13. EXTINTION | EXTENSION | EXTENSIEN |
| 14. LITATURE | LITERATURE | LITERITURE |
| 15. RECEIVE | RECIEVE | RESEIVE |
| 16. SORCE | SOURCE | SOARCE |
| 17. INFORMATION | INFORMATIEN | INFORMATION |
| 18. PHYSICAL | PFYSICAL | PHISYCAL |
| 19. COMMITMENT | COMMITTMENT | COMITTMENT |
| 20. PRAIRE | PRAIRIE | PRARIE |

c. A minimum typing speed of 60 words per minute (wpm) on live relay calls. Technological aids may be used to reach the required typing speed. The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.

Ability to TYPE at 60 wpm

Hamilton will provide Florida Relay with Communication Assistants **who can TYPE 60 words per minute for five minutes**. Hamilton does not and does not plan to use less skilled Communication Assistants who are unable to type 60 wpm and make up the deficiency with software that can somehow "transmit" at 60 wpm. Rather Hamilton employs Communication Assistants **who can actually TYPE at 60 wpm**. Hamilton has calculated average typing speed and accuracy in each of its relay centers. Hamilton's relay centers have a combined average typing speed of 63.98 wpm with 97.56% accuracy.

Hamilton's Procedures for Measuring CA Typing Speed

Hamilton administers pre-hire auditory typing tests to determine the typing speed and accuracy of each applicant. This testing procedure is designed to identify applicants who have the ability to reach 60 wpm with a 95 percent accuracy level within a three-week training period. In order to simulate relay conditions, the typing test is given with the use of a Dictaphone. Hamilton's CAs must pass an oral-to-text typing test at a 60-wpm level with **95 percent accuracy** in order to take calls on the relay floor. If a CA is unable to meet the 60 wpm requirement, the CA is taken off of live relay calls until further training and compliance can be accomplished.

• Calculating Typing Speed

Hamilton subtracts all errors to calculate typing speed. Hamilton calculates an accuracy percentage using the same method. Typing speed calculation – 60 words per minute: Number of words typed, less the number of errors equals total words. Divide the total number of words by the number of minutes to get the average number of words per minute. (An error is any omitted, misspelled or mistyped word.) Accuracy Percentage – 95 percent accuracy: Number of errors multiplied by one hundred. Divide that by the total number of words to get the error percentage. Subtract the error percentage from 100% and that is the accuracy percentage. This ensures not only fast typists, but also **ACCURATE** typists. Hamilton does not use macros in its typing tests.

Example

- Typing Speed: The CA types 65 wpm with 3 errors. Typing speed equals 62 wpm.
- Error Rate: $3 \times 100 = 300 / 65 = 4.6$; $100 - 4.6 = 95.4\%$ accuracy.

- **Enhancing Keyboarding, Spelling and Grammar Skills**

Hamilton has a computer based typing program for enhancing keyboarding, spelling and grammar skills. This is a program that Communication Assistants can enter at various levels and continue to progress and is a very effective method of self-improvement. We have made computers and space available in all of our centers for Communication Assistants to use this software.

- **Frequency of Typing Tests**

Hamilton conducts standardized typing tests in which Hamilton tests every CA every four months. Each of Hamilton's Relay Centers also performs test calls to document current proficiency levels of the Communication Assistants and to make sure CAs are making progress over the term of their employment. Conducting typing tests during live relay calls also ensures that CAs are meeting all typing requirements during actual calls and that CAs are not "learning" the test.

Hamilton also conducts standardized typing tests in which Hamilton **tests every CA every four months**. CAs that do not pass these typing tests or do not pass any of the blind, random tests, are pulled off the phone and provided with additional training.

For more information on Hamilton's typing speed and accuracy, please see the information under "Independent Third Party Testing" above.

d. Ethics, e.g., how a CA deals with situations he may encounter.

CA Code of Ethics

Hamilton is in compliance with all TRS Confidentiality and CA Code of Ethics requirements. Hamilton Communication Assistants are trained on the importance of confidentiality and abiding by the CA Code of Ethics. This portion of CA training focuses on the importance of confidentiality and how the CA Code of Ethics evolved from the original sign language interpreter's code of ethics. Hypothetical situations are provided to teach policies and procedures relating to CA ethical decision making. Trainees are asked to address relay situations that make them feel uncomfortable and learn strategies to handle personal feelings.

A code of ethics is defined as, "a collection of rules for conduct governing the choices made by members of a profession in relating to others." The CA Code of Ethics has been adapted from the National Registry of Interpreters for the Deaf (RID) Code of Ethics to more accurately reflect the specific demands of CAs.

The CA Code of Ethics includes the following rules presented and discussed in this training segment:

- CAs shall keep all relay-related information strictly confidential.
- The CA's only function is to facilitate communication between individuals who are technically unable to communicate via traditional telephone.
- CAs shall read exactly what they see and type exactly what they hear verbatim without adding or deleting anything.
- CAs shall not counsel, advise or interject personal opinion.
- CAs shall relay messages faithfully by using proper voice inflection to convey the speaker's text and meaning to the best of his or her ability.
- Whenever a CA is in doubt about the accuracy of the information being relayed, the CA shall clarify with the sender to insure accuracy.
- Whenever necessary, the CA shall request clarification for spelling of proper nouns, phone numbers, addresses or anything else that is unclear or garbled.
- CAs shall inform each party involved in the relay process as to what is occurring at all times for the duration of the call.
- CAs shall refrain from relaying calls for people they know and whenever they feel a possible conflict of interest.
- CAs may find specific calls uncomfortable due to religious, political, racial, moral or sexual differences; CAs are expected to relay most of the calls they receive, however, should not continue a call where personal feelings may interfere with the quality of the relay. CAs may call a Supervisor if this situation occurs.

Following the CA Code of Ethics segment, situations are presented and discussed in which trainees immediately apply these principles.

Hamilton believes that at the core of providing quality relay services is confidentiality. Relay users must feel comfortable with their relay provider before they can find the service fulfilling. Hamilton makes every effort to promote confidentiality throughout its company. It is easy to state that confidentiality policies are practiced; however, Hamilton backs these statements with its actions. From building trusting relationships through our outreach efforts to maintaining our reputation for quality relay services, Hamilton makes its actions match its confidentiality policies. Hamilton has sustained its high levels of confidentiality throughout its years of performing relay services and will continue to do so.

Violation of Confidentiality

Hamilton's policy requires immediate termination for any violation of confidentiality. Any Communication Assistants or supervisors who, after an investigation have been found to violate the confidentiality rules and regulations will be terminated immediately. If a consumer would

allege a violation of confidentiality and the same were reported to our relay service center, the FPSC in any manner, Hamilton's policy would be to:

- First investigate the alleged violation internally.
- Make a written report both for the complaint file of the relay service as well as for the personnel file of the individual or individuals alleged to be involved.
- If it is found that a violation occurred, those parties responsible for the violation would be terminated immediately.

Specific policies to meet the needs of the FPSC or Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no cost to relay users.

e. Confidentiality.

In addition to signing a Pledge of Confidentiality, Hamilton ensures that all CAs adhere to all aspects of the Relay System Code of Ethics. Hamilton has additional protocols to prevent unintentional disclosure of relayed conversations. All of Hamilton's employees, including those not working in the relay center are familiar with these guidelines and are required to adhere to them. The CA Training Manual and CA Procedure Handbook, (see **Attachments K and L**), include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. A whole section of Hamilton's training is dedicated to the importance of confidentiality. From day one of the training program, Hamilton's CAs are taught how to work in a "confidential" environment.

The policies and procedures Hamilton has in place ensure that Florida Relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information regarding the content of Florida Relay calls by unauthorized parties. Hamilton's policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call.

Policies of Confidentiality

Following is a general outline of some of the policies Hamilton now uses and proposes to continue using to preserve confidentiality:

1. All Communication Assistants are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective.

2. Before being allowed in the relay service center and before taking any live calls, Communication Assistants are required to sign a Pledge of Confidentiality. (See Pledge of Confidentiality further in this tab.)

All Communications Assistants, prior to taking any live calls or being allowed in the relay service center, are given a copy of Hamilton's Confidential Policies in addition to a copy of their signed Pledge of Confidentiality.

Hamilton maintains no written or electronic script or record of any type beyond the duration of the call. Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. Hamilton protects all financial, statistical, personal, technical and other data and information relating to the operation of the TRS (TRS caller preference, profile or 711 information) from unauthorized use and disclosure. When relaying calls or analyzing data, Hamilton follows all confidentiality practices as described here.

Hamilton strictly enforces confidentiality guidelines. Hamilton's policy requires immediate termination for any violation of confidentiality.

Hamilton Relay Service Confidentiality Agreement

I _____ do hereby recognize the serious and confidential nature of the Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

1. I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
2. Under no circumstances will I act upon any information I may acquire while relaying conversations.
3. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.
4. Except when performing Speech-to-Speech or Captioned Telephone Service relay, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
5. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
6. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
7. I will not register my company as the caller's CRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
8. Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.
9. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
10. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Hamilton is willing to make any necessary changes to this document to meet the needs of the Florida Relay.

Hamilton strictly enforces confidentiality guidelines. Hamilton's policy requires immediate termination for any violation of confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry. Please see **Attachment K** for sample proficiency tests that each Communications Assistant must pass after the initial training period and before relaying calls individually. Any person who has not passed these tests will not be utilized as a relay CA.

8. CA Training

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and Voice Carry-Over, ethics, confidentiality and other requirements of the Provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay. In addition to the training material listed in Section 7 above, Hamilton's CA training includes the following.

Training Plan

From hiring practices to training, Hamilton prepares its Communication Assistants to provide "Relay Your Way®". Hamilton helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Hamilton's Communication Assistants are prepared to relay calls in a fashion that not only exceeds FCC standards but also satisfies the relay user.

Hamilton is committed to employing qualified personnel for Florida Relay. The information contained throughout this section demonstrates Hamilton's ability to train and further educate each Communication Assistant throughout his/her career.

All of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. **In addition to training for new staff, Hamilton provides an additional 12 hours of specialized/cultural training annually. Please see Hamilton's CA Training Manual in Attachment K.**

Hamilton uses a variety of trainers throughout its training period. Hamilton's Training Coordinator is responsible for the overall program, and does all classroom training and leads role-play activities. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about relay and assist with role playing activities.

Hamilton's proposal includes a detailed staff training plan outline, indicating training topics, time frames and a list of individuals representing the deaf community used to assist with the training. **See further in this Section for detailed information regarding Hamilton's Deaf Culture Training.**

Please see **Section 24** below for detailed information regarding Hamilton's **Speech to Speech Training.**

Training Schedule

Hamilton follows an established day by day schedule and uses its Training and Procedures Manuals for its initial three week training period (120 hours). **Hamilton's CA Class Schedule is included in Attachment K.**

CA Training Content/Technical Training Units:

Basic Call Processing

Basic Call Processing is designed to familiarize new CAs with policy and procedures for relaying basic calls (with no special features requested by consumers). Emphasis is placed on breaking down the basic call into smaller units so that new CAs become familiar with technology and relay terminology. Screen information is introduced to the CAs who quickly learn how to recognize TTY or Voice originators. Basic macro keys are generally mastered on the first day of training. A portion of this training provides a step-by-step demonstration of TTY to Voice and Voice to TTY calls. CAs participate in simulated relay calls, taking on the role of the CA for a series of calls followed by role of the consumer in order to understand the different perspectives of each.

Basic Call Processing is taught in two major components. The first focuses on TTY Originators calling Voice Terminators. The second focuses on Voice Originators calling to TTY Terminators. Both of these components lay the foundation for all of the other information taught in initial training and is comprised of a combination of lecture, relay demonstration practice calls or relay simulation.

Voice Carry Over

This unit teaches new CAs how to set up VCO on the keyboard and how to apply policies and procedures. Most of this training session concentrates on the two basic types of VCO calls (VCO User as Originator and VCO User as Terminator). Time is allotted for demonstrations and relay simulation.

Hearing Carry Over

This unit provides training which familiarizes trainees with HCO set up on the keyboard, as well as the correct policies and procedures for relaying this call type. Emphasis is placed on the two basic call types and special tips are given regarding specific aspects of HCO calls. Time is allocated for demonstrations and relay simulation.

Two-Line VCO/Two-Line HCO

Trainees learn how to quickly and correctly set up both of these unique call types. They also learn the correct policy and call handling procedures. Emphasis is placed on the CA role and in understanding the concept of a Two-Line VCO call and a Two-Line HCO call. Each trainee is given the opportunity to experience each call type as the relay user in order to gain a unique insight into the importance of the CA's performance on this type of call, with time allotted for relay simulation.

Miscellaneous Calls

Trainees are taught policies and procedures for International calls, Customer Service calls, Emergency calls, Relief CA and Transfer calls. Trainees learn policies and procedures for Translating, Recordings, Answering Machines, Pagers, Turbo Interrupt and Single Line Answering Machine. Trainees are also taught the less frequent call types such as VCO to VCO, VCO to TTY, VCO to HCO as well as all other call types involving VCO. Trainees are also trained on HCO to HCO, HCO to TTY, HCO to VCO as well as all other call types involving HCO. Time is allotted for demonstrations and relay simulation.

Billing

This portion of CA training familiarizes Trainees with all billing options including policies and procedures for each option. Major emphasis is placed on how to set up each billing option

including: Carrier of Choice, Person to Person, Third Party, Collect, Calling Card, Credit Card and Pre-paid Calling Card.

Ergonomics

This portion of CA training instructs and informs Trainees of the correct physical way to work. Hamilton is concerned for the welfare of its employees and strives to make the workplace a comfortable environment with minimal work-related injuries. Ergonomics training demonstrates the proper way to adjust the equipment, the ergonomically correct way to sit at the workstation and provides exercises designed to prevent injury. Ergonomic equipment such as small weights, stretch bands and stress-relief balls are always available for CA use and trainees are given demonstrations on their correct usage.

Upgraded Workstations

Having the best trained CAs starts with ensuring they have the best tools, including Hamilton's upgraded Workstations which will soon be available. Our new workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. Among other new features, Hamilton's new workstations will include:

- New processes to reduce misdials.
- Customer Service numbers accessed in the system.
- An automated search feature for selecting Long Distance Carriers.
- Observation Sheets conducted on the system.
- Faster and easier access to profile data.
- Upgraded the STS Profile to include:
 - Separate profiles for different hours of the day and days of the week
 - Retained information from one inbound call for subsequent calls
 - 411 – the ability to ask callers to call by name rather than by number
 - CA confirmed preferences before dialing allowing an STS user to select which CA their call will be routed to
 - Standard message to leave on answering machines
 - 50 speed dials

All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

Additional CA Training

Hamilton trains its CAs on how to track technical problems and to know when to call for a Supervisor. Trainees learn how to fill out technical forms, learn to determine when they must call for Supervisor assistance as well as receive tips on how the computer and all other relay

equipment works. Trainees learn how to handle specific technical problems that may arise as well as the proper response.

Informational CA Meetings are conducted on a monthly basis or whenever necessary to keep CAs updated on new policies or procedures, to review existing policies or procedures and as a forum to discuss issues or problems.

A bulletin board in the Operations Area is updated on a regular basis to keep CAs well informed on up-to-the-minute technical or procedural information.

The workstations are equipped with a Policy and Procedure Manual, Hot Key (Macro) list for quick, easy referencing and a listing of relay phone numbers. Any time a new policy or procedure is introduced, a reminder is posted in the workstations until CAs become completely familiar with the new policy or procedure.

An in-house newsletter also includes brief articles on new policies or procedures as another way to remind CAs that a change has occurred.

Linguistics Training

Hamilton provides linguistics training to ensure that CAs are familiar with common Florida proper names, including their spelling, pronunciation and common abbreviations. Hamilton also makes use of puzzles and other training materials to familiarize CAs with names, words, dialect and pronunciations that are specific to a particular state. Hamilton will do so for Florida also.

These types of exercises are done in the initial training period **as well as during refresher training** and through regular communication formats.

Training in Deaf Culture, ASL, Sensitivity to Needs of People with Speech Disabilities, CA Role and Interpersonal Skills to Handle Difficult or Stressful Conversations

Deaf staff members teach the sessions on deaf culture and American Sign Language. **Please see further in this Tab in Section 9 and Attachment K for more detailed information regarding Deaf Culture and ASL training.** The CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to a discussion about the stressful and difficult situations that may occur while relaying calls. The Trainer provides strategies for CAs to use to cope with these situations while maintaining excellent customer service.

Proficiency Examinations

Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry for its Communications Assistants. **Attachment K** contains several sample proficiency

tests that each Communication Assistant must pass after the initial training period and before relaying calls individually.

The exams measure skill levels in typing, spelling, dictation, relay procedures, characteristics of ASL as it may be reflected in the written language of TTY users, deaf, hard of hearing and speech disabled cultures, ethics and confidentiality and professional judgment. Part of the exam process is performance based - the Communication Assistant must successfully complete several relay call scenarios. **All other sections are quantifiable.** Hamilton can then determine that a Communication Assistant is meeting and exceeding all minimum proficiency requirements as contained in the RFP. Tests are not available to CAs prior to testing (all tests are kept under lock and key) and portions of the tests are changed routinely. **Any CA who cannot pass this examination within a three-month probationary period will not be utilized as a relay CA.** CAs are tested monthly to ensure that each CA continues to meet all requirements. Hamilton retains documentation of CA testing.

Oral Exam (Performance-Based Testing)

Hamilton's performance-based testing consists of several relay test calls. Trainers will place test calls involving a variety of situations testing proficiency in such areas as:

- Procedures
- Phrasing ASL - like conversation
- Professional judgment (reading, conversation with garble and/or missing letters or misspelled words, etc.)

Hamilton tests each Communication Assistant to ensure that he/she has a clear understanding of deaf culture, ethics and confidentiality and professional judgment. These examinations also test the CAs knowledge of relay procedures, conveyance of non-TTY and TTY user's tone of voice or expressive words, and are also used to measure the Communication Assistants skills against those required by the FCC.

A variety of call scenarios is given to the CA to complete. Supervisors "grade" the CA on his/her ability to set-up the call, make appropriate billing arrangements, relay the call, typing and spelling accuracy, and overall proficiency of translating written ASL (when requested) and tone of voice. Various types of relay calls (i.e. VCO & HCO) are also tested.

Hamilton regularly evaluates its CAs. Please see further in this Section for detailed information. In **Attachment J** you will find the forms used to evaluate Communication Assistants. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

CA Performance Monitoring

Through its advanced relay platform, Hamilton has established a unique remote call monitoring system. Hamilton uses this call monitoring system to continually monitor call performance. In **Attachment J** you will find the forms used to evaluate Communication Assistants. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

Hamilton believes quality assurance is of the utmost importance. As a result, Hamilton is constantly monitoring its Communication Assistants. Two formal call evaluations are completed each month as well as informal “spot checking” throughout the month to insure that Communication Assistants are performing properly on every call.

Formal call monitoring is observation of the call from start to finish. It is in a formal monitoring that every detail is noted. The Communication Assistant either earns a passing or failing score in the applicable category. Not all categories will always apply. The formal monitoring worksheet form contained in **Attachment J** is the complete call process and is intended to be inclusive of any call type that the center may process. These monitorings are conducted by a Relay Supervisor and the Monitoring Supervisor and two formal evaluations are required of each CA per month.

Spot checks or informal monitoring are performed throughout the month by Relay Supervisors, the Monitoring Supervisor and the Lead CAs. A call is observed for a few minutes and the applicable data is gathered and the CA is given a score based on the information that was collected during the session. These normally take between 2 to 5 minutes and are not as detailed as the formal monitoring process.

The following outlines Hamilton’s quality assurance process:

Lead CAs, Supervisors and the Monitoring Supervisor are able to remotely monitor Communication Assistants so that the CA does not know when he/she is being monitored. Call monitoring is performed at any time to ensure that all CAs are delivering the highest quality service on each call. Feedback is immediately given to each CA upon the completion of call monitoring.

Relay Supervisors meet with team members to discuss monitoring results, which fosters Supervisor/CA relationships. Relay Supervisors, Lead CAs and the Monitoring Supervisor may also do a “side by side” monitoring. During these sessions, the monitor is sitting in the workstation next to the CA during a live call. This option offers immediate coaching and is often times done if a CA is on quality probation.

Relay Supervisors track the team’s quality scores for team competitions, evaluations and to identify areas in which additional training may be needed.

Scores from the call monitoring process are calculated and given to the CA so that progress and improvement can be tracked each month. A "center" report that allows Hamilton to monitor overall quality improvements is also generated. This system allows Hamilton to set quality improvement goals for individuals as well as for the entire center.

The scoring process is "Pass/Fail" in the applicable category. This applies to both formal and informal monitoring. Once the monitoring session is completed, the monitor will add all of the "passed" categories and divide that number by the total categories answered. Once the calculation is done, the call will be assigned a percentage and protocol for the proper grouping is strictly adhered to.

On the 5th of the month, the previous month's quality calculations for the center are ready for review. It is at that point trends are identified and action plans to overcome individual and/or center limits are implemented. If a particular issue seems to be affecting the center, it is addressed immediately through individual meetings, group meetings, newsletters, memos or postings in the workstations. If there is an individual limit that needs to be overcome, that CA is put on probation, and depending on the severity of the issue, retrained, counseled and warned. If the issue is ongoing after several retraining attempts, counseling, and warning, termination could be in order.

Through call monitoring or as a result of poor test scores, any CA not in compliance with the quality standards stated in this proposal is immediately pulled off the relay floor for further training and re-testing. These CAs are put on probation and monitored frequently to ensure continued improvement.

Trends can be identified by comparing the performance of a particular CA from one month to the next. As these trends are identified, Hamilton builds model Communication Assistants by implementing needed training, incentive programs, etc. This not only offers more opportunity for the CA (improved quality scores and higher pay), but allows Hamilton to deliver top quality service and ensure customer delight. In addition, every CA is reviewed and tested individually at least annually to ensure that call processing is continually improving and relay knowledge is growing.

Hamilton makes use of its self-analyses when making changes to its TRS program. Hamilton uses the information from its call monitoring to develop new calling procedures, determine topics for refresher training, and to determine the emphasis for CA communication, i.e. newsletters, bulletin boards or motivational activities.

These quality measurements give Hamilton an accurate picture of each Communication Assistant's skills as well as a record from which improvement plans can be built and future progress measured. As with all of Hamilton's programs, we welcome the input of the FPSC into

how we monitor our Communication Assistants to ensure we are putting emphasis on areas that are most important to the FPSC.

As one can see, Hamilton puts a very strong emphasis on quality assurance. We are continually evaluating our quality measurements and continually “raising the bar” so that our CAs are constantly improving.

Levels System

To encourage our Communication Assistants to continue to excel at their jobs, we have implemented a Communication Assistant Career System. This program allows Hamilton’s CAs to challenge themselves to move to higher “levels” within our company. Quarterly testing is offered to any CA interested in pursuing a higher CA level. Typing speed, Attendance, Productivity, Efficiency, Test Scores and Quality Assurance testing are all evaluated. Leveled CAs are given quarterly written tests in which the CA must demonstrate ASL proficiency, quality and procedural knowledge to maintain their Level.

CAs that meet specific targets are given the level of “Intermediate, Advanced or Expert” and receive additional job responsibilities and wage increases. Level CAs are often promoted to Lead Communication Assistant and/or Supervisor as these positions become available. Our Levels Program has been hugely successful. It has pushed our quality to the best in the industry and has improved our already excellent retention rate. The longer a CA is employed the higher the quality. Hamilton’s relay users benefit from the quality our CAs deliver as a result of their experience.

Our Levels Program and Quality Program allows Hamilton to deliver the highest quality relay service available to the FPSC and Florida Relay users.

The FPSC, Administrator, Advisory Committee, organizations who serve relay users, and the relay user community is welcome in any Hamilton Relay Center to assist with training and to provide essential feedback. Hamilton believes that by combining the perspectives of the relay provider with organizations that serve relay users, the Florida Relay will continue to be among the best in the nation.

Hamilton understands the importance of the regulatory body and the relay users’ input in providing a high quality relay service. **This is your relay service and we want to provide it in a manner that meets the needs of the FPSC, the Administrator, Advisory Committee and all relay users in Florida.**

Ongoing CA Training

In addition to training for new staff, Hamilton will provide an additional 12 hours of sensitivity/cultural training during each year of the contract. In addition to in-house expertise,

Hamilton also hosts relay user panels from time to time in all of its centers for training purposes. Relay users with hearing and speech disabilities or professionals in this area are invited to share their experiences with the relay and why it is important for a Communication Assistant to understand the different needs of all relay users. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, this training is provided by experts from the deaf, hard of hearing, deaf-blind, and speech disabled communities in the field of language interpreting, ASL, Deaf culture and speech disability. All staff members working in any position in the Relay Center will receive this training.

CAs skills, including those skills which relate to customer service, conflict management, performance coaching, organizational communication, interpersonal skills, state and national legislation, policy issues and much more. **Hamilton CAs receive an additional 10 hours annually of ongoing training in relay procedures.** Hamilton believes that the additional training it provides to CAs, gives customers a higher quality relay service and keeps Hamilton's reputation for providing outstanding relay services intact.

As explained previously, Hamilton's focus is on customer delight. Hamilton wants to make sure each Communication Assistant has added to and improved his/her skills while employed at Hamilton. This is our commitment to our employees. As a result, Hamilton has put on workshops on a variety of topics (not just relay related). This is another benefit of working for a company that not only wants its customers to be satisfied, but its employees as well. Hamilton knows that customer satisfaction starts with employee satisfaction.

Hamilton has made computers available for Communication Assistants to practice typing and spelling skills through the use of multimedia programs. Hamilton has also made tutorials for Word, Excel, and Access available to all Communication Assistants. **The well-rounded training and proficiency testing Hamilton's CAs receive is another reason Hamilton's quality leads the relay industry.**

Following is a list of additional opportunities that have been made available to Hamilton's Communication Assistants.

Ongoing Relay Training & Education Seminars

- Teaming
- Total Quality Management - (Joe Gillham)
- Prescriptive Writing - (Correspondence Course)
- Telecommunications for the Deaf (Jennifer Kirk)
- Sign Language I - (Correspondence Course)
- Sign Language II - (Correspondence Course)
- Sign Language III - (Correspondence Course)
- Sign Language IV - (Correspondence Course)

- Meeting Leadership
- Role of Supervisor
- Performance Coaching
- Handle Conflict & Manage Anger
- Dealing with Conflict & Confrontation
- Problem Solving
- Strategic Planning
- Managing Conflict
- Process Flow Charting
- Mission Statement
- Managing Multiple Projects, Objectives & Deadlines
- Indispensable Assistant
- Managing Conflict and Maintain Control
- Leadership and Supervisory Skills for Women
- Effective Planning
- Managing Negativity in the Workplace
- Powerful Communications Skills for Women
- Business Writing for Results
- How to Handle Negativity
- Goal Setting - (Lynette Block)
- Personal Management/Time Management
- Succeeding As a New Supervisor
- Managing Conflict in the Workplace
- Motivational Skills for Supervisors
- Customer Service
- Organizational Communication
- Computer Training
- Communication Skill Development
- Supervisory Workshop
- Time Quest - Franklin Covey
- Be A More Effective Team Leader
- Cultivating Winning Attitudes
- Self Defense Workshops
- Safety Programs

Hamilton wants each CA to grow in his/her ability to relay calls as well as its managers and supervisors in their ability to operate an efficient and effective relay center. By offering the types of courses above, Hamilton is able to assist each CA and manager in reaching his/her full potential. This makes for great relay service and satisfied relay users on every call.

Hamilton will continue to host updated training sessions in all areas of the operation of the relay center (sign language, disability awareness, spelling, grammar, typing speed, relay equipment and procedures, etc.). As explained thoroughly in this Section, Hamilton's Communication Assistants undergo extensive training to ensure all relay calls are handled in a manner that is sensitive to the social/cultural variations of relay users accessing the relay service. Hamilton's CAs are very sensitive to the different mannerisms that appear in relay calls. Hamilton's CAs are dedicated to making sure conversation takes place.

Hamilton's turnover rate among Communication Assistants is low. Not only is this indicative of how Hamilton takes care of its employees, but it also improves the overall quality Hamilton's relay users experience on every call. Hamilton will bring this type of training philosophy and practices to the Florida Relay.

9. Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, Florida Telecommunications Relay, Inc., universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

All of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. In addition to training for new staff, Hamilton provides an additional **12 hours** of specialized/cultural training annually. Please see Hamilton's CA Training Manual in **Attachment K**.

Hamilton uses a variety of trainers throughout its training period. Hamilton's Training Coordinator is responsible for the overall program, and does all classroom training and leads role-play activities. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about relay and assist with role playing activities.

Hamilton's proposal includes a detailed staff training plan outline, indicating training topics, time frames and a list of individuals representing the deaf community used to assist with the training. See below for detailed information regarding Hamilton's Deaf Culture Training.

Disability/Relay/Deaf Culture Training

Hamilton has on staff several people who are very familiar with the deaf and speech disabled communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants. **The following section contains a list of Hamilton employees (and their qualifications) that assist in Deaf Culture Training. These individuals will also play a large role in Deaf Culture Training for Florida Relay.**

- **Jenny Buechner**, Hamilton's Internet Based Product Manager, has many years experience in researching and studying Deaf culture. Jenny develops and implements curriculum for Hamilton's culture training program. Jenny is active in the Deaf community.
- **John Fechter**, National Outreach Manager, is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives with his end goal being to increase the number of outreach activities and the effectiveness of marketing programs. John resides near Minneapolis, MN with his wife and two children who are deaf.
- **Henry Brinkmann**, Outreach Coordinator for the Louisiana Telecommunications Relay Service, designs, coordinates and conducts programs to show users how to access and use the relay service. He also communicates with relay users on new development and service enhancements.
- **Mitchell Levy**, CapTel Product Manager, is responsible for identifying ways to enhance the overall quality of TRS and CapTel services by making suggestions that improve call experiences for relay users. Fluent in ASL and written English grammar, Mitchell possesses diverse communication skills and provides a unique perspective to culture training.
- **Lisa Furr**, Arizona Relay Outreach Coordinator, designs, coordinates and conducts programs to show users how to access and use the relay service. She also communicates with relay users on new development and service enhancements. As a Deaf professional and active member of the Deaf and hard of hearing communities, Lisa contributes greatly to Hamilton's deaf culture training.
- **Karin Sack**, Georgia Relay Outreach Coordinator, designs, coordinates and conducts programs to show users how to access and use the relay service. She also communicates with relay users on new development and service enhancements. Her past experiences as ASL instructor and specialist at an Independent Living Center, where she provided deaf culture training, are valuable assets to deaf culture training in Hamilton Relay centers.

These individuals play a large role in Deaf Culture Training.

In addition to in-house expertise, Hamilton also hosts relay user panels from time to time in all of its centers for training purposes. Relay users are invited to share their experiences with the relay and why it is important for a Communication Assistant to understand the different needs of all relay users.

Training in Deaf Culture, ASL, Sensitivity to Needs of People with Speech Disabilities, CA Role and Interpersonal Skills to Handle Difficult or Stressful Conversations

Deaf staff members teach the sessions on deaf culture and American Sign Language. Please see below and **Attachment K** for more detailed information regarding Deaf Culture and ASL training. CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to a discussion about the stressful and difficult situations that may occur while relaying calls. The Trainer provides strategies for CAs to use to cope with these situations while maintaining excellent customer service.

All of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. In addition to training for new staff, Hamilton provides an additional **12 hours** of specialized/cultural training annually.

Introduction to Deaf Culture Courses

All newly hired employees take "Introduction to Deaf Culture" courses within the first few days of their training. Three different areas are covered to increase awareness of the population that they will be serving.

1. The first area focuses on general information of people with disabilities (primarily those with hearing loss and speech disabilities), and how the numbers of those with hearing loss are increasing annually. Understanding these demographics is vital to a skilled CA.
2. The next section focuses on Deaf Culture with emphasis on cultural differences between the deaf community and the hearing community with explanations of how these differences tend to occur. CAs benefit from understanding the common language usage of grassroots deaf populations during telephone conversations as well as in daily life.

This section of training also concentrates on the areas of American Sign Language "gloss" and grammar, including sensitivity training, finger spelling, manual English and relay service operations. CAs are introduced to basic ASL training during the initial training period

(please see Hamilton's training schedule and procedures manual in **Attachments K and L**), the fundamentals of ASL training include in-depth information on ASL syntax, and basic limited signing. A great portion of Hamilton's three-week training period is dedicated to basic ASL.

3. The last section provides historical information on telecommunications equipment for the deaf as well as the terminology that is commonly used. Historical information (along with photographs) is shared with employees in an effort to develop an awareness of what deaf and hard-of-hearing people have dealt with over the last 35 years in regard to access to the telephone. The increasing use of current technologies including wireless devices and high speed Internet access has enhanced the lives of deaf and hard-of-hearing people across the country. Hamilton emphasizes these topics and more in its Deaf Culture courses.

Hamilton will utilize the FPSC, Administrator, FAD, other organizations and the relay user community to assist with training and to provide essential feedback in areas such as Deaf Culture awareness, meeting the needs of individuals who are dual sensory impaired, relay procedures, ethics, etc. Hamilton believes that by combining the perspectives of the relay provider with organizations that serve relay users, Florida Relay will be among the best in the nation.

EDUCATION	DESCRIPTION	TIME FRAME	RESOURCES
American Sign Language Level I	Introduction to ASL, Introduction to Deaf Community	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level II	Review Level I, Putting ASL into Conversations	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level III	Review Level II, Improving expressive & receptive skills	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level IV	Review Level III, increasing & improving proficiency	10 - week course	Hamilton corporate Outreach personnel
Deaf Culture Awareness	Purpose of course is to raise the awareness of specific elements of deaf and hard of hearing culture. (Common TTY abbreviations & Etiquette)	Topic for a quarter	Telecommunications for the Deaf Inc. Co. or other similar organizations
Relay Procedures	Keeping CAs apprised of changes to existing procedures, brought about by requests from the Deaf Culture	On-going	Supervisors, Outreach personnel, Customer Feed Back
Call Monitoring	Monitoring will serve as a learning tool	On-going	Supervisors, Outreach personnel, Customer Feed Back
Ethics and Confidentiality	Reinforcement of the importance of confidentiality and ethics, along with ramifications of not observing	On-going	Supervisors,
Speech Disabled	Keeping CAs sensitive to needs of speech disabled community	Topic for a quarter	Speech Pathologists
Hard of Hearing	Keeping CAs updated on the needs of the hard of hearing community	Topic for a quarter	Audiologists, SHHH (Self Help of Hard of Hearing Groups)
Deaf Blindness	Keeping CAs updated on the needs of the deaf-blind community	Topic for a quarter	Experts in this field
Emergency Relay Response	Keeping CAs updated on proper emergency procedures.	Topic for a quarter	Supervisors, Hamilton corporate Outreach personnel, Feed Back

Understanding and Translating Limited English or Spanish

Hamilton trains CAs to translate limited written English or Spanish to correct spoken English or Spanish via intensive training in three areas. First, we train the CA to gain an understanding of how deaf and hard of hearing people typically write English or Spanish and the background behind that. This includes syntax, abbreviations, word choices, etc. Hamilton then instructs CAs on the proper ways to translate this form of English or Spanish into correct written English or Spanish. Finally, Hamilton's CAs are taught how to translate from limited written English or Spanish to correct spoken English or Spanish. By developing skills in these three areas and in this order, Hamilton has discovered that the Communication Assistant is much more capable of translating relay calls. Hamilton uses videos, manuals, observation and a variety of role play scenarios to practice these skills.

Hamilton's training process dedicates a great deal of time to learning how to translate ASL to conventional English or Spanish. At the beginning of the training period, each Communication Assistant receives a manual covering syntax (**see Attachment K**). This manual has proved to be a valuable tool for Communication Assistants as they develop their skills in this area. As a result of this manual and other types of classroom training and exercises, Hamilton's Communication Assistants are able to translate calls from limited written English or Spanish language into English or Spanish for the hearing user. Before translating calls, all Hamilton's CAs must pass a proficiency exam which tests the skills needed to meet this requirement.

Hamilton has also developed several intensive translation programs. One program was designed by Daniel Burch, a past president of the national Registry of Interpreters for the Deaf. It goes into great depth on how to perform translations from limited written English to correct spoken English. Please see **Attachment K** for this training manual.

Another ASL Translation Training program demonstrates how Hamilton trains CAs to evaluate the meaning of Deaf writing. Hamilton CAs are trained to carefully look at portions of a completed conversation to find clues to understanding deaf usage of interrelated English sentences and to focus decoding efforts on noun and verb placement and to look for hints of "voice" that are not overtly present.

The fundamentals of ASL training include in-depth information on the deaf syntax, culture and basic limited signing. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, Hamilton includes experts in deaf culture during these training opportunities. New hires and seasoned CAs gain tremendous awareness of the logic and history behind certain phrasing types and seemingly "odd" uses of certain English terms. CAs have repeatedly expressed their satisfaction with these sessions.

Verbatim Versus Transliteration

As required by the FCC, CAs are required to type and voice every word of a relay conversation verbatim.

Verbatim typing and voicing is required on all relay calls with the following exceptions:

- A TTY user has a "Translator Profile."
- Either one of the relay users involved in the conversation requests translation.
- The relay user requests summarization.

In any of these circumstances, the CA calls a Supervisor to ensure proper handling of the call. As explained in the previous section, Hamilton trains its CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to "translate" the hearing person's English into "ASL-like" conversation and voices the "ASL-like" TTY user's words into conversational English without compromising meaning or intent.

10. Counseling of CAs and Staff

Bidders are required to outline a program for counseling and support that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

Communication Assistant Counseling

Hamilton's supervisors or managers are available to the CAs at any time and provides its CAs access to counseling when needed. Hamilton's Supervisors have had training in dealing with emotional or difficult calls, so that they are in a position to assist CAs when needed. In situations that require counseling, it is necessary that the confidentiality of each call remains intact. Because of this confidentiality issue and the fact that our managers and supervisors are the most experienced people available, in most situations, we elect to keep these issues within the confines of the relay service.

Hamilton understands the importance of CAs being able to talk about their emotions and the need to learn ways to cope with their feelings. For this reason, Hamilton encourages CAs to discuss their emotions and frustrations (within the confines of confidentiality) with supervisors.

Once a CA notifies a supervisor that counseling is needed, the CA is led to a private office. Before beginning, the CA is given a brief reminder to keep specifics of the call to an absolute minimum and to use general terms only (specifically no names of the callers are to be discussed). The supervisor then gives any guidance that may be helpful.

Hamilton's supervisors may also be called upon to help CAs who are actively engaged in especially difficult or emotional calls. The supervisor will assist the CA as needed throughout the call.

Hamilton's supervisors also organize and lead group discussions of common CA experiences. This is done in initial CA training as well as refreshing training, which is held quarterly at every Hamilton relay center.

Hamilton Telecommunications also offers and encourages the use of an Employee Assistance Program (EAP) through its employee benefit package. The EAP allows employees to call 24 hours a day, 7 days a week for confidential counseling related to any work or personal concerns. In addition to the phone counseling, employees can be referred to local licensed counselors for issues requiring more personal one on one attention. These counselors will be made aware of the special needs of our CAs and the particular intricacies of the job they perform. The utmost confidentiality will be stressed and practiced at all times. Hamilton's CA counseling support system is in compliance with all confidentiality requirements. All counseling is provided at no cost to the employee. Hamilton does this as a part of its normal benefits package. The State of Florida will not incur any additional expense for this service.

It's All About Balance

We know that living a productive and fulfilling life requires a healthy mind and a healthy body. Unfortunately, managing the daily stresses of work, home and family can have a negative effect on our overall health and well-being. For many of us, life is quite simply "out of balance," leaving us feeling overwhelmed and stressed-out. Your program can help.

Some stress can motivate us to achieve things we never thought possible. But too much stress over a long period of time can cause us to do things we normally wouldn't do. It can negatively affect personal and professional relationships, make us feel overwhelmed, lose hope and can lead to more serious issues, including depression, anxiety and substance abuse.

"Stressed? Are you kidding? Can my program help?"



A Wealth of Practical, Solution-Focused Resources

Your program has the resources and the experience to help you bring things back into balance.

From online resources to confidential telephonic consultations to referrals and licensed behavioral health professionals, we're here to help you make the changes necessary to reduce stress, strengthen relationships, increase productivity and improve the overall quality of your life.

Here are just a few of the challenges where your program can help:

- Managing stress
- Handling relationship issues
- Balancing work and life
- Quitting tobacco, alcohol or drug use
- Caring for children or aging parents
- Exploring career development options
- Dealing with conflict or violence
- Working through grief and loss issues
- Controlling depression and anxiety

Visit www.MagellanHealth.com/member or call today for information, referrals and support on topics such as:

Family	Relationship issues
Work-life balance	Grief and loss
Stress	Depression and anxiety
Health and wellness	Alcohol or drug concerns

Visit www.MagellanHealth.com/member or call today for information, referrals and support on topics such as:

Family	Relationship issues
Work-life balance	Grief and loss
Stress	Depression and anxiety
Health and wellness	Alcohol or drug concerns

Use all the attached cards and keep them handy for you and best access to your program's information, resources and online tools.

"Help balancing work demands and family time? What does my program offer?"



It's Your Life

We can help you live it—better!

Employee Assistance Program
For Professional Consultation
Call 1-800-523-5668
For TTY Users: 1-800-882-7610

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11. Procedures for Relaying Communications

The system shall be designed to convey the full content of the communications. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

Unless requested otherwise by a relay user, Hamilton CAs will relay all calls according to the following procedures. Hamilton's CAs convey the full content, context and intent of the communication they translate. All of Hamilton's policies and procedures related to call handling incorporate this philosophy. Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay.

a. The CA is to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.

All Hamilton's CAs identify themselves by a Communication Assistant identification number, not by name, at the start of a call. All of Hamilton's CAs have been assigned a four digit number. This number, as well as gender identification is in a macro sent to the TTY user and spoken to the voice user.

b. The user shall be kept informed on the status of the call, such as dialing, ringing, busy, disconnected, or on hold throughout the call session. The system shall provide feedback to callers on the call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.

Hamilton's standard procedure is to keep the TTY user informed on the status of the call when such things as dialing, ringing, busy, disconnect, explaining relay, fax sound or on hold indications are given. Hamilton CAs maintain contact with the caller during "hold" periods in order to receive further instructions from the caller. Hamilton's Communication Assistants are trained to relay all background noise so that a TTY user is continually kept informed of what is going on throughout the call. Hamilton puts this information in parentheses.

The caller will be given call status feedback within 10 seconds of giving the CA the number to call and the CA will continue to provide feedback until the call is answered.

c. All users shall have the option of telling the CA how to greet the called party and what aspects of the call that he/she will handle. For example, the TDD user may voice the call (voice Carry-Over), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.

Hamilton provides relay services which follow the directions of the individual relay user. We give relay users the option of whether or not to introduce relay, explain and identify relay, identify one's gender and more. These options are available on a per call basis or can be set up as part of the customer's profile so that each call is processed according to the relay users preferences.

For example, Hamilton's CAs are trained to not explain relay when the TTY user types NE. Instead of asking "Are you familiar with relay?" the CA will say "This is Florida Relay Operator # ____ with a relay call on line."

Or, when a TTY user types NI (no identification) to the CA, Hamilton will not give any indication that the call is coming from a TTY users. NO "GAs" will be used nor will the CA use any other scripted language. **At Hamilton, the customer has control.**

We offer our customers a variety of services as well as the ability to choose how they want their calls handled. These services include a customer database with customer preferences for answer modes (VCO, HCO, TTY, ASCII and more), call restrictions, customized calling – interpretation, billing preferences and more. We offer multiple combinations of HCO, VCO, TTY and Speech to Speech, including two line HCO, two line VCO and Captioned Telephone (CapTel).

Hamilton provides an extensive customer profile database. Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. 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 according to the user's preferences.

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. Details of our profile database can be found in **Section 11.p** below.

d. When the call is first answered, and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.

Hamilton's Communication Assistants type everything verbatim unless one of the relay users involved in the conversation requests summarization or translation. At this point in time, the CA gains permission from the other party involved in the call. If both parties agree to summarization or translation, the CA will then begin to summarize or translate the call. Relay users who always want summarization or translation, can select this option on the customer profile.

The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to “translate” the hearing person’s English into “ASL-like” conversation and voices the “ASL-like” TTY user’s words into conversational English without compromising meaning or intent.

All Hamilton STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation. Hamilton is in compliance with all FCC rules regarding STS processing.

e. When the CA is asked to explain relay to a user, the CA shall express the term “explaining relay” to the other user on the call to let them know what is happening rather than transmitting all of the explanation.

Hamilton’s Communication Assistants ask non-TTY called parties whether they have previously used TRS before. If the called party says yes, the CA will begin to relay the call.

If not, the CA explains relay to the hearing party and when doing so types (explaining relay) in parenthesis for the benefit of the TTY user. Conversely, when explaining relay to a TTY user, the CA will inform the voice user that he/she is explaining relay. If requested by the user, Hamilton will not announce a call as a relay call or will allow the TTY user to explain relay, if so desired.

Identification of Relay to Voice Terminator

Following is the greeting Hamilton uses to identify a relay call to a called party. Hamilton will change its greeting, if so desired by the FPSC.

“A person who may be deaf or hard or hearing is calling you through Florida Relay. This is Florida Relay Operator # _____. Have you received a relay call before?”

If the party says “Yes,” the CA will voice: “One moment for your conversation to begin.”

If the party says “No”, the CA will use the explanation listed below.
Hamilton uses the following scripted language to explain relay to a relay user:

Standard Relay Explanation

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.

Hamilton gives relay users the option of whether or not to introduce relay, explain and identify relay, identify one's gender, etc. This can be done on a per call basis or through Hamilton's customer profile.

Hamilton is willing to make any changes to this script or will use the existing Florida Relay script as directed by the FPSC.

f. When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing those in parentheses, (e.g., he's laughing, he's crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.

Conversational Tone of Voice

Similar to the way Hamilton's Communication Assistants excel at conveying tone of voice to a TTY user, Hamilton's CAs are also trained to adopt a conversational tone of voice and tempo appropriate to the type of call being made when speaking for the TTY user.

All relay calls are relayed so the TTY users' meaning and intent are evident. Communication Assistants are required to use the proper voice tone based on what is typed by the TTY relay user to relay anger, sadness, happiness, etc. Proper inflection must be used as well, such as raising your voice pitch to indicate a question.

Hamilton also practices this skill in its training sessions so that both parties involved in a relay call are satisfied with the relay call experience.

Conveying Tone of Voice to a TTY User

Hamilton CA's are well trained to voice or type appropriate emotion, inflection, etc. In addition to voice inflexion, Hamilton's Communication Assistants let the TTY user know the tone of voice the non-TTY caller is using when it has a significant impact on the conversation and it is not conveyed in the textual content, context or intent of the call. Hamilton's CAs are continually working to improve and enhance their ability to express the hearing caller's tone of voice. This is another area in which Hamilton's CAs have been very successful in meeting the needs of relay users. When conveying tone of voice to a TTY user, parentheses are used.

Hamilton understands the importance of conveying tone and is continually training its Communication Assistants whether it is on the floor, in a classroom, during a monthly CA meeting or during performance evaluations on how to "interpret" the non-TTY relay user's tone

of voice into descriptive words while avoiding any inference of the speaking party's mood or demeanor.

Background Noises

Hamilton's Communication Assistants are trained to relay all background noise so that a TTY user is continually kept informed of what is going on throughout the call. Hamilton puts this information in parentheses.

Gender of Voice Users

Hamilton's Communication Assistants identify whether the hearing user is (M) male, (F) female, or (Child) child at the beginning of every call.

If Hamilton's CAs are absolutely unsure about whether it is a male, female or child's voice then gender is identified by using a question mark (?). Hamilton's Communication Assistants inform relay users immediately when another voice person has become involved in the call and identifies the gender of the new party.

All of the above are done automatically unless the user asks that it not be done or indicates specific instructions in his/her profile.

g. CAs shall indicate to the user, if known, if another person comes on the line.

Hamilton's Communication Assistants indicate to the TTY users that another voice person has become involved in the call. Hamilton also identifies the gender of the new party involved in the call to the TTY user immediately. Hamilton identifies gender each time there is a change in callers and includes gender identification on message processing systems.

h. All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.

Hamilton has consistently followed the policy of typing to the TTY user or verbalizing to the hearing party exactly what is said or typed when the call is first answered and at all times during the conversation as indicated in the example in the RFP. All comments directed to either party by the CA or directed to the CA by either party will be relayed. Hamilton uses parentheses to keep the TTY user informed of what is being said by the CA or spoken to the CA. Voice and HCO users have the option of listening during call set-up.

Use of Parenthesis

Any time a CA needs to communicate directly with a TTY user (i.e. request that information be repeated due to garbling), the CA will use parentheses and precede the request with "CA here" so there is no confusion about who is making the request. When CAs communicate directly with a standard telephone user, they also precede the request or statement with "CA here".

i. CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.

Whenever necessary, the CA shall request clarification for spelling of proper nouns, phone numbers, addresses, drug prescriptions or anything else that is unclear or garbled.

j. CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of fifteen (15) minutes. If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible until both parties have terminated the call.

Change of CA During a Call

Hamilton, as a matter of practice, does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours and other breaks, Hamilton's CAs stay with a call until it is completed. Our experience has been that this provides much greater continuity for the user. Hamilton only substitutes a CA if the following should occur:

- **A caller requests a change in gender of the CA**
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.
- **Verbal abuse or obscenity is directed to the CA**

If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Hamilton's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor will be called. The supervisor will try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.

Hamilton's Communication Assistants are trained and advised of Hamilton's policies and procedures which prohibit the counseling, advice, or interjection of personal opinions or additional information into any relay call or the making of any value judgments regarding any aspects of the call.

- **The call requires a specialist (Spanish language, speech to speech, etc.)**
- **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).

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the same gender as requested), so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed above.

Most relay centers have a common practice of substituting agents in the middle of calls to accommodate breaks, quitting times, etc. Hamilton does not. Hamilton's CAs truly care about each call and are dedicated to seeing it through completion. Hamilton is also willing to pay over-time for this type of service. Hamilton exceeds the FCC standard for substitution of Communication Assistants for TTY-based TRS and Speech to Speech TRS.

The main difference between Hamilton and other providers is that our CAs are willing to go the extra mile for all relay users. Hamilton works very hard at making sure it hires CAs that above all else, care about making the call go through. Often times, this is the most important thing to a relay user. Our CAs excel at providing outstanding service on every relay call.

Hamilton complies with the 15-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. Hamilton STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. Hamilton exceeds the FCC standard for substitution of STS CAs.

k. CAs shall not counsel, offer advice, or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgments on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.

Hamilton's Communications Assistants are trained and advised of Hamilton's policies and procedures which prohibit the counseling, advice, or interjection of personal opinions or additional information into any relay call, or the making of any value judgments regarding any aspects of the call. Failure to follow these rules can lead to immediate termination.

Hamilton's CAs have not and will not hold personal conversations with anyone calling through relay even when prompted. Hamilton's CAs will only participate in a conversation when assistance is requested by the relay caller or the called party (i.e. in an emergency) and to thank both parties for using the Florida Relay.

- l. Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.*

Hamilton does not require the relay user to give his/her name or the name of the party they are calling, except when needed for billing purposes. This information is never recorded in any form.

- m. The system shall transmit conversations between TTY and voice callers in real time.*

Hamilton transmits conversations between TTY and voice callers in real time. No records of conversations are kept, therefore information cannot be relayed from one party to the other unless both parties are present on the call.

- n. For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.*

Hamilton does not and will not place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. Hamilton has never requested that a relay user finish early. Hamilton is confident it can continue to manage its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances.

- o. If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.*

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. Hamilton understands that this requirement has been waived by the FCC for CTS CAs.

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the gender as requested) so that the relay users' call is not interrupted (expect to identify the new CA for both parties). A supervisor monitors the change and must approve the change based on the situations listed previously in this Section in Item (v).

p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

Customer Profile Database

Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. 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 according to the user's preferences.

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.

Customer Profile Security

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.

Preference Options

As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These extensive preference options are listed below.

Hamilton Relay Customer Profile Information:

Customer Information

Profile Field	Information Purpose
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	Information Purpose
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the Relay User is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows Relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows Relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows User to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows Relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.
Preferred CA gender	Allows Relay users to specify the gender of the CA that the User prefers for each call.
Long Distance Company	Carrier of Choice: Allows Relay users to select their preferred long distance provider.
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.
Slow Type Buffer	Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed.
Spell Check Turned Off	By turning spell check off, the Relay user will see mistakes or misspelled words. Spell check is turned on automatically.

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Profile Field	Information Purpose
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".
Customizable Greetings	Allows Relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the Relay user to select the types of calls to be blocked from their telephone including: long distance, 900/976, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the Relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the Relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the Relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required
CA speak slowly	Request that CA talk slowly to patience is required
STS Contacts	STS Relay users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS Relay users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.
Retain Information	This allows the retention of information from one inbound call for subsequent calls.

Profile Field	Information Purpose
Open Line/Mute Transmission of STS User	This allows the User to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	<ul style="list-style-type: none"> • Before dialing, User prefers that the CA to asks: "Shall I tell the party who is calling?" • User prefers that CA confirm call handling preferences before dialing requested number • User prefers for callers to ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the Relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	Information Purpose
Guide for Understanding your Customer Profile	A guide is included to help the Relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences

Hamilton makes it easy for relay users to establish a profile. Customers may establish their profile through customer service, by mail, fax, e-mail or via Hamilton's website. Relay users can modify or delete their profile through these same options. If the online option is chosen, upon completion of the profile the customer is sent a "thank you for submitting page" link that lists all fields as submitted. Instructions for printing are provided.

Hamilton's 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. 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, however, permanent changes to the profile

must be made through Customer Service. The relay user's customer profile is available via voice, TTY, STS, Internet Relay, Video Relay and any other mode offered.

Remote/Multi-User Profile Feature

Hamilton's Remote/Multi-User Profile allows relay users to access their profile from any phone or web-based computer, and through any type of relay service, whether traditional relay or Internet Relay. Relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, to permit 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! Users who travel are always able to access their profile from anywhere.

Hamilton Relay : State / 711 Relay : Kansas : Custom...

Make & Receive Calls Now Register Today! Update My Account

Home Options How it Works FAQs What's New Hamilton Contact

State / 711 Relay : Kansas : Customer Profile English Español

Relay Service Customer Profile

Step 1: Customer Information

Your Phone Number:

Your First and Last Name:

Your Address:

City:

State:

Zip:

E-mail address:

☐ Please include me on the Kansas Relay mailing list.

☐ Please include me on the Hamilton Relay mailing list.

Please indicate the best way to contact you:
☐ Address ☐ Phone ☐ E-mail

Step 2: Multi-User/Remote Profiles - Password + PIN

Choose a Password (secret word) using 4 to 10 letters and/or numbers to ensure you are the only person who can make changes to your profile. Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the CA to view your specific profile.

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

PIN:
(Choose 4 numbers.)

Step 3: Making and Answering Relay Calls

Kansas

- How To Connect
- Customer Service
- Equipment Distribution
- Outreach
- Brochures
- Call Me Cards
- Customer Profile
- Guide to Understanding Your Profile
- Options
- How It Works
- FAQs

Internet 95%

Upon Termination of Contract

Hamilton will transfer the customer profile database to a new Relay Provider at the termination of the contract. Hamilton will transfer this data in a usable format in advance of its last day of service.

Hamilton will not use any data gathered from providing relay service for any purpose other than connecting the Florida Relay user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not sell, distribute, share or reveal in any way the information referenced above, unless compelled to do so by lawful order.

12. Languages Served

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish, or ASL on their relay call. Translation from one language to another is not required.

Hamilton will provide at all times CAs who are capable of providing relay service to users who use either English, Spanish, or ASL during their relay calls.

Hamilton's standard screening process tests all job applicants for fluency in English. Please see previously in this Tab (Section 7.a) for detailed information regarding Hamilton's training procedures. Florida Relay will be staffed at all times with CAs who have been trained to translate limited written English to correct spoken English. Please see previously in this Tab in **Section 9** for detailed information.

Spanish to Spanish Relay and Spanish to English Translation

Hamilton will provide Intrastate Spanish to Spanish and Interstate Spanish to Spanish service, meeting this FCC requirement. Hamilton bills any Interstate minutes to the Interstate TRS Fund. 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.

In addition to Interstate Spanish to Spanish, Hamilton will also provide Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling to Florida as part of its base price.

Hamilton will utilize the current Florida Relay toll free Spanish numbers for all Spanish relay calls. Hamilton will associate the Florida Spanish 800 number with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Hamilton has the ability to transfer the call to a Spanish speaking CA. In addition, relay

users can select "Spanish" as an option on Hamilton's Customer Profile. This information will be presented to the CAs at the workstation for proper call processing.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Spanish CA Training

CAs are evaluated by the Spanish Supervisor who determines if the CA speaks Spanish without a distorted non-Spanish accent. CAs fluent in conversational Spanish must pass rigorous tests (Berlitz or equivalent) that measure Spanish language skills including vocabulary, grammar and syntax. Also, Spanish CAs receive Speech to Speech training and must complete the same training as all traditional Communication Assistants. Spanish CAs are supplied with English and Spanish versions of the relay scripts.

Following is a description of how Hamilton identifies and explains Spanish and Spanish to English Translation Relay services to the end user:

SALUDOS (Greetings)

- **Voz de Origen (Greeting to Voice Originator)**
El relay de (Línea apropiada) Asistente de comunicaciones # _____ Adelante
- **TTY de Origen (Greeting to TTY Originator via text)**
"Florida Relay SP AC # _____ F or M Q GA"
- **TTY A VOZ (TTY to Voice Explanation Spanish to Spanish Relay)**
La persona llamándole por el relay está simplemente tecleando su conversación y yo se la leeré a usted. Cuando digo "adelante" es su turno de hablar. Entonces voy a teclear todo lo que yo oiga, por lo tanto favor de hablar despacio y directamente a la persona llamándole. Por favor diga "adelante" cuando usted termine de hablar. Un momento para comenzar su conversación.
- **VOZ A TTY (Voice to TTY explanation Spanish to Spanish Relay)**
La persona a quien llama usted por relay simplemente va a teclear su conversación y yo se la leeré a usted. Cuando digo "adelante" es su turno de hablar. Entonces voy a teclear todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona a quien usted está llamando. Por favor diga "adelante" cuando usted termine de hablar. Favor de esperar mientras marco ### ##

- **Explicación Adicional**

Después de leer el guión palabra por palabra y la persona sigue confundida, se puede decir... "Es posible que la persona sea sorda, duro de oído, o tenga un impedimento de habla y así es como se comunica por el sistema telefónico."

Voice Terminator (Translation Requested)

- **TTY Spanish to Voice English Greeting**

This is Florida Relay CA ##### with a translated relay call from Spanish to English. Do you know how to use relay through a translator?

- **TTY Spanish To Voice English Explanation**

The person calling you through relay is simply typing their conversation in Spanish and I will translate it to you. When I say "go ahead" it is your turn to talk. Then I will translate and type everything that I hear back to your caller. Please speak slowly and directly to your caller. Please say go ahead when you are finished speaking. At times there will exist a slight delay for which your patience is appreciated. One moment for your conversation to begin.

Voice Terminator (Translation Requested)

- **TTY(English) to Voice Spanish**

ESTE ES EL RELAY DE ____ AC # ____ CON UNA LLAMADA TRADUCIDA DE INGLÉS A ESPAÑOL. SABE COMO USAR EL RELAY A TRAVÉS DE UN/A TRADUCTOR/A?

- **TTY A VOZ (inglés a español)**

La persona llamándole por el relay está simplemente tecleando su conversación en inglés y yo se la traduciré a Ud. Cuando yo diga "adelante" es su turno de hablar. Entonces le voy a traducir y teclear a la persona llamándole todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona llamándole. Por favor diga "adelante" cuando UD termine de hablar. A veces existirá un pequeño retraso por lo que su paciencia es apreciada. Favor de esperar mientras marco ### ### ####.

Voice Originator Translation Request

- **Voice English to TTY Spanish Greeting**

This is Florida Relay Operator # _____. Do you know how to use relay through a translator?

- **Voice to TTY Explanation**

The person whom you are calling through relay will simply type their conversation in Spanish. Then I will translate it to you. When I say go ahead it is your turn to talk.

Then I am going to translate and type everything that I hear to the person you are calling. Please speak slowly and directly to the person. Please say go ahead when you are finished speaking. At times there will be a slight delay for which your patience is appreciated. Please hold while I dial ### ### ##.

Voice Originator Translation Requested

- Voice Spanish to TTY (English)
¿Sabe como usar el relay a través de un/a traductor/a? (Ya que dijiste el saludo correcto en español)
- VOZ A TTY (español a inglés)
La persona a quien llama UD por relay simplemente va a teclear su conversación en inglés. Entonces yo se la traduciré a Ud. Cuando yo diga “adelante” es su turno de hablar. Entonces le voy a traducir y teclear a la otra persona todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona a quien UD está llamando. Por favor diga “adelante” cuando UD termine de hablar. A veces existirá un pequeño retraso por lo que su paciencia es apreciada. Favor de esperar mientras marco ### ### ##.

13. Additional Languages Served

The provider will not be required to serve languages other than English, Spanish, or ASL. However, additional evaluation points may be given for proposals that include how the provider would handle relay calls using one or more additional languages (e.g. French, or Creole, etc.). Additional languages should be identified.

Hamilton understands that the FPSC does not require the selected vendor to serve languages other than English, Spanish, or ASL which Hamilton provides.

14. Shift Advisor/Consultant

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

Hamilton ensures that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

As discussed in this Tab in Section 48, Hamilton’s Communications Assistants are able to translate calls from limited written English language into English for the hearing party. Before relaying calls, all Hamilton’s CAs must pass a proficiency exam which tests the skills needed to

meet this requirement. In addition, Hamilton ensures that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

15. Confidentiality of Calls

As required by Section 427.704(1)(c), Florida Statutes, all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

Hamilton understands the importance and is experienced at relaying conversations promptly and accurately while maintaining the privacy of persons who use telecommunications relay services. We preserve the confidentiality of all parties in connection with relay conversations. Hamilton has kept all such calls totally confidential in the past and will continue to do so. **Hamilton maintains no written or electronic script or record of any type of call content beyond the duration of the call.** Hamilton understands, as do all of its Communication Assistants and supervisory personnel that they shall not reveal information about any call, at anytime, regardless of content. All of Hamilton's relay personnel are required to sign a Pledge of Confidentiality (see further in this section) promising not to disclose the identity of any callers or fellow Communication Assistants or any information learned during the course of relaying calls during their period of employment as a Communication Assistant or after termination of employment. When relaying calls or analyzing data, Hamilton follows all confidentiality practices listed here. Hamilton is willing to change its confidentiality practice if so desired.

Hamilton will collect only that personal information necessary to resolve complaints and to provide and bill for relay services. Hamilton does not use this information for any other purpose.

Hamilton Communication Assistants are prohibited from disclosing the content of any relayed conversation, regardless of the content, and from keeping records of the content of any conversation beyond the duration of a call. Communication Assistants are also prohibited from intentionally altering a relayed conversation. Hamilton's Communication Assistants type everything verbatim unless one of the relay users involved in the conversation requests summarization or translation. At this point in time, the CA gains permission from the other party involved in the call. If both parties agree to summarization or translation, the CA will then begin to summarize or translate the call. Relay users who always want summarization or translation, can select this option on the customer profile.

All Hamilton STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. Speech to Speech CAs are given the ability to keep records of the content of any conversation and retain information from a particular call in order to facilitate subsequent calls if requested. Speech to Speech CAs will also repeat any information (without the Speech to Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech to Speech CAs only retain this information for as long as it takes to complete the subsequent calls.

The policies and procedures Hamilton has in place ensure that Florida Relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information regarding the content of Florida Relay calls by unauthorized parties. Hamilton's policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call.

In addition to signing the Pledge of Confidentiality (see further in this section.), Hamilton ensures that all CAs adhere to all aspects of the Relay System Code of Ethics. Hamilton has additional protocols to prevent unintentional disclosure of relayed conversations. All of Hamilton's employees, including those not working in the relay center are familiar with these guidelines and are required to adhere to them. The CA Training Manual and CA Procedure Handbook, (see **Attachments K and L**), include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. A whole section of this handbook is dedicated to the importance of confidentiality. From day one of the training program, Hamilton's CAs are taught how to work in a "confidential" environment.

Facility Design for Confidentiality

All of Hamilton's Relay Centers are isolated to assure confidentiality standards. Hamilton's own internal confidentiality standards exceed those of the FCC and the State. Hamilton will continue to take every precaution to ensure confidentiality. This includes building security, call handling, and CA decorum.

Hamilton understands the importance of maintaining the privacy of persons who use telecommunications relay services and has taken steps in designing its relay facilities to ensure the confidentiality of all parties in connection with relay conversations is preserved. Hamilton has physically planned each of its relay centers to prevent video screens containing call information from being visible to visitors or other persons not authorized to see them. In each of its relay centers, Hamilton has positioned the doors leading into the relay room in a manner that when opened only workstations panels can be seen. The panels around each workstation are deep enough to prevent all monitors from being seen. Similarly, Hamilton has positioned viewing windows in a manner that prevents the Communication Assistants' terminals from being

seen by visitors or unauthorized personnel. In addition, Hamilton makes use of privacy screens at each monitor and of course allows only authorized personnel onto the relay floor.

All of Hamilton's TRS centers are secured by locked doors which makes the relay center accessible only through a designated door code.

Policies of Confidentiality

Following is a general outline of some of the policies Hamilton now uses and proposes to continue using to preserve confidentiality:

1. All Communication Assistants are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective.
2. Before being allowed in the relay service center and before taking any live calls, Communication Assistants are required to sign a Pledge of Confidentiality.

All Communications Assistants, prior to taking any live calls or being allowed in the relay service center, are given a copy of Hamilton's Confidential Policies in addition to a copy of their signed Pledge of Confidentiality.

Hamilton maintains no written or electronic script or record of any type beyond the duration of the call. Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. Hamilton protects all financial, statistical, personal, technical and other data and information relating to the operation of the TRS (TRS caller preference, profile or 711 information) from unauthorized use and disclosure. When relaying calls or analyzing data, Hamilton follows all confidentiality practices as described here.

Hamilton Relay Service Confidentiality Agreement

I _____ do hereby recognize the serious and confidential nature of the Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

11. I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
12. Under no circumstances will I act upon any information I may acquire while relaying conversations.
13. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.
14. Except when performing Speech-to-Speech or Captioned Telephone Service relay, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
15. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
16. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
17. I will not register my company as the caller's CRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
18. Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.
19. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
20. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Hamilton is willing to make any necessary changes to this document to meet the needs of the Florida Relay.

Hamilton is willing to make any necessary changes to this document to meet the needs of the Florida Relay Service.

Violation of Confidentiality

Hamilton's policy requires immediate termination for any violation of confidentiality.

Any Communication Assistants or supervisors who, after an investigation have been found to violate the confidentiality rules and regulations will be terminated immediately. If a consumer would allege a violation of confidentiality and the same were reported to our relay service center or the FPSC in any manner, Hamilton's policy would be to:

- First investigate the alleged violation internally.
- Make a written report both for the complaint file of the relay service as well as for the personnel file of the individual or individuals alleged to be involved.
- If it is found that a violation occurred, those parties responsible for the violation would be terminated immediately.

Specific policies to meet the needs of the FPSC or Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no cost to relay users.

Treatment of TRS Customer Information

Hamilton does not and will not use any information obtained from relay calls or customer profiles for any purpose other than connecting the TRS user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not share or reveal in any way the information referenced above. Hamilton has not and will not use any information obtained from relay calls to support other business interests. Hamilton does allow customers to elect the option of receiving additional information from Hamilton if so desired.

a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:

- 1) Names of the parties on the call.*
- 2) Originating or terminating points of specific calls.*
- 3) Specifics of the information conveyed.*

Confidentiality During Training

When training new Communication Assistants by sharing past experiences, trainers do not reveal any of the following information:

1. Names, genders, or ages of the parties involved in the call
2. Originating or terminating points of the call
3. Specifics of the information conveyed

b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies, or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.

Discussion of Calls

Hamilton's Communication Assistants understand that they shall not discuss, even amongst themselves or their supervisors, any names or specifics of any relay call except in instances of resolving complaints. Hamilton's Communication Assistants also understand that they may discuss the general situation surrounding a call with their supervisor in order to clarify how to handle a particular type of relay call and for that limited purpose only. Hamilton's Communication Assistants are trained to ask questions about procedures without revealing names or specific information that will identify callers. They are also trained to recognize emergency or life threatening situations and understand those circumstances in which names and specific information may be disclosed by the Communication Assistant in order to expeditiously address the situation.

c. Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the Commission. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.

Watching or Listening of Actual Calls

No one is allowed to watch or listen to actual calls other than the Communication Assistant. The only exception is for training or monitoring purposes or other purposes specifically authorized by the FPSC or TRS Administrator. Hamilton will permit FPSC staff to observe live calls for monitoring purposes with the understanding that the FPSC will also comply with the confidentiality provisions above.

d. A copy of the Confidentiality Policy shall be provided to a user upon request and at no cost.

Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no charge to relay users.

16. Types of Calls to be Provided:

- a. Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.*

Hamilton transmits conversations between TTY and voice callers in real time. Hamilton provides real time text to voice and voice to text calls in which a deaf, hard of hearing or speech disabled person utilizing a TTY or another form of text telephone can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the voice assistance of the relay service (Communications Assistant).

- b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.*

Hamilton provides VCO, two-line VCO, VCO to TTY and VCO to VCO as well as all other combination of call types involving VCO. Please see further in this Tab in **Section 21** for a detailed description of Hamilton's provision of VCO calls.

- c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.*

Hamilton provides HCO, two-line HCO, HCO to TTY, HCO to HCO and CapTel Service as well as all other combination of call types involving HCO. Please see further in this Tab in **Section 21** for a detailed description of Hamilton's provision of HCO calls. Please see **Section 22** for a detailed description of Hamilton's provision of CapTel Service.

Please see **Section 49 of this Tab** for a complete list of all features offered by Hamilton Relay as well as a detailed explanation of Hamilton's provision of these types of calls.

17. Call Release Functionality.

Call release functionality is a feature that allows the CA to sign-off or "release" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than 30 seconds.

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. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE YOU ARE CONNECTED TTY TO TTY WHEN YOUR CALL IS FINISHED CALL BACK TO RELAY TO MAKE A RELAY CALL OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

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 true call release function to satisfy the FCC requirement, 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).

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).

Hamilton will immediately release a call when a TTY user using the relay system is inactive for more than 30 seconds.

18. Speed dialing.

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a "shorthand" name or number for the user's most frequently called telephone numbers.

Hamilton's customer profile allows relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA. Please see previously in this Tab, **Section 11.p** for detailed information regarding Hamilton's provision of Customer profile databases.

Relay users can store up to 50 numbers with Speed Dialing which can be used for any purpose, including emergency numbers.

STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.

19. Three-Way Calling Functionality.

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

Three-Way Calling

In compliance with the FCC Order released on June 17, 2003, Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

TRS Conference Calling

In addition to three-way calling, Hamilton also supports conference calling. If a customer requests that we relay a conference call, the relay user gives the number to dial and any access codes required to join the conference call.

Remote Conference Captioning (RCC)

Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish. **Hamilton is including 37,500 free minutes of RCC as part of our base price.** Cost for additional hours is included in Hamilton's cost proposal.

Hamilton will provide RCC in conjunction with Caption First, a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by the Florida Relay users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at <http://ncraonline.org/certification/Certification/>.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

Florida Relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling Florida Relay Customer Service. Hamilton guarantees Florida Relay users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

20. Voicemail and Interactive Menus

CAs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. The provider may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder should explain how any access code used to retrieve messages will be confidentially handled.

The bidder should explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the deaf or hard of hearing person when only one telephone line exists to the residence?

Communication Assistants use the following procedures to obtain messages for relay users:

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/OPR HERE TYPE MSG OR HOLD FOR LIVE PERSON Q) GA

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.

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.

Answering Machine and Voice Mail Retrieval

Communication Assistants are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems. Communication Assistants use the following procedures to obtain or leave messages for relay users:

1. The user is informed that the Communication Assistant has reached a voice processing system and asked if want to leave a message.
2. If the user requests message retrieval, Hamilton will obtain the appropriate access codes from the user. Hamilton will not retain access codes or any other information needed to

access a voice mail system subsequent to the call. This information is considered "call" information and just like any other call information, is kept totally confidential.

3. After the voice processing system has been accessed, Hamilton's Communication Assistants will begin to relay any messages that have been recorded or leave a message as requested. Hamilton will make use of its advanced recording function to capture this information.
4. If the Communication Assistants must call again to finish relaying any messages, Hamilton's Communication Assistants will do so without billing the end user for subsequent calls.

Hamilton's note pad feature, an enhanced function of our workstation, allows CAs to electronically track special instructions given at the beginning of the call. Electronically capturing information such as account numbers, menu options, access codes, extensions, etc. gives the CA constant visual access to the caller's instructions. To guarantee confidentiality, all notes are automatically erased from the workstation at the end of the call.

Hamilton alerts relay users to the presence of a recorded message and/or interactive menu. Please see **Attachment K** for the hot keys (automated macros) Hamilton uses to announce recordings or interactive messages. Hamilton does not charge a relay user for subsequent calls to a recording or to interactive messages.

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 Assistants by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the Communication Assistants 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.

Answering Machine Procedures

Communication Assistants are trained to relay recorded messages and leave recorded messages on telephone answering machines or hang up at the request of the caller.

Answering Machine procedures are as follows:

- Communication Assistant informs the relay calling party that an answering machine has been reached.
- The relay user can tell the Communication Assistant to simply leave a message if they do not want the Communication Assistant to type the entire recording. Otherwise, the

Communication Assistant will type the entire answering machine message. The Communication Assistant will record messages and convey the message in its entirety.

- The CA asks the caller if they want to leave a message.
- If the calling party would like to leave a message, the Communication Assistant will either voice or type the message onto the answering machine.
- Communication Assistant notifies the calling party that the message has been left.
- The relay customer will only be charged for the first call to the answering machine, if a toll call, regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

If the relay user gives the CA directions of how they want the call handled, the CA will follow the user's directions. The customer's directions always override established procedures. At Hamilton, the customer has control.

Hamilton looks forward to providing all of these options to Florida relay users. By having so many options available as well as advanced recording technology, Hamilton eliminates the problem of "fast recording" for the CA and ensures that communication is received and transmitted accurately.

21. Voice and Hearing Carry-Over

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

As part of its proposal, the bidder should describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder should also describe in detail how outgoing 2-line VCO calls will be handled.

The provider shall make provision for two persons who have a hearing loss to speak for themselves by means of Voice Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

Hamilton meets or exceeds all FCC VCO and HCO requirements. We will transition the current VCO number to Hamilton as part of our implementation process.

Our list of 22 distinct VCO and HCO features is detailed below. To view all the types of TRS calls that Hamilton can process, please see **Attachment C**.

Because of our in-depth training, all Hamilton CAs (not just a select group) are equipped and experienced at handling all types of calls, including VCO and HCO calls. Additionally, we provide ongoing refresher training, monitoring and hands-on practice with CAs so that all CAs can expertly handle all call types.

Voice Carryover (VCO)

Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller 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 Florida Relay. This is Florida Relay Operator # _____. 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 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, in which VCO users would call a toll free number dedicated to VCO via the current Florida VCO access numbers. The VCO users' calls would then be routed and processed by CAs experienced to VCO.

VCO Greeting Identifier

Hamilton's CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA).

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.

Speech to Speech/VCO

STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. 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.

VCO to Speech-to-Speech

Hamilton provides this service in which a VCO user can call a person with a speech disability who does not use a TTY, with the CA typing the words of the person with the speech disability to the TTY user.

VCO Permanent Branding via Customer Profile

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 "FRS 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, saving 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 Florida Relay.

VCO with Privacy

Hamilton provides 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.

Two-Line VCO

Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation 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.

Announcement:

No announcement unless specifically requested.

Explanation:

When voice party answers, the CA will type their greeting and gender to the 2LVCO user i.e. HELLO (M)

The CA will continue typing everything voice party says during the conversation. The CA does not use "GA" or wait for "GA" during the conversation. The CA types only what the Voice user says and DOES NOT type what the 2LVCO user says. May summarize if necessary.

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.

Hearing Carryover (HCO)

This feature allows people who have difficulty speaking to place calls and receive calls. The HCO caller hears the communication directly from their caller 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 has difficulty speaking and uses Hearing Carry Over is calling through Florida Relay. This is Florida Relay Operator # _____. 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 read your caller’s typed response to you. When I say, “Go 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.

VCO to HCO and HCO to 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.

HCO to Speech to Speech

Hamilton provides this service in which an HCO user can call a person with difficulty speaking who does not use a TTY, with the CA voicing the HCO user’s typed conversation to the STS user. The STS user can either voice his/her conversation directly to the HCO user or can call on the CA to “re-voice” as needed.

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 Permanent Branding via Customer Profile

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 "Florida Relay Operator # _____. Number to call please."

HCO with Privacy

Hamilton provides HCO with Privacy upon the customer's 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.

Two-Line HCO

Hamilton 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.

The CA will identify the call to the voice terminator using the language described in the previous section. If the voice party is not familiar, the CA will use the following explanation:

"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. Please talk directly to your caller."

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.

2LHCO/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.

For a full explanation of the HCO services that Hamilton provides to the relay users in the states it services, please see the Relay Features List in **Attachment C** at the end of this proposal.

22. Captioned Telephone Voice Carry-Over

The provider shall provide as part of its proposal a description of how Captioned Telephone or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing Captioned Telephone telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.

Traditional Captioned Telephone VCO Service in Florida

Hamilton will provide CapTel Service and 2 Line CapTel Service to Florida through a subcontract relationship with Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton will subcontract aspects of CapTel Service including the technology, equipment, and needed captionists to CTI. Initially CapTel will be provided from the CapTel Service Relay Center located at 5801 Research Park Blvd., Madison, WI 53717 and at 310 W. Wisconsin Ave. Suite 1200 West Milwaukee, WI 53203.

Hamilton recently added CapTel seats and workstations to its own call centers. Hamilton was the first relay provider to launch this program on April 18, 2011. Hamilton currently processes CapTel calls from its Nebraska center. Hamilton is expanding this program to its Louisiana center which will be operational early in 2012.

Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc., CapTel allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone.

Similar to a traditional telephone, the CapTel phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The CapTel phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator “re-voices” everything they hear from a hearing user into the Voice-Recognition technology, which conveys the words into text messages, where it can be read on the CapTel phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said - either by hearing it or by reading it. The CapTel phone benefits hard of hearing individuals by allowing them to enjoy

natural telephone conversations through its high level of amplification, yet gives them the capacity to check the captions for added clarity. The CapTel phone is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with captioning support.

Hamilton will provide Captioned Telephone Service to the state of Florida in a manner that is consistent with FCC rules.

History of CapTel

CapTel technology was developed by Ultratec, Inc., Madison, Wisconsin. In 2002, Ultratec licensed CapTel, Inc. ("CTI") to perform call center work for CapTel service. As demonstrated below, CTI's experience demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

CTI began consumer testing on CapTel throughout the United States in 2002. In 2003 CapTel technology was approved by the FCC enabling individual states to offer CapTel as part of their relay services. In January 2004, Hawaii became the first state to offer full service CapTel to its Relay customers. With CapTel available in every state except Delaware, CTI continues to be a leader in the industry.

To date, Hamilton CapTel has facilitated over 12 million captioned phone conversations for individuals with hearing loss.

Enhanced CapTel Technology -- Hamilton Leads the Way

Hamilton's aggressive pursuit of new services and technology led us to become the first provider to trial CapTel, the first provider to offer N11 access, the first provider to offer state specific CapTel reporting (including state-specific ASA, state-specific Service Level with and without abandons and state-specific abandon call information) and the first provider to introduce single phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton was the first relay provider to process CapTel calls out of their centers.

Also exclusive to Hamilton are the recently added CapTel seats and workstations to our own call centers for processing. Hamilton launched this program on April 18, 2011 from our Nebraska center and will expand this service to our Louisiana center in early 2012. While other providers are talking about adding this service, Hamilton is already leading the way.

Hamilton Relay is not a national long distance company making our perspective of relay services significantly different. We did not get into the relay and CTRS business to simply enhance our own long distance services, nor do we feel an "obligation" to provide relay and CTRS services.

Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality Relay and CTRS services available. Hamilton is constantly enhancing and upgrading its technology in order to meet the distinctive needs of the relay and CTRS user.

Please see further in this section for more on Hamilton's CapTel Enhancements.

CapTel Technology

For more than 30 years, Ultratec has set the pace in text telecommunications, inventing new ways for people to communicate with one another. Some of Ultratec's breakthrough technologies include:

- CapTel Captioned Telephone
- Using a TTY with a Cellular Phone
- Voice Carry Over (VCO)
- Turbo Code®
- Caller Id in a TTY
- Communication between TTYs and Computers

CTI has the following areas of technical expertise:

- Managing major call centers
- Training CAs to perform CapTel service
- Telephony and network engineering
- Captioned telephone technology

CapTel Services are provided from CTI's CapTel Service Relay Centers located in Madison, WI and Milwaukee, WI. CTI has approximately 1,300 employees and supplies adequate staffing to provide CapTel users with a highly professional service.

2-Line CapTel Service

2-Line CapTel Service truly enhances the functional equivalency and quality of CapTel Service. 2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a CapTel user**

receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in emergency situations, the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CapTel Service

- A CapTel telephone (Model 200 or 800)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the CapTel phone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

Single-Line CapTel versus Two-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines For those with only digital phone service, additional options are available. For more information visit www.hamiltoncaptel.com or call 888-514-7933.	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel call center.	Both incoming and outgoing calls are automatically routed through the CapTel call center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.

Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
911 Calls Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911.	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel call center. Calls are processed as VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the CapTel call center. Spoken conversation is received through one line, while captions are provided through the second line. *Note that CapTel call centers are not 911 centers and do not assume responsibility for the

711 via CapTel

Hamilton has implemented a procedure for voice to CapTel that allows voice consumers to call a CapTel user by dialing 711 rather than the CapTel 800 number. Voice users can use this on a per-call basis or as an option on the Customer Profile.

Spanish CapTel

Intrastate and Interstate Spanish Language CapTel services will be available to Florida CapTel users. Spanish CapTel hours are from 7:00 a.m. to 11:00 p.m. Central Time. To use Spanish CapTel, the user selects the Spanish option under the menu settings. Once this setting is selected, calls will automatically route to a Spanish captioning CA. Voice users will dial the Spanish toll-free access number to call a Spanish CapTel user and have the call captioned in the Spanish language.

True Caller ID via CapTel

Hamilton ensures that FCC compliant Caller ID services will be provided to CapTel users of Florida. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. CTI has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the CapTel service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call.

Three-way Calling via CapTel

Hamilton ensures that FCC compliant Three-way calling will be available to CapTel users of Florida. A standard telephone user can initiate a three-way call to a CapTel user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via CapTel

Call-waiting is supported by 2-line CapTel. When the CapTel user hears (or reads in the captions) the "beep" telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The CapTel user's second caller will be on-line, and the CapTel user will receive captions of the conversation. The CapTel user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services. Hamilton ensures that all CapTel users in Florida will have access to audiotext, interactive voice response units and answering machines including message retrieval services.

Speed Dialing via CapTel

Hamilton ensures that speed dialing will be available to Florida CapTel users. Speed Dialing, which is built into the CapTel phone's Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the CapTel user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

Using Automated (Touchtone) Systems via CapTel

With CapTel, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The CapTel user can press the CapTel number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The CapTel user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the CapTel user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the CapTel user will simply hang up and try the call again.

Leaving Messages on Answering Machines via CapTel

The CapTel user may begin leaving their message as soon as they see "BEEP" on the display screen or hear the recorded greeting end.

If no further information is received, the CapTel user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the CapTel user will see the confirmation message on the CapTel display.

Retrieving Voice Mail Messages via CapTel

The CapTel user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages.

The CapTel user can press the number buttons at any time.

Captioning External Answering Machine Messages via CapTel

CapTel users can receive captions of voice messages left on an answering machine that is near the CapTel phone by playing the messages aloud by following these instructions:

1. With the handset hung up, press the menu button until "Caption External Answering Machine Messages" is displayed.
2. Press the button next to "OK".
3. Pick up the CapTel handset and place the handset mouth piece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to "hear" the messages as they are played aloud.
4. In this mode, CapTel will automatically dial the captioning service. Watch the display to see when a connection is established.
5. Start playing the voice messages aloud on your external answering machine. Watch the CapTel display to see captions of the voice messages.
6. Save or delete voice messages directly on the answering machine. When you are finished, hang up the CapTel handset. The "Caption External answering Machine Messages" feature will go off automatically.

Recorded Calls at the CapTel Relay Center

Following are the instances in which a recorded message will be used at the CapTel Relay Center.

- **Voice-In Calls via CapTel**

All voice-in calls to the CapTel Captioning Service will receive a voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with CapTel Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call (prompt to enter area code and phone number of the person calling followed by the pound sign).

"Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press _pound_. (short pause) Please enter the area code and phone number of the person you are calling followed by the pound sign."

When the pound sign is pressed

"FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477"

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

CapTel Redundancy/Switching System

The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time to the CapTel Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

CTI has also set up an additional CapTel Center. The second CapTel call center provides redundancy for CapTel and ensures that CapTel Relay users have continuous, uninterrupted CapTel service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including:

- Replaced servers with ones that have lower power requirements
 - Going green
 - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see any signs of trouble before it would affect call processing
- All servers and core switching gear are on a sonet fiber ring at each location
 - 3 diverse fiber networks

As discussed below, CTI has developed a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

CapTel Disaster Recovery/Continuity of Operations/Pandemic Plan/Winter Emergency Preparedness Plan/Network and Data Security

Hamilton and its Subcontractor, CTI, have developed contingency plans for maintaining 24/7/365 operational status.

Each CapTel center has the capability to house 200 CAs, Supervisors, Technicians and support staff and also provides as back-up for the other center.

Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at both CapTel call centers avoiding complete loss of service.

In the event of a disaster affecting other CapTel centers, Hamilton would follow the procedure outlined in **Attachment M** in which Hamilton will act immediately to restore service to CTRS users. As an added layer of protection, Hamilton will advise CapTel users to dial 711 to use their phone in VCO mode through Florida Relay. Hamilton will notify the FPSC immediately if a major problem occurs.

CTI has recently expanded its customer service hours to 24 hours a day including weekends. CapTel Customer Service will not be open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. Florida customer service calls will be routed to Hamilton on those holidays based on ANI. Customers can also call Hamilton Customer Service, which is also available 24 hours a day seven days a week. We are ALWAYS available to customers.

Please see **Attachment M** for a more detailed explanation of Captioned Telephone, Inc.'s Disaster Recovery Plan, Winter Emergency Preparedness Plan and Network and Data Security, all of which are being held confidential.

CapTel Blockage

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CapTel operation and will be reported to the FPSC on a monthly basis.

CapTel Answer Performance

Hamilton ensures that 85% of all Florida CapTel calls will be answered within 10 seconds on a daily basis including abandons. Hamilton will report Florida specific daily answer time to the FPSC on a monthly basis.

Hamilton ensures that CapTel service standards relating to answer speed will be met including during those times of increases or spikes in call volume. CTI tracks the number of CapTel phones distributed to users. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking

capacity, CA workstations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons.

CapTel Courtesy Message

Recorded messages at the CapTel Service Center are not typically used to answer incoming CapTel calls. Voice calls are answered by an automated greeting asking for the telephone number. The voice user is then placed on hold. This ensures the fastest CapTel service possible. However, in the event of the longer than typical wait times, CapTel calls will receive an announcement instructing the consumer to hold for the next available captioning assistant.

CapTel Intercept Messages (Emergency Situations)

Intercept Messages (in voice and captioned message) are provided in the event of a system failure. Minutes of use attributed to accessing intercept messages will not be included in the billable minutes.

- The following Intercept Message would be used in the case of switch problems, all incoming lines being busy and other network issues. This is available in both voice and text.

“I’m sorry, all trunks are busy now. Please try again later.”

- The following Intercept Message would be used in case of a disaster or an emergency affecting the building. This is also available in both voice and text.

“Due to an emergency, CAs need to leave the center. Please hang up and try your call later or dial 711 to use TRS VCO.”

CapTel End User Billing

Individuals who use the CapTel Service will be able to call any business or residence in Florida.

CapTel relay users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.

CapTel users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer’s long distance carrier of choice. All billing information is routed to the customer’s carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.

The CapTel service is capable of processing local calls that are interstate in nature. Those calls will be billed to the Interstate TRS Fund. Hamilton will report total interstate minutes of CapTel use to the FPSC. Hamilton will bill all interstate CapTel minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

All interstate calls, including out of state long distance and international calls are billed to the Interstate TRS Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the CapTel user's carrier of choice during the outbound call set-up for accurate billing to the CapTel user.

CapTel CAs will not limit the length of a call or the number of calls placed by callers through the CapTel Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

CapTel Call Billing Record

Each call detail record is functionally equivalent to that of a non-CapTel Relay Service and captures accurate jurisdictional information so that each call is billed to the appropriate entity, i.e. to the State or to the Interstate TRS Fund. All intrastate calls, including local and long distance calls are billed to the State. All interstate calls, including out of state long distance and international calls are billed to the TRS Interstate Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the CapTel user's carrier of choice for accurate billing to the CapTel user.

CapTel Call detail records contain the following information:

- Call date
- Originating telephone number
- Terminating telephone number
- Starting time of call
- Ending time of call
- Call duration for billing purpose
- Phone number, calling card or credit card number to be billed

State Billing/Jurisdiction Rules

Hamilton understands that Florida CapTel desires billing based on Equipment Serial Number (ESN) and does not allow roaming or guest options. Hamilton also understands that Florida customers are allowed to take their CapTel device out of Florida and place calls from within another state as long as the other state will pay for the call. Hamilton will follow all Florida jurisdiction rules and gives the FPSC the option to change its settings at any time.

CapTel Carrier of Choice

Hamilton ensures that Florida CapTel users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice). **Hamilton will work closely with CTI to**

ensure that all participating carriers available through TRS are also available through Captioned Telephone.

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of methods including customer service, newsletters, the website, etc. Following is the type of message that Hamilton will use to provide this education to CapTel users.

What CapTel users need to know about long distance calling

If a customer needs to make long distance calls with CapTel, they must register their existing long distance service or calling plan with CapTel Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

What Voice Users Who Call a CapTel User Needs to Know about Long Distance Calling

People who call a CapTel user via long distance should also inform CapTel Customer Service of their long distance provider, to ensure their long distance calls to a CapTel user are billed under their existing long distance service.

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

CapTel Default Carrier Calls

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Customers can complete a paper copy of the CapTel Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the CapTel website or by calling Customer Service. Customers simply indicate which carrier they want to use.

CTI does not bill any long distance calls and thus is not in control of other carrier's discounts for CapTel calls.

CapTel is able to accurately determine call jurisdiction information in order to ensure that callers have access to extended community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

Directory Assistance via CapTel

Hamilton and CTI will provide access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. Users will be able to access their carrier of choice for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call will then be processed like all other CapTel calls.

Dialing 911 in an Emergency – Two-Line CapTel

When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line.

Dialing 911 in an Emergency – Single Line CapTel

When calling 911 in emergency situations, the single line CapTel users' call will be automatically routed to the appropriate 911 center because the call was placed from the user's home line. 911 calls will **not** be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CapTel user says, and then types their response (on a TTY) that appears on the CapTel display screen.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.

CapTel Training

All CapTel CAs are required to satisfactorily complete a series of skills assessments to achieve the expertise and knowledge to adequately and accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. The evaluation process includes the quality of voice, clarity of speech and correct use of words and sentence structure.

CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group.

After initial training, CapTel trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two rounds of timings consecutively prior to handling live calls. In addition, trainees are required to meet specified monitor scores when being evaluated on live call processing. CapTel captionists are monitored daily and if a Captionist fails a monitoring, they are not allowed to process live calls until they are able to pass monitoring. CTI is contractually bound to these requirements.

Hamilton employees have undergone CTI's CA training program and use the same training program for its own CapTel CAs. We work very closely with CTI in the area of training CAs and share feedback between the two entities and make changes accordingly so that our CapTel CA training program is comprehensive and effective.

CapTel Ongoing Training

CTI will ensure that CapTel CAs receive all necessary ongoing training. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of CTI's CapTel service platform including any new or improved voice recognition systems used in the platform.

CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

CapTel Quality Assurance

One way that quality is measured is through the CA testing program which requires a proficiency level for CapTel CAs of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Testing results will be made available to Hamilton and the FPSC periodically for review. Note that this is a testing program only and does not guarantee any speed or accuracy levels for actual CapTel Service. Accuracy is the percentage of error subtracted from 100% of text received. Errors are any words that materially change the context of the sentence, including missing words of sentences.

Hamilton also utilizes The Paisley Group (PGL), to provide third-party, independent evaluations of CapTel service. PGL is a well respected auditing firm who is experienced in evaluating relay performance. Hamilton carefully examines these results in order to identify root causes.

Quality is also measured in terms of answer performance by means of staffing. Hamilton ensures that adequate staffing will be supplied to provide CTRS users with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons

As stated previously, Hamilton ensures that service standards relating to answer speed will be met including during those times of increases or spikes in call volume. **CTI tracks the number of CapTel phones distributed to users.** Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA work stations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons.

CTI also has reporting mechanisms and alarm systems to detect and record failures.

CapTel CA Counseling

CapTel CAs have access to counseling when needed. In situations that require counseling it is necessary that the confidentiality of each call remains intact. General call information will not be shared unless it is used to clarify, vent, or teach. A captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The captionist may ask to speak to a Supervisor or other member of management in a private area.

CapTel Service CAs will adhere to the following minimum standards:

- The CapTel CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;

- The CapTel CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- The CapTel CA shall pass along a CapTel caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

Change of CapTel CA

Hamilton ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CapTel user. Just prior to the change in CA a message is sent to the CapTel user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

CapTel Confidentiality Agreement

Hamilton ensures that all CapTel CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the CapTel Relay service being rendered. CapTel CAs are also prohibited from intentionally altering a relayed conversation. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls. Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t **their** call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel, Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____

Date _____

CapTel Complaint Resolution

CapTel Customer Service is staffed 24 hours a day including weekends. CapTel Customer Service will not be open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. Florida CapTel customer service calls will continue to be routed to Hamilton on those holidays based on ANI. Florida CapTel Customers can also call Hamilton Customer Service, which is also available 24 hours a day seven days a week. Hamilton is always available to customers.

Hamilton and its subcontractor will respond to all complaints and service, network or equipment inquiries from users and/or the FPSC in a timely and professional manner. Hamilton will maintain customer contact information for handling and escalating complaints and service, network or equipment failures.

CTI has established procedures for handling complaints regarding CapTel Service and will report all complaints to Hamilton.

The CapTel Customer Service Department receives expression of concerns and requests for assistance via email, phone, or fax.

Each complaint is addressed promptly by one of CTI's representatives with the goal of 'same day service' when technically feasible. The CapTel Customer Service Department documents all follow-up information and resolution for any complaint that is not able to be handled within 24 hours or less.

Hamilton will resolve all complaints – if they contact the CapTel Customer Service Department directly, if they contact the Hamilton Relay Customer Service Department, or the regulatory body. Hamilton will ask the customer for all pertinent information regarding the complaint and will explain that Customer Service will contact them again after investigating the complaint. All complaints are logged in the Customer Service database and retained throughout the life of the contract or until the next application for certification is granted.

Customers can call Hamilton for any complaint or trouble reporting 24 hours a day seven days a week. We are ALWAYS available to customers. Some CapTel users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department. However, if a CapTel customer contacts Hamilton, we are committed to handling all CapTel complaints even after hours and will act immediately to revolve issues for CapTel users.

All complaints, including their resolution, will be documented and kept on file basis. All complaint activity will be reported to the FPSC on a monthly basis regarding the number of customer service inquiries categorized by topic areas, including a separate log of complaints and complements with the date the complaint or compliment was logged, the nature of the complaint

or compliment, the date of resolution and how it was resolved. Hamilton issues each complaint a Record ID number to enable the FPSC to quickly and easily identify the details of those particular complaints.

Hamilton's Complaint Resolution procedures and FCC complaint processes are described on all of Hamilton's TRS websites and will be included on the Florida CapTel pages as well, if the FPSC desires Hamilton to provide a Florida CapTel website.

CapTel Scope of Service

Hamilton will provide statewide 24 x 7 CapTel Services in a manner that is functionally equivalent to traditional voice calls. CapTel users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel user hears everything that they say, just like a traditional call.

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

Hamilton ensures that CapTel users will receive functionally equivalent service including but not limited to cost to consumers, call blockage, carrier of choice, real-time communication in transmission and reception of text and speech and the availability of advanced and efficient technology as it becomes available and is technically feasible.

CapTel users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.

The following outlines the terms and conditions Hamilton has obtained with CapTel, Inc. in order to provide Enhanced VCO with Voice-Recognition TRS:

- (a) CapTel Service will be available 24 hours per day, 7 days per week, 365 days per year.
- (b) End Users of the CapTel Service will be able to place calls from within Florida to any point in the world and from all points outside Florida to any point within Florida to the same extent that the access is provided by traditional TRS.
- (c) Hamilton will provide state-specific reports to Florida for CapTel Service including the following:
 - Total number of calls

- Total number of minutes
 - Average number of minutes per call
 - State-Specific speed of answer
 - State-Specific service level with and without abandons
 - State-Specific abandon call information
 - Number of customer complaints
- (d) CapTel will meet the P.01 standard for blockage. Blockage rates for CapTel Service are available in 60-minute intervals at the current time.
- (e) CapTel Service will answer 85 percent of all calls within 10 seconds including abandons.
- (f) CapTel Customer Service is staffed 24 hours a day including weekends. CapTel Customer Service will not be open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. Florida customer service calls will continue to be routed to Hamilton on those holidays based on ANI. Florida CapTel Customers can also call Hamilton Customer Service, which is also available 24 hours a day seven days a week. Hamilton is always available to customers.
- (g) CapTel relay users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.
- (h) CapTel Relay Service available in Spanish.
- (i) The CapTel Service will allow CapTel users to place all network call types commonly supported by TRS including: intrastate, interstate, toll free, 911, and pay per call services.
- (j) Calls Not Supported by CapTel include Coin-sent calls, all Non-English language calls except Spanish, and any TRS call which is not a CapTel call including, but not limited to, VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non- CapTel call.

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for CapTel: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

Hamilton's CapTel Service offering will meet all FCC minimum standards.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for CapTel Relay Services.

The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

CapTel waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
 - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
 - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
 - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
 - Gender preference.
 - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
4. Call Release.
5. ASCII and Baudot Format.

For future standards and regulations that may be required by the FCC, Hamilton will work with CTI to attempt compliance. If new or increased standards relating to CapTel Service are mandated during the contract term, Hamilton will notify the FPSC in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the FPSC.

Hamilton CapTel Enhancements

Hamilton has worked with the Administrators in its CapTel States to seek input on their opinion of CapTel service, identify concerns and pinpoint features or services that they desire to see added to the program.

Hamilton is committed to its provision of CapTel service and works in many areas in an effort to improve the service and to provide options for Administrators and consumers. Following is a list of Hamilton's recent enhancements which clearly demonstrate its continued investment in CapTel, its vision of CapTel and its plan to support emerging technology and industry standards.

- **CapTel Seats.** Hamilton recently added CapTel seats and workstations to its own call centers for processing. Hamilton was the first relay provider to launch this program on April 18, 2011. Hamilton currently processes CapTel calls from its Nebraska center and

started small in terms of CAs and workstations. Hamilton is expanding this program to its Louisiana center which will be operational early in 2012.

- **24-hour Customer Service.** CTI customer Service is now available 24 hours a day to ensure that consumers have customer care at all times. On those Holidays that CTI Customer Service is closed, Florida CapTel Customer Service calls will be routed to Hamilton Customer Service for processing.
- **State Specific Reporting.** Hamilton will offer Florida state-specific CapTel reporting including the following items:
 - state-specific ASA
 - state-specific Service Level with and without abandons and
 - state-specific abandon call information
- **N11 Dialing Access.** On January 1, 2011, Hamilton made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, Hamilton obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate in to the CapTel platform. **Hamilton was the first provider to offer this service.**
- **Enhanced Winter Preparedness Plan.** Hamilton worked with CTI to develop a Winter Preparedness Plan to address staff's ability to arrive to work due to inclement weather. This plan includes providing rides to staff when public transportation is unavailable as well as incentives to work extra hours and even sleeping arrangements at the center. This plan can be viewed in its entirety in **Attachment M**.
- **Spanish Customer Service.** In the most recent software upgrade to both the 800 and the 800i, if the phone is set to Spanish and the user presses the Customer Service button the call will automatically route to the Spanish Customer Service.
- **Spanish Menu Options.** Setting the phone to "Spanish" will automatically set the phone menu to Spanish as well. This feature is currently being tested and will be available soon on the 800 models.
- **Web CapTel®.** Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.
- **Default Amplification Settings.** Several state administrators have shared with us their desire to have a choice in the default amplification settings on CapTel devices. Hamilton

has worked with CTI to make platform changes that allow a state program to configure the units purchased by the equipment program to have 40 decibel minimum turned on or off based on each state's needs. This program is now ready to be implemented. The FPSC can determine the default amplification setting for Florida.

- **Mobile CapTel.** Hamilton also provides Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device. Please see **Attachment C** for complete descriptions of this service.
- **Fast Relay CapTel**
Hamilton offers the FPSC a trial of **Fast Relay CapTel** (without error correction.) Hamilton will make available a trial of a “No Corrections” feature. Such a trial would involve a small group of users who would be allowed to ask for “no corrections.” For the rest of the conversation, the CA would not attempt to make any corrections and would only revoice. After a period of six months, the trialists would be asked to evaluate the feature. Depending on the outcome, Hamilton may, at its option, offer the feature as a standard feature.
- **\$99 Self-Purchase Program for Customers.** If so desired and in order to provide the best price on equipment, Hamilton will provide, for a limited time only, to make CapTel phones available for just \$99.00 (*normally a retail value of \$495*) to consumers directly. This program can support anyone who does not want to participate or does not qualify for the State's Equipment Program. End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, s/he can return the phone for a full refund within 3 months. To obtain a CapTel phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Hamilton will make order forms available via the CapTel website and Customer Service.
- **Ultratec One Year Limited Warranty**
Warranty terms:
\$99 price includes a 5-year limited warranty (no additional extended warranties)
If customer calls with a problem that requires repair, Ultratec will send a replacement like-new CapTel unit to the customer at no cost. Customer packs old CapTel in the same box and sends back to Ultratec (at no cost). Customer keeps replacement unit as their new CapTel phone to use. Phones that come in are repaired and re-issued as part of the Replacement Program.
- **\$99 State Equipment Distribution Program.** In the past several months, Hamilton has received a great deal of feedback from Administrators in the States it provides CapTel asking that \$99 phones be made available to state equipment distribution programs. Hamilton has made arrangements with WCI to offer \$99 CapTel devices to State Equipment Programs as part of the per-minute rate.

CapTel Conclusion

If awarded the contract, the CapTel program will continue with all existing End Users in Florida and will allow an unlimited number of users every month if desired by the FPSC. Hamilton would like to clarify that it is the FPSC's right to determine the number of phones to be distributed per month.

Hamilton is more than qualified to manage Florida CapTel for the FPSC. Hamilton has all the resources needed to be successful in Florida; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to CapTel users in Florida.

Hamilton looks forward to providing CapTel Service to the State of Florida.

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Web CapTel®

Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.

Mobile CapTel

Hamilton also provides Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone.

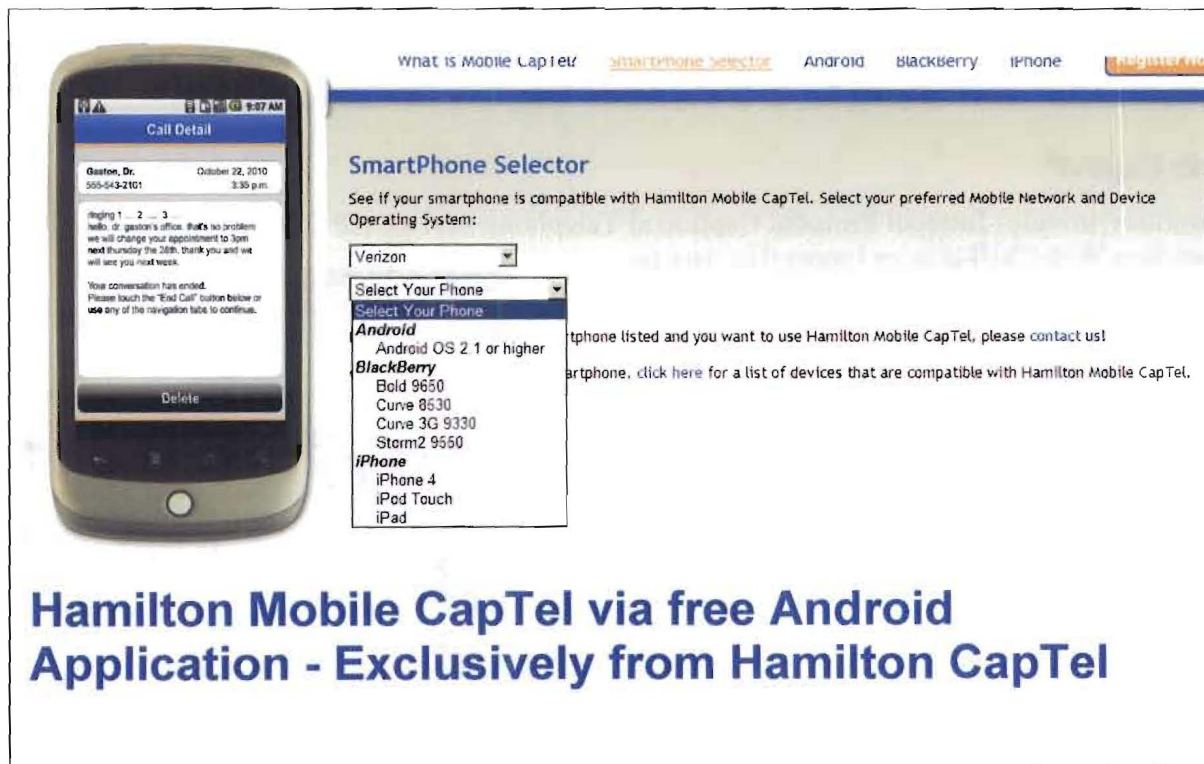


With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has launched Mobile CapTel via:

- The iPhone Browser and App
- The Blackberry Browser and App
- The Android Browser and App

Hamilton recently recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.

All Mobile CapTel and Web CapTel minutes are currently being charged to the Federal TRS Fund, thus reducing costs to the State.



The screenshot displays the Hamilton Mobile CapTel website interface. On the left, a mobile phone screen shows a 'Call Detail' for a call to 'Gaston, Dr.' on October 22, 2010, at 3:30 p.m. The call log includes a transcript of the conversation. On the right, the 'SmartPhone Selector' form is visible, featuring a dropdown menu for 'Verizon' and a 'Select Your Phone' dropdown menu. The 'Select Your Phone' menu is open, showing options for 'Android' (Android OS 2.1 or higher), 'BlackBerry' (Bold 9650, Curve 8530, Curve 3G 9330, Storm2 9550), and 'iPhone' (iPhone 4, iPod Touch, iPad). Below the form, there is a link to 'click here for a list of devices that are compatible with Hamilton Mobile CapTel'.

Hamilton Mobile CapTel via free Android Application - Exclusively from Hamilton CapTel

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

23. Turbocode™

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

As an enhanced protocol, Hamilton will provide Turbo Code to Florida as part of its base price. This is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also 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. Florida Relay users will be able to automatically connect "Turbo Code" on every relay call type.

As stated further in this Tab in **Section 32**, Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center.

Enhanced Turbo Code

Hamilton's Enhanced Turbo Code is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton's Relay Service, thereby eliminating the need to "set up" the call with the CA.

Relay users who's TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls. E-Turbo Code will be available from Hamilton in 2012.

24. Speech to Speech

The provider must offer Speech to Speech (STS) users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA shall just repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

Hamilton has included STS service in the basic relay service price in its Price proposal.

Speech to Speech

Hamilton's STS Service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. As described below, STS users are able to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users. Specially trained CAs process Speech to Speech calls. STS is also available in Spanish. As required by the RFP, Hamilton will request FPSC authority in order to obtain a new toll-free number for STS relay calls. This number will belong to the Florida Relay Service (FPSC).

Hamilton provide STS users the same profile and all of the features contained within that profile which are currently available to other relay users, (please see **Attachment C**). Hamilton has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA, the CA will repeat the name and state the number of the person to call. The Speed Dial feature will be of great benefit to STS users. Hamilton will transfer this information to any new STS provider. Relay users can store up to 50 numbers with Speed Dialing. Hamilton will transfer this information to any new STS provider.

All Hamilton STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. Speech to Speech CAs are given the ability to keep records of the content of any conversation and retain information from a particular call in order to facilitate subsequent calls if requested. Speech to Speech CAs will also repeat any information (without the Speech to Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech to Speech CAs only retain this information for as long as it takes to complete the subsequent calls.

Hamilton's provision of Speech to Speech meets all FCC requirements for Speech to Speech call processing.

Greeting: Florida Relay Speech-to-Speech operator #####. Number to call please ga."

After number to dial is given, say "Are you familiar with Speech to Speech?"

- If yes, ask **"Will I be revoicing for you on this call?"**
 - ✓ If yes, process call.
 - ✓ If no, say "I will stay in the background. I will not explain or identify STS until you request me to revoice for you. If you would like me to write down any numbers, names or addresses, please let me know. Dialing ### ### #####.... "
- If no, say, "You are calling through Speech to Speech. I will revoice every three to four words you say. If I do not understand, I may ask you to repeat. Please say "go ahead" when you are ready for a response. Please hold while I dial ### ### #####

Voice Terminating Party

Greeting: "Florida Relay Speech to Speech Operator ##### with a call. Are you familiar with Speech to Speech?"

- If yes, process call.
- **If no, say,** "You are receiving a Speech to Speech call from a person who has difficulty speaking. The caller will speak, and I will revoice every three to four words. When you hear the words "go ahead," it's your turn to respond. Please speak directly to the caller, and say "go ahead" when you are ready for a response. Caller you may begin."

Speech to Speech/Spanish

Hamilton's STS Service is also available in Spanish. Relay users can select "Spanish" and "STS" as an 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 difficulty speaking. 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.

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 2-Line VCO, HCO, 2-Line HCO, or to another STS user. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the STS user.
- Two individuals with difficulty speaking 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 STS user without a TTY, with the CA typing the words of the STS user to the TTY user.
- Hearing Carry Over (HCO) with the person with a difficulty speaking typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over (HCO) in combination with Speech to Speech.

STS Profile

Following are additional Speech to Speech options that are available for STS customers. Each of these features can be established through a Customer Profile and can also be requested on a per call basis:

- STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retained information from one inbound call for subsequent calls
- 411 – the ability to ask callers to call by name rather than by number
- CA confirmed preferences before dialing allowing an STS user to select which CA their call will be routed to. If the requested CA is unavailable, the call will be automatically routed to another STS CA.
- Standard message to leave on answering machines
- Mute or not mute transmission of the STS user's voice to the other party
- Retain information from one inbound call for subsequent calls
- Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Other special instructions

Hamilton will include the following features and benefits to the FPSC as part of our base price.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. This service is billed on a per minute basis and is included in Hamilton's per minute rate.

Visually Assisted Speech to Speech

The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call Florida Relay using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call, either by using the STS user's IP address or assigned 10 digit number, connecting the CAs video equipment with the STS user's

video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. This service is billed on a per minute basis and is included in Hamilton's per minute rate.

Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

Those successfully completing this phase are then tested for hearing acuity by a licensed Audiologist to assure that they are competent to understand people with a variety of speech patterns.

Once a CA has been accepted into the STS Program, he/she receives specialized STS training (described further in this Section).

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

STS CAs cover the STS line 24 hours a day and 7 days a week.

Prior to all outgoing calls, STS CAs verify the number for accuracy and then repeat the number when dialing out. This verification process is repeated for all busy numbers after dialing out and receiving a busy signal.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC. STS CAs do not interfere with the

independence of the user; the user maintains complete control of the conversation. The STS CA may retain information only for subsequent calls.

STS users can leave messages on answering machines or other voice processing systems. STS CAs are instructed to wait a few seconds after hearing the answering machine “beep” in order to allow the STS User to leave a message. STS callers can also dictate a message to the STS CA in advance so that the STS CA can recite a prepared message to an answering machine.

Hamilton provides STS users the same profile and all of the features contained within that profile which are currently available to other relay users. **Hamilton has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers.** A relay user simply gives the name of the person to call to the CA, the CA will repeat the name and state the number of the person to call. The Speed Dial feature will be of great benefit to STS users. Hamilton will transfer this information to any new STS provider.

Hamilton complies with the 15-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. Hamilton STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. Hamilton exceeds the FCC standard for substitution of STS CAs.

If a change in STS CA is necessary, another CA will replace the CA relaying the call at the same workstation so that the relay user’s call is not interrupted except to identify the new CA to both parties. The replacement STS CA will announce, “This is Florida Relay Operator # _____ continuing your call.” A supervisor monitors the change and must approve the change based on the caller’s request or emergency circumstances.

All STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. This information is retained only for the duration of the inbound call. STS CAs retain any important information given by the STS user which might be difficult for the STS relay user to repeat (i.e. credit card numbers, telephone numbers, account numbers, etc.) for use in a subsequent outbound call.

Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. The above meets all FCC requirements for Speech to Speech call processing.

Speech to Speech Qualifications Screening Test

Hamilton tests all STS CAs to insure that they are qualified to relay STS Calls. All STS CAs are screened to measure their natural ability to understand a variety of speech patterns with an audio tape test. The audio tape test is described in more detail later in this section. Each STS CA

spends a minimum of 10 hours listening to live calls with an experienced STS CA (Mentor), observing and learning each of our consumer's speech patterns. When the new STS CA feels comfortable with most of our consumers' speech patterns and has demonstrated success in comprehension as witnessed by the STS Mentor or the STS Supervisor, the STS CA may begin to relay calls independently with the Mentor or STS Supervisor acting as observer and helper. The new STS CA is never allowed to relay STS calls alone until they have reached an acceptable level of comprehension with most consumers. It is the expectation that even after that level of comprehension has been reached that the new STS CA will call for a Mentor or STS Supervisor to observe in order to ensure that the STS Supervisor is aware of his/her performance and progress.

STS Screening Test

To assure the CAs ability to understand the irregular speech patterns of people with speech disabilities, an audio tape screening test is administered to all STS CA applicants. This screening tool is an audio tape with 21 sentences spoken by individuals with a variety of speech disabilities. The levels of speech disabilities include the following:

- 9 sentences spoken by a person with a severe speech disability (111 words);
- 5 sentences spoken by a person with a moderate speech disability (85 words);
- 3 sentences spoken by a person with a mild speech disability (65 words);
- 4 sentences spoken with the assistance of an augmentative communication device (42 words).

The total number of words on the tape is 303. A STS candidate must achieve a score of 80 percent or higher in order to be hired as a Speech to Speech CA. A CA who does not score a minimum of 80 percent is not eligible to become a STS CA. Please see below for a sample of the Speech to Speech screening test administering and grading instructions.

Quarterly Assessments

After the initial screening test, each STS CA is retested quarterly. These quarterly tests measure ability to understand various speech patterns, as well as the CA's understanding and application of policy and procedure. The quarterly assessments include a written test designed to measure understanding of STS policies and procedures, and a written test designed to test the STS CA's ability to apply STS policies and procedures to specific situations. The other two quarterly assessment tests consist of 100-word audio tapes designed to measure the CA's ability to understand a variety of speech patterns. Please see sample tests below.

Quarterly Speech to Speech Text

Part 1 True or False

The first 10 questions are worth 5 points each. Please read each question carefully. Circle the correct answer.

1. The caller can request a different CA? True or False
2. The caller can request a different gender CA? True or False
3. The caller can request a specific CA? True or False
4. The person with the speech disability is the person who decides if the CA should revoice or not. True or False
5. The CA can voice the name and number of the speed dial selected? True or False
6. The CA will refer to the orig as "caller" and the term as "ma'am, sir or ms." True or False
7. CA will always enforce the GA? True or False
8. If the caller stutters, the CA will stutter as they revoice also? True or False
9. Always mirror the consumer's voice tone? True or False
10. "What?" is the preferred technique when you don't understand what is said? True or False

Part 2 Context Worth 50 points

Webster's Definition of Context: "The part of a written or spoken statement that surrounds a word or passage and that often specifies its meaning."

To say something is out of context means that it doesn't fit logically with all that surrounds it. Example: The baby is driving the car to South Carolina by herself. The word that is out of context is baby. Why? Babies don't drive. For Speech to Speech purposes, it is important that you understand the concept of context. If you believe you heard the word "baby" and you are pretty sure that the rest of the sentence is correct, you would be wise to question yourself. If you made an educated guess, "lady" would be a good place to start because babies don't drive and the last word is "herself" which tells you the subject is female. Using the techniques for understanding, continue to work with the consumer to see if your guess is correct. By using context, common sense and your knowledge of the world, your guesses may be fairly accurate.

In the following 4 passages, several words are out of context or don't fit. Circle any word you believe to be wrong. Each correctly circled word is worth 5 points. Read the passage completely before you decide which words are incorrect. In one of the margins, write the word you believe to be a better word choice for extra credit.

Example 1 Hint: 3 out of context words

Hi mom. it's me, Harold. Are you coming to pick me up Monday for church at 9 or 10? I thought we could go to the Old Country Buffet after. The twins might want to come with us. Is that okay with you? I know they raised hell last time, but Buffy promised to behave if she gets ice cream for dessert. Willie wants to come too, but I don't have any money to lend him until he gets paid on Tuesday boring. If you have any money, I can borrow for him, like 20 dollars. Just ring it along with you when you come, okay? Talk to you later. Bye!

Example 2 Hint: 3 out of context words

John, this is Kim. Get your ass over here right now! You should have been here two hours ago! I've been eating long enough! I'm thick of you being hit all the time! Call me right away or else! If you're not here in the next 15 minutes, I'm leaving without you!

Example 3 Hint: 2 out of context words

Hello baby! This is Jan. Sorry I missed you. I just wanted to see how your day was and tell you that I can't wait to see you. You must have gone to the game early or something, because it's only 6 o'clock now and you told me the game starts at 8:30. Oh, well. I just wanted to make sure that you remembered to pick up some nicorettes and deer at the store before you stop by

later. I'll pay you back when I see you. I hope your team wins and you get this message before you come over. See you soon.

Example 4 **Hint: 2 out of context words**

Hi, I think I left the type recorder on at my desk. I was working on that memo and then I got interpreted so I don't remember if I turned it off or not. The paper may still be in there too, as I was in a hurry when I left for the day. Thanks for checking. Bye. See you in the morning.

Speech to Speech Quarterly Quality Assessment

Directions: The first four questions are worth 15 points each. Each question will have a 3 part answer worth 5 points each.

1. If a consumer says call John at (608) 882-3417 and stay in the background. Your reply is.....
2. If a consumer says please dial (608) 751-8945 and you can't make out the last four digits, what are some of the techniques you might use to get the complete number? List at least 3.
3. A consumer calls and says to keep this message for all my calls. "My name is Joe and I'm looking for wheelchair accessible housing for under \$800 a month. Do you have any vacancies?" After dialing and getting a term on the line, you say.....
4. A consumer says please call _____ and tell them _____ is calling. List at least 3 techniques you would use to help understand the person's names.
5. The last question is worth 40 points, 5 points for each correct answer.

Place a check mark next to the requests you cannot grant.

- _____ "Write that number down for me."
- _____ "I'd prefer CA number 6999."
- _____ "Keep this for all my calls."
- _____ "Give them the Speech to Speech number."
- _____ "Tell me what time it is."
- _____ "Sound angry for me."
- _____ "CA, repeat what I said again to them."
- _____ "Don't explain or identify Speech to Speech."

Name: _____ Date: _____

STS Quarterly Assessment Records

The quarterly test results are summarized and stored at the relay center without the use of CA names so that the State can verify and analyze test results without violating personnel confidentiality. The STS CA scores are categorized in the following manner:

- 85% and above Exceeds Expectations;
- 80% to 85% Meets Expectations;
- Below 80% Does Not Meet Expectations.

CAs with scores of 80% or below will be coached immediately and re-trained within 30 days. All STS CAs are required to maintain an average score of 80% or above for quality assurance.

Hamilton has included STS service in the basic relay service price in its Price proposal.

25. Access to Pay Per Call Services (i.e. 900/976)

The bidder should explain how it will provide relay service users with access to pay per call services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged and a methodology for billing the user directly for any charges incurred from the pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

Pay-Per-Call Services

Hamilton's relay platform complies with and 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. TRS customers will not be assessed an additional fee over and above the regular pay for call fee for accessing this service.

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, 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.

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 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 pay-per-calls made from their telephone line through the relay can complete a customer profile form. The customer profile contains an option that will block pay-per-calls 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 pay-per-calls 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.

In the event of denied pay per call calls and high bill complaints for 900/976 calls, Hamilton's CAs will call for a supervisor who refers the customer to Florida Relay Customer Service. The Customer Service Department will suggest that the customer call their 900/976 provider and would offer assistance to the customer in doing so.

26. Caller ID

When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: The number of the TRS facility, 711, or the 10-digit number of the calling party.

True Caller ID (SS7)

Hamilton's relay platform has made use of SS7 signaling since February 2002. Hamilton's relay platforms have been retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network. **Hamilton ensures continuous Caller ID service for Florida Relay because Hamilton has provided SS7 signaling for years and has gained significant experience in provisioning and making use of this technology.**

Hamilton provides true Caller ID service where the actual information of the calling party appears on the called party's Caller ID box. If desired by the FPSC, Hamilton offers a service whereby Florida Relay users can chose to have the Relay Service's telephone number sent by choosing that option in their Profile. Hamilton provides this information on all call types and on all carriers. Hamilton will bring true functional equivalence to Florida Caller ID relay users.

Hamilton receives and passes calling line identification information, **including blocking information** from all users calling through the relay service. If the Caller ID block indicator is enabled on the call when Hamilton receives it, the relay caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with no relay intervention. The relay user has complete control over blocking information with their local phone company.

All relay users, even those who do not subscribe to Caller ID service from their local telephone company, benefit from SS7 signaling through faster connection times to the relay. Because of SS7 technology, originating parties calling in to the relay reach the relay through the telephone network an estimated 5 to 6 seconds faster than in the past. These individuals also wait 5 to 6 seconds less after the CA dials the terminating number.

With Hamilton's advanced SS7 technology, Caller ID information is automatically delivered to a 911 emergency center just as if the relay user had called 911 direct. As the FCC desires, Hamilton is making use of SS7 technology to facilitate the seamless transfer of caller information to a PSAP.

Hamilton's provision of Caller ID and its SS7 technology is in compliance with all FCC rules.

27. Last Number Redial

Last Number Redial would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

Hamilton will store a relay user's last number dialed in its database for twenty-four hours after the caller disconnects from Hamilton's system. The next time the relay user calls relay, this information will be available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

28. Obscenity Directed at the Operator

CAs do not have to tolerate obscenity directed at them. A proposal should specify how the provider will handle these situations.

Verbal Abuse or Obscenity Directed to the CA

If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Hamilton's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor will be called. The supervisor will try to determine why the caller is using obscenity and to explain that this is inappropriate. The

supervisor will then try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.

Hamilton's Communication Assistants are trained and advised of Hamilton's policies and procedures which prohibit the counseling, advice, or interjection of personal opinions or additional information into any relay call or the making of any value judgments regarding any aspects of the call. Obscenity included in the conversation between the inbound and outbound parties, even if it is referring to an operator, will not be construed as obscenity directed at the CA.

29. Emergency Calls

The Provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Hamilton's Procedure for Handling TRS Emergency Calls

Hamilton partners with a national Emergency Call Relay Center, a company named Intrado, Inc., for processing emergency relay calls.

Following is a brief Description of Intrado, taken from its website (<http://www.intrado.com>):

"For over a quarter of a century, telecommunications providers, public safety organizations and government agencies have relied on Intrado Inc. for their communications needs.

Intrado provides the core of the nation's 9-1-1 network and innovative emergency communications services and mobility solutions that transform communications and help save lives. The company's unparalleled industry knowledge and experience reduce the effort, cost and time associated with providing reliable information for 9-1-1, safety and mobility applications. Intrado has received International Organization for Standardization (ISO) 9001-2000 certification.

As North America's leader in 9-1-1 infrastructure, systems and services, Intrado has played a key role in defining, building and maintaining the complex emergency communications infrastructure. In 2005, Intrado systems and services supported an estimated 200 million calls to 9-1-1. Intrado's customers include all major U.S. wireline, wireless, and VoIP carriers, large international operators and a growing number of public safety agencies and municipalities in the U.S. and abroad."

Hamilton has had great success with Intrado and follows the procedures below:

- If the caller has the local emergency number which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.
- In the event that a caller asks Relay to call 911 the CA will contact Intrado's Emergency Call Relay Center (ECRC) which is accomplished through one stroke on the keyboard.
- Simultaneously, the CA obtains the address from which the person is calling from and selects the "emergency call" box option on the software at the workstation. (A Supervisor assists every 911 call. When a Communication Assistant makes this selection, a Supervisor is notified immediately as a flag indicator on the Supervisor Console is activated.)
- Once connected to the ECRC, the CA will identify as a TTY relay call and relay the location of the caller. (If the CA does not obtain location information, the CA gives the ECRC the ANI of the caller.)
- The ECRC immediately transfers the call to the appropriate PSAP center. The ECRC drops off the call once confirming that both parties are on the line and the correct PSAP has been reached. The CA processes the call as normal.
- Hamilton passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Back-up Emergency Procedures

As a back-up to Intrado in the event that Intrado is unable to match the caller with the appropriate PSAP, Hamilton has procedures in place to access its own emergency database:

- Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of locations in Florida stored in the database. Hamilton will map each NPA/NXX in Florida to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel. This process ensures that Florida Relay users have access to the correct and appropriate PSAP when their call is handled in any Hamilton facility.
- Hamilton passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.
- If the caller is using a cellular or wireless phone, the ANI is not a good indication of where the caller is actually calling from. In this case, the CA asks for the nearest city name and initiates an automated search for the appropriate PSAP. If several PSAPs are

listed for the same city, the CA will try to identify the correct one with a quick question to the caller.

- Hamilton's emergency database application described above meets the current requirements established by the FCC.

FCC Rules for Emergency Calls

In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "*either* a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

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 Hamilton's own PSAP database, which it will maintain for Florida. **Hamilton's policy brings a great deal of security to relay users.**

TTY to TTY Communications Between PSAP and Caller

Hamilton will process direct TTY to TTY communications between the PSAP and the TTY caller. Hamilton will "release" these calls if so desired.

If a Caller Disconnects Before Being Connected to the PSAP

In the event that a caller disconnects before being connected to the PSAP even if the CA is unable to get the number of the caller before the call is disconnected, Hamilton's relay technology contains a notification feature that initiates a command to Hamilton's software to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information if needed, so no matter when the caller hangs up, Hamilton can send the correct ANI information to the 911 center.

The Supervisor will contact the appropriate 911 center and give the dispatcher any pertinent information collected on the call. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from.

Hamilton is not intending to be a 911 center; however, as stated above we will not turn away an emergency situation and Hamilton will take all reasonable steps possible to get the call placed and summon any necessary help. During the course of any such calls, the CA continually attempts to solicit as much information as possible about the nature of the emergency so that in

the event that the caller cannot complete the call for any reason, the CA may have an opportunity to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call even if the originator of the call has disconnected. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from. This meets the FCC's new requirement where a CA must pass along the caller's telephone number to the Public Service Answering Point (PSAP) when a caller disconnects before being connected to emergency services. This allows the PSAP to follow their regular procedures, which is to call back the person calling for help. If time allows, the CA will let the relay user give this information to the dispatcher through normal call practices.

911 Procedures if the caller disconnects before the emergency call to the PSAP is completed:

Call the 911 Dispatch number that is listed in the Emergencyfile.txt or the emergency dispatch numbers file ASAP (all of this is immediately available on the CA's workstation screen). Remember this is a 911 call.

When you reach the 911 dispatch operator use the following steps:

1. **Greeting:** This is "CA XXXX" from "State" Relay Center. We just received a 911 call that wasn't completed. The caller uses a TTY and may be Hard of Hearing, Speech Disabled, or Deaf. The ANI is XXX-XXX-XXXX.
2. Ask the 911 dispatch operator if they have a TTY. If they do not proceed to item "C". Ask if they know how to use the TTY. If they don't know how to use the TTY proceed to item "C". If they know how to use the TTY proceed to item "E".
3. Give the 911 dispatch operator the Voice relay number for the correct state.
4. Ask the 911 dispatch operator if they know how to use the relay. If yes proceed to item "E".

Relay Explanation

The person you are calling through relay will be typing their conversation and the CA will read it to you.

5. Ask the 911 dispatch operator for their name or operator number. Record this information on the CA's Emergency Call Slip.

Complete the Supervisor Emergency Call Slip in the Emergency Dispatch Numbers folder.

Hamilton currently handles emergency calls as expeditiously and effectively as possible even though the center is not designed to be a substitute for 911 centers.

Through its outreach programs and outreach materials, Hamilton educates relay users about how to use 911 services. As a part of this information, Hamilton encourages relay users to call 911

direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency.

In addition, Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

Hamilton will do so for Florida, if the FPSC desires Hamilton to provide Outreach programs.

Recently Tempe Police Department 911 Communications Center was provided training from Hamilton Relay by Lisa Furr here at our Police sub-station in Tempe, Arizona. Lisa went above and beyond to educate us. She came to several of our staff briefings on several different days and varying hours – one of those briefings was at 9pm and Lisa was more than willing to come in for our graveyard crew. Lisa provided us with information about the services provided by Hamilton Relay, the equipment currently being used by Deaf and other information to support our communication with Deaf. I just wanted to let you know that she was WONDERFUL. This was one of the best trainings we've ever had. Thank you so much for supporting this type of education!

Sandra Jaramillo
Dispatcher II
Tempe Police Department

30. Blockage

The provider is responsible for ensuring that 99% of all calls reaching the relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

Call Blockage

Hamilton's relay service is designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the relay center at the busiest hour. Hamilton defines "blockage" as any call that arrives at the relay switch but is not answered due to the customer receiving a busy signal. **Currently, Hamilton has never come close to blocking 1 call in 100.**

There has been no blockage at our switch points because our incoming network capacity is well in excess of any peak load requirements. Relay users never receive a busy signal from Hamilton. If a relay user does reach a busy signal, there is a problem somewhere else in the network that is not under Hamilton's control (i.e. local network, long distance network,

equipment, etc.) Although very unlikely, in the event Hamilton's switch is down, calls are automatically rerouted (Hamilton's switch puts all calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations) or intercept messages are used rather than busy signals. Hamilton's network maps in **Attachment I** show how much flexibility Hamilton has in call processing. It also shows the number of incoming trunks Hamilton has provisioned at each switch site.

Hamilton designs its systems to prevent blockage. Hamilton's switch is a high-speed, stand-alone, **non-blocking** digital switching matrix. The system is fully redundant to insure quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Another measure Hamilton has taken to prevent blocking is to use networks that make use of SONET survivability technology. All of the networks controlled by Hamilton - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages. This allows Hamilton to maintain its zero percent blockage rate at the network level. **Hamilton looks forward to providing Florida Relay users a type of relay service where blockage does not exist.**

Hamilton will measure, record and report its blockage rate information to the FPSC. This will be monitored every half hour. This information will be included in the average daily blockage report as listed in **Attachment G** and reported to the FPSC on a monthly basis. Hamilton will continue to abide by the FCC rules (i.e. a LEC shall provide the call attempt and the rates of calls blocked between the LEC and the relay center upon request). Hamilton will also measure, record and report calls with excessive hold time.

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls (please refer to the network maps in **Attachment I**). Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all Hamilton facilities.

Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise. Hamilton has no busies at its center because of a lack of facilities. Hamilton's system is currently provisioned in such a manner that call blockage or busies never happen. This meets the FCC requirements.

TRS Blockage Measurement

Hamilton monitors and measures its TRS blockage rate every thirty minutes, twenty-four hours a day to ensure its service remains at P.01 or better. Should the grade of service fall below P.01, Hamilton will take immediate action to correct the situation.

Please see the network diagrams in **Attachment I** for a complete view of Hamilton's Relay network.

31. Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch. Answer time shall be not be reported as an average speed of answer or by using a weighted service level.

Hamilton will **answer** eighty-five percent (85%) of all Florida 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. This includes all special services call types such as STS, VCO, etc. Hamilton will include abandoned calls in this daily answer performance calculation. Hamilton will continue to meet this FCC requirement as it relates to measurement of answer performance (including abandoned calls in this daily answer performance calculations). Please see below for Hamilton's latest answer performance statistics. Relay users do not wait long for a Hamilton Communication Assistant to answer the call. Hamilton is dedicated to providing high quality relay service to all its users and will maintain high standards for the State of Florida.

Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing. Several of Hamilton's states require answer performance above the FCC's 85 percent of all calls answered within 10 seconds requirement. In fact, several of Hamilton's states require that 90 percent of all calls be answered within 10 seconds on a daily basis. With this high standard, Hamilton will meet answer performance standards for the State of Florida.

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). Hamilton has no control over the amount of time it takes a call to reach Hamilton's switch since the call is routed over the public-switched network, nor can Hamilton measure this time. 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 to capture answer time data. Hamilton's timing is very accurate as no rounding takes place since this time is measured in seconds.

The information reported to the FPSC will be taken from Call Detail Records ensuring the accuracy of the data. Each call detail record tracks the amount of time a call waits to be answered. Hamilton's CAs do not answer a call until they are ready to engage the call. Calls in queue or calls receiving the intercept message are not counted as answered. This "queue time" field will be analyzed and reported, but not billed.

Hamilton has the ability to monitor this statistic on a real-time basis via a monitoring system that is accessible to management and supervisors. This information is utilized to make Communication Assistant staffing changes throughout the day. Average answer time is displayed on the supervisor console. The Supervisor workstation and reader boards in the center indicate if calls are in queue waiting to be answered. The Supervisors are responsible for making sure that when that alert comes up that all available Communication Assistant resources are logged in to the system and answering calls. Each of these tracking mechanisms allows Hamilton to respond quickly by adding more Communication Assistants immediately.

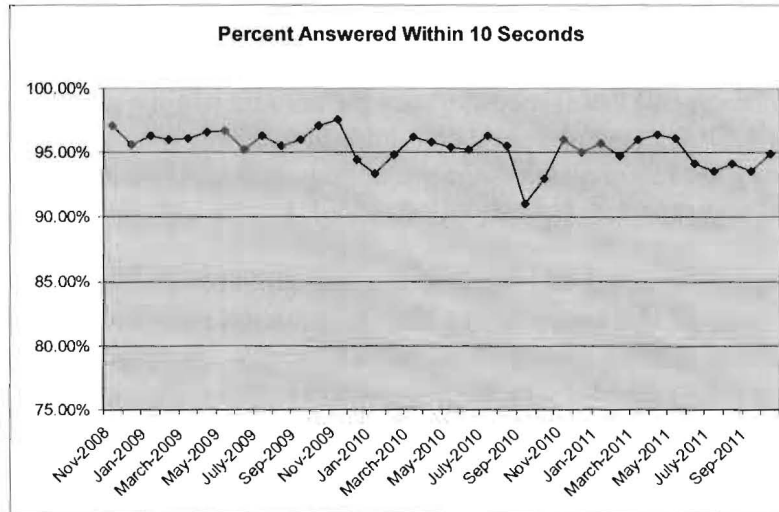
Daily activity reports used for internal management purposes also track answer performance information for future scheduling. In addition to this, Hamilton uses a variety of other scheduling techniques to ensure that staffing meets traffic demands. Hamilton makes use of historical data, trending, call patterns and combines that with the knowledge of current events (i.e. football games, weather, Mother's Day, etc.) to anticipate staffing needs.

Hamilton's Average Answer time is low. Hamilton provides a type of high quality relay service that is responsive not only to call volumes (ability to keep answer seconds low all the time) but is also responsive to individual relay users.

Based upon data included in a competitor's recent bid, Hamilton has consistently outperformed our competitors in answer performance for the past 3 years. Hamilton has answered over 90% of its calls in less than 10 seconds every month for the last 3 years, and we've averaged over 95% of our calls in less than 10 seconds during that time. As part of Hamilton's standard reporting package, we also track and report our average speed of answer on both a daily and monthly basis.

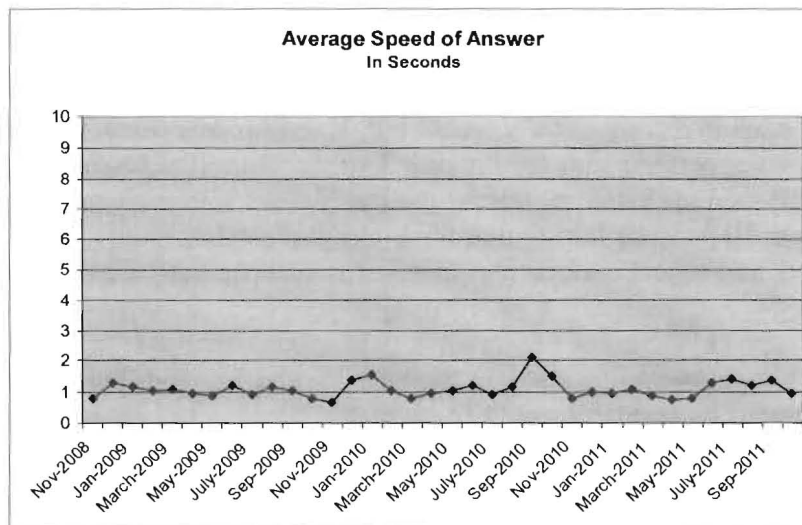
Below are Hamilton's call processing stats for the past 36 months. Hamilton consistently answers faster than any of its competitors.

Hamilton averages OVER 95% of its calls answered within 10 seconds for the past 3 year period.



Hamilton consistently answers faster than any of its competitors. In fact, Hamilton typically produces the lowest Average Answer seconds in the relay business. This is an important distinction. For example, if another provider has an Average Answer second time which is 2 or 3 seconds compared to Hamilton's 1 or 2 seconds (or lower), and you add this to 10,000 or 20,000 calls during a month, relay users are waiting an additional 3 to 6 hours each month for a Communication Assistant at other relay centers. This does not happen at Hamilton.

Hamilton's average speed of answer for the most recent 3 year period was 1.10 seconds.



Average Answer Seconds is probably the most important indicator of quality in a relay center. It is probably the most "telling" statistic in terms of whether a relay caller has to wait for a Communication Assistant to answer. In this most important area, Hamilton's Average Answer performance is superior.

Hamilton relay users do not experience excessive delays between the CA answering and the CA processing a call. As soon as a relay call arrives at the workstation, the workstation automatically connects the call preparing the CA for an immediate response to the relay user.

Hamilton trains its CAs to ensure that as soon as the originator of the relay call has given the CA the telephone number to dial, the CA will dial the number immediately. Once a voice originator has given the number to the CA, the CA will voice the number back to ensure accuracy, then immediately dials the number. A TTY originator will receive a hot key from the CA as soon as the TTY user types GA to the CA. The automated hot key says "Dialing Toll (AT&T) XXX-XXX-XXXX" (if a long distance call). As this hot key is sent, the number is being dialed. This is just one more way Hamilton brings efficiency to the States it serves. Hamilton works very hard to reduce call setup and wrap-up times to ensure the fastest, most cost-effective relay service possible.

The answer performance calculations taken from Hamilton's call detail record will be reported to the FPSC in its monthly reports. Answer performance calculations will also be reported to the FPSC in Hamilton's annual reports. Hamilton will report average answer time on a daily basis in seconds with a range of answer times for the month. Hamilton measures ASA by using the sum of actual answer seconds divided by the number of inbound calls on a daily and monthly basis. Hamilton measures ASA by sampling the answer time every 30 minutes of operation (beginning and ending at midnight) and evaluated on a daily basis. Hamilton will report ASA to the FPSC on a monthly basis. Hamilton also includes this information in its Annual Report. Please see **Attachment G** for a sample report.

Hamilton is delighted to offer an unmatched quality of service which will greatly benefit the relay users across Florida as well the FPSC.

Hamilton knows that the underlying goal of the relay is to provide users access to the telephone network that is functionally equivalent to persons without communications impairments. Hamilton does and will continue to monitor and manage its call centers in order to produce the best traffic standards in the industry.

Hamilton understands and will comply with answer time reporting requirements. Hamilton will report the daily number and percent of incoming calls answered within 10 seconds. Hamilton never uses a weighted service level to calculate answer performance. Please see **Attachment G** for a sample report.

Please see further in this Tab in **Section B.35** to review Hamilton's back-up plan which includes Disaster Recovery, Homeland Security Action Plan and a Pandemic Plan and a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Hamilton's alternate routing plans are designed to ensure continuous service to Florida Relay.

No interruption in service due to the 2005 and 2008 hurricane disasters

Hamilton knows what it means to be prepared. For years, Hamilton has had plans and procedures in place to counter the threat posed by hurricanes and other severe weather.

Hamilton's relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during several major Hurricanes (Katrina, Rita and Gustav). Even though several locations in Louisiana experienced outages with the LEC (which is out of the relay provider's control), as long as the customer was able to place a call to the 800 number, they reached our relay center and we placed their calls.

In preparation for the hurricanes, a number of employees voluntarily stayed at the Louisiana Center over night, through the day of the storm and beyond, as we believed that this would allow the center to remain open for business the next day.

During all storms, we rerouted a portion of traffic from the Louisiana switch to the Nebraska switch to compensate for the anticipated staff shortfall in the Louisiana facility. The Louisiana center remained open and operational throughout both hurricanes, even though many employees were unable to travel to work during the storms.

Our other centers in Nebraska, Wisconsin, Maryland and Massachusetts were able to bring in extra Communication Assistants to manage the additional traffic from the Louisiana Center. Employees in these centers did extraordinary things (rearranged schedules, worked long days, etc.) to process as many calls as possible.

Our network redundancy and great employees ensured success during a disaster of great proportions. We share this as an example of the measures Hamilton will take to ensure that every relay call is processed. The combination of Hamilton's network and its people simply guarantee the best relay service.

32. Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that the relay system be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

Hamilton has all of the necessary equipment needed to be capable of receiving and transmitting in Voice, Turbo Code, ASCII or Baudot formats. All equipment is compatible with industry-wide standards. Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. **Hamilton will furnish all necessary telecommunications equipment and software to be capable of communicating with all voice, Baudot and ASCII calls at the correct Baud rate.** Hamilton's workstations and switching mechanisms are flexible enough to process other formats as they become available to relay users.

Automatic Numbering Identification (ANI) Technology

Hamilton's switch utilizes a self-learning database, which allows Hamilton to automatically connect relay users in the correct mode. This allows for faster call setup. The advantage to the relay user is that connections are made faster with more reliability without a recording. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other centers, thus cutting costs to the State on a per call basis.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center (by dialing 711 or an 8XX number) with their originating telephone number and connect mode. On text calls, Hamilton first sends Turbo Code signals and then ASCII signals to the new relay user. If no connection is made, Baudot tones are then sent. Once a connection is made, this information is recorded and stored with the relay user's associated ANI in Hamilton's database. A first time caller through Hamilton's relay center will experience a varied connect time depending on the equipment used. Since Baudot tones are the last tones sent, relay users with this type of equipment will wait a few seconds more on the first call. However, after the relay user's first call, the connect time is reduced significantly since Hamilton recognizes the user's ANI and connects at Baudot immediately on the next call.

As described above, Hamilton's self-learning database records the connection speed of a text call associated with the ANI of the caller. If the end-user changes equipment, Hamilton's system attempts to connect at the next higher speed automatically. This ensures that the switch will make the higher speed connection. **After the first call, our center's equipment automatically connects the caller in the correct mode when connected to that particular telephone number. Hamilton's automatic identification of connection speed allows Hamilton to further reduce call set-up times, giving us a rather large advantage over our competition.**

Hamilton's automatic identification of connection mode reduces valuable call set-up time for relay users and connections are made faster and with more reliability. Hamilton receives a relay

user's **connection speed or voice signal** and matches it with the user's ANI and stored in our database. From that point on, any time Hamilton Relay receives a call from that ANI, Hamilton automatically connects in the appropriate connect mode without the customer completing a caller profile. This type of technology is just another example of how Hamilton is continually customizing its relay service while shortening the number of session minutes.

Hamilton currently stores each relay user's connection mode information based on the user's ANI in its database. Hamilton has the ability to add additional information to its database including carrier of choice, call handling preferences if the person wants the call interpreted, and any other call handling requests via a customer profile. When a relay user calls the relay, the customer's profile appears on the CA's screen. This allows the CA to process the call according to the customer's preferences without the customer needing to repeat preferences on every relay call.

Outbound calls are dialed out in voice mode so the CA can hear the progress of the call. If the phone is answered by a modem the CA will switch to the appropriate mode of Baudot or ASCII based on the tone heard with one keystroke. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

33. Transmission Levels

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute – Network Performance – Switched Exchange Access Network Transmission specifications (ANSI T1.506-1997). The provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

All transmission circuits will be owned by Hamilton or purchased from an authorized interexchange and/or local exchange carrier. These facilities will meet or exceed industry interexchange performance standards for circuit loss and noise. Currently all of Hamilton's relay centers are meeting standards outlined in the American National Standard Institute (ANSI T1.506-1977) and will continue to meet any updated standards during the term of the contract.

34. Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a 1 second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

Hamilton understands and will comply. Today, Hamilton's accuracy greatly surpasses 97 percent. Hamilton's switch is acceptable for all public phone measurements and its accuracy is guaranteed by the manufacturer. Please see the next Section in this Tab for detailed information regarding Hamilton's switching system. In addition, Hamilton syncs its timing devices to the atomic clock in Boulder on at least a weekly basis. To ensure the highest level of service, Hamilton's technical staff monitors all systems daily and scans all log files daily for any indication of a potential problem. All CAs complete an observation sheet for any calls in which they experience a technical difficulty so that technicians can analyze and identify any potential problems. Hamilton will provide a very high level of reporting accuracy to the State of Florida.

35. Emergency Operations and Uninterruptible Power

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay centers' operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.

The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a written (or e-mail) report to the contract manager after restoration of service. Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

Uninterruptible Power

All of Hamilton's relay centers make use of an uninterruptible power source with full battery backup to operate each center at full capacity for extended periods of time. In addition, Hamilton's battery back-up systems have the capability to automatically connect to a generator at each of its existing relay centers. The combination of battery and generator back-up allows

Hamilton to provide relay service for **days and weeks at a time during power outages, well exceeding the thirty minute requirement.**

The power system supports the switch system and its peripherals;

- Switch room environmentals
 - Air conditioning/heating,
 - Dry fire suppression system
 - Emergency lights
 - System alarms
- CA consoles/terminals,
- CA work-site and lighting and
- Call Detail Record (CDR) recording at each center.

Employees are given procedures to follow in the event of emergency.

Hamilton provides auxiliary power sources for nine central offices in addition to all its relay centers. Hamilton has significant experience at purchasing, installing, testing and insuring that such back-up equipment is in place. All of Hamilton's back-up power systems have redundancy features functionally equivalent to the equipment in normal central offices including uninterruptible power for emergency use.

Switching System

Hamilton's second generation relay platform makes use of an Excel telecommunications switch. Hamilton's switch is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. Hamilton's switch supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. Hamilton's switch adapts to all standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the Excel Inc. programmable switching platforms.

The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility. Hamilton took advantage of this flexibility and has customized many relay functions in the ISOS operating system.

Hamilton's relay workstation application takes advantage of the power and flexibility of the ISOS operating system. It provides a high level of Communication Assistant control processing with complete flexibility to connect any type of call protocol to any other type of call protocol.

A database was developed to maintain a profile of each caller to speed up call connections and to provide information for tailored call processing.

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met (listed below).

Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

The on-sight switching system spare equipment includes:

- D4 channel bank
- All required channel bank cards
- T1 CSU packs
- Switch T-1 card
- Switch conference card

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Each fully redundant control system, which includes keyboard, monitor and printer capabilities, is used to control and monitor each of the switching systems. The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online. Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

In an effort to keep abreast of the latest technology, Hamilton has made changes to its relay platform in recent years.

Switching

- Upgraded its switching servers to new hardware that is more than 50 times faster than the servers they replaced.
- Evolved switching operating system from 32 bit UNIX to 64 bit Linux for more robust hardware support. The new Linux environment also provides improved debugging tools, which increases the speed of troubleshooting and correcting errors.
- Tested and deployed new switching control code which:
 - Allows additional ad hoc reporting capabilities for comprehensive traffic analysis.
 - Enhanced failover and recovery. The new system is much more seamless if the main host should fail, and allows the secondary host to take over much faster. This in turn has further increased Hamilton's capabilities to avoid service interruptions.

Hamilton's host controller software is a highly customized software that we have migrated to multiple platforms and receives new enhancements and security patches as applicable. We own the source to this code and therefore no other company has access to it. We support our own software internally and are not necessarily bound to any specific hardware option and even keep open the option of moving to an entirely new switch hardware if our current platform of choice stops meeting the needs of our customers. Flexibility is one of our goals, and we are very quick to adapt to the desires of the states which contract us. Owning and writing our own code allows us to do this. Other providers may not fully understand the capacities provided by this solution if they are using a host controller software that does not allow them the same customization and flexibility.

Database

- Replaced database servers with new hardware that is more than 50 times faster than the servers they replaced.
- Replaced legacy profile database servers with SQL servers for improved redundancy and database management.

Hamilton uses MS SQL because it meets our needs perfectly. However, we always strive to not be bound by any one hardware or software. We also use mySql and have used Sybase in the past – we are not so beholden to any vendor that we will always use their products for every circumstance. One of Hamilton's benefits is that we can very quickly and efficiently introduce new technology, something that larger companies are just not able to do.

Workstation

- Completed a multi-year upgrade of all production workstations to newer, standardized hardware.

- Upgraded workstation operating systems from 16 bit to 32 bit which provides a higher level of stability.
- Rolled out several new workstation versions to support a variety of new features.
- Upgraded the STS Database to include:
 - STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
 - Retained information from one inbound call for subsequent calls
 - 411 – the ability to ask callers to call by name rather than by number
 - CA confirmed preferences before dialing allowing an STS user to select which CA their call will be routed to. If the requested CA is unavailable, the call will be automatically routed to another STS CA.
 - Standard message to leave on answering machines
 - Mute or not mute transmission of the STS user's voice to the other party
 - Retain information from one inbound call for subsequent calls
 - Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
 - Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
 - Determine who will explain the relay to the other party
 - Require the CA to confirm call handling preference before dialing the requested number
 - A standard message to leave on an answering machine
 - 50 frequently called numbers that can be dialed by name or number
 - Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
 - Inform the CA if the number being dialed is a business, financial institution, personal/social contact
 - Other special instructions

In 2012, Hamilton has plans for exciting new features such as:

- Enhanced turbo code
- Upgraded workstation application
 - New processes to reduce misdials
 - Customer Service numbers accessed in the system
 - An automated search feature for selecting Long Distance Carriers
 - Observation Sheets conducted on the system
 - Faster and easier access to profile data.

Our new third generation workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more

on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

Hamilton has either developed and owns or has properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. Hamilton will continue to add features, develop, enhance and upgrade its relay platform to provide the latest in relay services to all of its relay customers.

Disaster Recovery Plan

Please refer to **Attachment M** for Hamilton's Disaster Recovery Manual. This manual contains Hamilton's contingency plans in the event of a natural and/or man-made disaster. Hamilton's Disaster Recovery Plan details the level of escalation that will be employed to deal with the problem to restore service. Hamilton considers its Disaster Recovery Plan, which also includes its Back-up and Emergency Plan, as an investment to protect our customers and employees and ensure that Relay/CTS users have continuous, uninterrupted access to TRS.

This document continues to evolve as new technology and procedures are implemented. As a result, Hamilton is prepared for all types of disasters.

Back-up Plan

Hamilton's back-up plan includes a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Hamilton's alternate routing plans are designed to ensure continuous service to Florida Relay. Throughout this section, Hamilton describes several different scenarios that may result in the use of alternate facilities and how Hamilton will continue its relay operations under any "back-up" conditions.

Through the routing and backup capabilities that Hamilton can utilize as a result of six centers, Florida Relay users should rarely if ever experience any type of downtime. The Louisiana and Nebraska switching sites connect to fiber facilities on sonet rings (see **Attachment I** for center maps) to carry incoming and outgoing relay traffic from our IXC's point of presence to the center. In addition, Hamilton uses dual processor switches. This type of network security guarantees continuous technical service. It would take many major trunk outages on several major independent routes for Hamilton to be without service. With this configuration, our technicians are almost always in a position of having at least one routing option and more than one switching option as a backup in the event of any failure in hardware or software. In addition to switch sites in Nebraska and Louisiana, Hamilton has two geographically diverse routes connecting the workstations in Wisconsin, Maryland and Massachusetts to the switch in Nebraska. There are also two geographically diverse routes connecting the workstations in Georgia to the switch in Louisiana. Circuits between the connecting facilities are redundant in both scenarios.

Florida Relay

State of Florida / Docket No. 110013-TP

1. Hamilton uses the public switched network to connect relay users to Hamilton's relay network (please see Hamilton's Relay Center Maps in **Attachment I**). When a relay user calls the relay, the call is placed on the public switched network and is then delivered to Hamilton's (or its IXC's) point of presence. Hamilton has a point of presence for each of its switch locations. The public switched network has many layers of redundancy and many redundant circuits to geographic areas where users are concentrated. Hamilton does not control an outage in the public switched network nor does Hamilton control the messages used when an outage occurs in the public switched network. However, because of the redundancy within the public switched network, outages within the public switched network are very rare.
2. If a disaster affects local incoming circuits, traffic is automatically rerouted around fiber rings in the local or IXC networks without any call interruption to Hamilton's relay switches. These circuits are on redundant fiber rings and can survive physical cuts in one location without interruption to relay calls.
3. If the disaster is such that the outbound and/or local inbound circuits are affected in one of Hamilton's switching networks on all facilities (very unlikely) then the traffic would be rerouted by automatic overflow through a diverse and separate existing public switched route to the unaffected switch site. The Nebraska Center's provisioned public switched network provides us the option of going three different directions for the incoming and outgoing circuits needed to operate the Nebraska center. One direction is through facilities going east from Aurora using our east fiber ring and then continuing east using a combination of copper and fiber facilities owned by Windstream to the carrier's point of presence in Lincoln, Nebraska. Another route which is used for outgoing interlata traffic goes west of Aurora using our second fiber ring through Doniphan, Nebraska then Hastings, Nebraska and onto Windstream's fiber ring back to all of the major carrier's point of presence in Lincoln. A third route, which is all fiber, and is the primary route used for all incoming and outgoing intralata relay traffic runs between Aurora and Grand Island, Nebraska. Once in Grand Island, incoming call traffic reaches Hamilton's Point of Presence in Grand Island and is hauled to the Nebraska Relay Center. Depending on the location of the disaster, Hamilton can assign priority traffic to go on any of these routes. Please see Hamilton's network diagram in **Attachment I** for a visual picture of Hamilton's multiple routes for the Louisiana Center. If the Louisiana switch is not operational, all incoming calls are automatically rerouted over another network facility to the Nebraska switch immediately. This is pre-programmed into the network. Full reporting capabilities are maintained throughout this whole process.
4. Through its underlying carrier, Hamilton has access to the routing plans for all of its 800 numbers and can change those plans at any time. This means that Hamilton can send traffic associated with any of its 800 numbers to any switching point and can even allocate traffic from one 800 number to multiple switches.

5. With multiple redundant routes even at the local loop level, the Florida TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network security for Florida Relay users 24 hours a day.
6. If a disaster would result in the destruction of our equipment requiring replacement components not maintained on-site, Hamilton will overflow all of its relay traffic to the other centers not affected by the disaster. Traffic simply can be routed to the other centers still in operation while the original center becomes operational again. This acts as an additional level of security.
7. The routes described above are used to route calls to another center for overflow purposes if we are experiencing long queue times at any center. No calls are dropped during this overflow process or when alternate facilities are used. No messages will be transmitted to users if alternate facilities are used. Overflow and the use of alternate facilities happens automatically. Full traffic reporting is maintained during any use of alternate facilities.
8. At almost all points in Hamilton's network and in the IXC networks used by Hamilton, circuits used for originating and terminating the traffic have redundancy levels equivalent to or exceeding those used for voice conversations in the Public Switched Network.

By having six relay centers, two main switching points with dual processors, many alternate facilities within the local and long distance network for the routing of relay calls and backup switching equipment, Hamilton is in a position to ensure that Florida Relay will experience minimal downtime as a result of network or switching failure. A disaster of large proportions would need to occur to knock out all six centers at the same time since all six centers are geographically separated by great distances. Hamilton takes great pride in its reliable and quality relay services. Provisioning its switching and routing network in such a manner to secure no downtime is just another example of Hamilton's dedication to relay users.

No interruption in service due to the 2005 and 2008 hurricane disasters

Hamilton knows what it means to be prepared. For years, Hamilton has had plans and procedures in place to counter the threat posed by hurricanes and other severe weather.

Hamilton's relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during several major Hurricanes (Katrina, Rita and Gustav). Even though several locations in Louisiana experienced outages with the LEC (which is out of the relay provider's control), as long as the customer was able to place a call to the 800 number, they reached our relay center and we placed their calls.

In preparation for the hurricanes, a number of employees voluntarily stayed at the Louisiana Center over night, through the day of the storm and beyond, as we believed that this would allow the center to remain open for business the next day.

During all storms, we rerouted a portion of traffic from the Louisiana switch to the Nebraska switch to compensate for the anticipated staff shortfall in the Louisiana facility. The Louisiana center remained open and operational throughout both hurricanes, even though many employees were unable to travel to work during the storms.

Our other centers in Nebraska, Wisconsin, Maryland and Massachusetts were able to bring in extra Communication Assistants to manage the additional traffic from the Louisiana Center. Employees in these centers did extraordinary things (rearranged schedules, worked long days, etc.) to process as many calls as possible.

Our network redundancy and great employees ensured success during a disaster of great proportions. We share this as an example of the measures Hamilton will take to ensure that every relay call is processed. The combination of Hamilton's network and its people simply guarantee the best relay service.

Department of Homeland Security Action Plan

Hamilton developed a plan of action relating to the Department of Homeland Security guidelines, to ensure that TRS will continue to operate in the event of terrorist acts. The U.S. Department of Homeland Security has a document titled "Every Business Should Have a Plan" that outlines measures business owners and managers can take to prepare for an attack or disaster. When developing the Hamilton Relay Emergency Plan, Hamilton followed the recommendations of the Emergency Preparedness and Business Continuity Stand, which was developed by the National Fire Protection Association and endorsed by the America National Standards Institute and the Department of Homeland Security.

Following is an outline containing the major points Hamilton considered when developing its plan to stay in business in the event of man-made and natural disasters:

- Be informed i.e. keep abreast of which disasters are most common in the areas of our facilities
- Continuity planning
- Hamilton carefully assessed how it functions both internally and externally to determine which staff, materials, procedures and equipment are absolutely necessary to keep TRS operating
- Determine which employees should participate in the plan, focusing on those with expertise vital to daily technical functions in addition to managers and executives
- Develop list of Administrators and contact information
- Emergency planning for employees
- Communication before, during and after disaster
- Emergency supplies

- Evacuation Plan
- Order evacuation – chain of command
- Emergency routes and exits
- Communicate with people who are deaf or hard of hearing, who might not hear emergency instructions given verbally or on intercom system
- Secure facilities i.e. seal or board the building/room
- Secure equipment
- Test back-up plan/alternate routing/battery back-up systems
- Communicate with service providers (underlying carrier and other TRS providers) to develop potential alternatives to power the vital aspects of TRS during an emergency
- Annual emergency plan review

Pandemic Plan

In addition, Hamilton's management team has taken extra precautions in light of the H1N1 Flu outbreak that took place across the country including the following:

- Actively reviewed and revised its Pandemic Flu Disaster Recovery Plan to make sure that it contains information that is both current and relevant.
- Developed plans with other relay providers to provide backup services to one another in the event that a national pandemic outbreak would impact staffing and service levels.
- Reviewed its list of local emergency contacts to ensure accuracy of contact information.
- Ensured that it has a sufficient supply of particle masks, antibacterial hand soaps, and sanitizers.
- Ensured that it has a sufficient supply of water, food and hygiene products to keep staff in relay centers for a period of time if necessary.
- Posted flyers containing health tips and safety instructions in visible locations in each of its centers.
- Assigned staff who are responsible for monitoring the news and any CDC recommendations and reporting that information to management immediately upon release of new information. Hamilton will immediately implement any applicable steps.

If such a pandemic occurs, Hamilton has a plan in place and is committed to providing continuous service to Florida Relay users.

Notification Major Interruptions to Service

Hamilton will notify the Administrator immediately if a major problem occurs, i.e. any disruption of service that lasts more than five minutes or when it becomes known that any

portion of the state is isolated for more than five minutes from the relay center. Hamilton will inform the Administrator of the problem, how it will be corrected and when relay service will return to full operation. Hamilton will submit a written (or e-mail) report to the Administrator after the restoration of service. As emphasized above, Hamilton has all of the necessary equipment network and switching mechanisms that it can control in place to prevent all downtime.

Telecommunications Service Priority Program

Hamilton has completed the process for enrolling all of its relay centers in the National Telecommunications Service Priority Program with a priority level assignment of 3. To enroll for priority restoration under the TSP System, Hamilton completed an on-line form with the FCC to get the appropriate TSP numbers. The FCC then sent Hamilton the appropriate TSP numbers so that we could assign TSP to all of our circuits and work with our carriers and local exchange carriers to implement.

Hamilton's relay network is designed to reroute traffic to other Hamilton Relay centers, which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. However, in the event of a local, regional or national disaster that caused service to be disrupted in a manner that relay users could not receive or place calls, Hamilton's active participation in the TSP program requires local exchange carriers to restore service to the affected Hamilton Relay Center as quickly as possible consistent with the priority status assigned to the center.

36. Intercept Messages

Appropriate intercept messages shall be provided if a system failure occurs.

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 or courtesy message is activated. Only when a CA answers, is a call counted as "answered."

Hamilton's Intercept Message follows: "Hamilton Telecommunications...Thank you for calling. We are currently experiencing a temporary interruption in telephone service, please try your call again later." 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.

Courtesy Message

If so desired, Hamilton will supply a courtesy message after three rings, to inform callers that they have reached Florida Relay. 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.

Hamilton never sends a busy signal. The only time relay users will experience a busy signal is when the relay user is experiencing an outage or other technical difficulty in their own local or long distance telephone network.

37. Service Expansion

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel staffing, and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

Service Expansion

Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 72 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point (please refer to the Center maps in **Attachment I**). Hamilton believes this is a sufficient number of trunks to accommodate Florida Relay traffic as it is today. Hamilton will utilize its existent workstations and CAs to accommodate Florida Relay traffic. These numbers for CAs, workstations and trunks are more than sufficient to achieve the standards of service required in the RFP.

Should service expansion be necessary, Hamilton has the facilities in place or is in a position to quickly obtain the required facilities and equipment at no additional charge to the state. Hamilton's TRS Centers are on the leading edge of technology, have outstanding quality and employ highly qualified Communication Assistants, ensuring that even during times of growth or fluctuations in traffic, Hamilton will meet all RFP requirements.

Hamilton currently has additional capacity at all of its relay centers. Hamilton always maintains at least 10 percent more workstations than normally needed at each center at peak load times to accommodate sudden growth and will do the same for Florida.

The following factors have all been taken into consideration should expansion to accommodate increased call volumes be necessary. Expansion needs have been efficiently planned allowing for the most cost-effective use of available resources. This is just one more way Hamilton brings efficiency to the FPSC to keep costs down.

- Hamilton has 43 workstations in operation in the Louisiana facility which has expansion room to accommodate an additional 50 workstations. Hamilton has 48 workstations in operation in the Georgia facility which can also be remodeled to accommodate another 19 workstations. Hamilton has 19 workstations in operation in the Nebraska facility which also has expansion room to accommodate 5 additional workstations. Hamilton has 32 workstations in operation in the Maryland facility and which can be remodeled to accommodate another 19 workstations. In addition, this facility has a first floor which will accommodate 30 workstations without further remodeling. Hamilton has 25 workstations in operation in the Massachusetts facility which has an expansion room which can accommodate an additional 15 workstations. Hamilton can obtain workstation equipment within one week.
- Hamilton's hardware and software is more than adequate to expand for any level of traffic reasonably anticipated. Trunking capacity in our toll routes and our interexchange routes going out of all centers have additional capacity if more is needed, which has never happened. All of the needed telecommunications hardware and software could be provisioned to handle any increase in call volume and could be put in place within two weeks. If additional incoming circuits and outgoing circuits are needed from our network service provider, we can provision additional circuits within one month while using overflow routes to other centers to handle traffic in the meantime.
- As a matter of practice for all of our centers we project traffic levels out for 12 months. This has allowed us to sufficiently predict Communication Assistants needed, workstations and other facility needs. Any expansions made for the Florida relay traffic would be done while still maintaining all standards in the RFP. Hamilton has a great deal of experience in meeting the traffic demands of relay users.

Hamilton is always looking for professional and qualified people to become Communication Assistants. Hamilton has certain standards and work practices that must be met and for these reasons, Hamilton never wants to pass up a qualified Communication Assistant candidate. Hamilton has also been very successful in the past at getting its CAs to volunteer to work overtime to cover unexpected increases in traffic load until such time as staffing needs are met.

Staffing For Call Volume

Throughout this proposal Hamilton has identified, all facilities and equipment it will use in providing equivalent telecommunications services necessary to maintain Florida Relay's FCC certification, regardless of monthly call volume fluctuations. As demonstrated throughout this proposal, Hamilton will have more than enough personnel, telecommunications equipment and facilities necessary to comply with the provisions enumerated in this RFP, and all other state or federal requirements that affect the provision of TRS in Florida.

The combination of technical, financial and human resources Hamilton brings to Florida Relay and Florida relay users will allow Hamilton to go beyond satisfactory service to customer delight – certainly allowing Florida Relay to maintain its FCC certification.

Staffing for Call Volume/Usage Patterns

Hamilton monitors staffing patterns continuously and analyzes answer times and call volume reports to ascertain the efficiency of staffing schedules and the need for scheduling adjustments on an hourly, weekly and monthly basis. Hamilton has developed an advance scheduling tool that uses the Erlang formula to predict the number of Communication Assistants needed for each hour of each day. Hamilton generates historical data reports that are reviewed hourly, daily, monthly, quarterly, and annually. These reports are used to build "projection" tables, which Hamilton uses to determine the appropriate staffing levels for future scheduling needs. These tables are used to determine where additional staff is needed for hiring purposes and more immediately, what hours require additional resources for the next week. These projection tables are extremely valuable as they allow Hamilton to ensure that projected demand is met each day. The following further explains staffing patterns in response to call volumes and usage patterns.

Hamilton makes use of automatic routing changes during emergencies or to accommodate temporary traffic bursts. These routing changes are explained in great detail in **Section 35 above, under the title of Back-up Plan**. The same routes discussed in this section are the routes used during temporary traffic bursts. Hamilton can route Florida Relay traffic to any available Relay Center.

Hamilton believes its process for projecting staffing for each hour of each day will meet and exceed the FCC and Florida standards for relay service over the life of this contract. However, Hamilton recognizes that changes in technology and use of the relay may change during the contract and will make the necessary changes to its staffing plans (if any are required) to ensure that all answer performance standards are met and exceeded. Hamilton will adhere to all Florida and FCC answer performance requirements.

38. New Technology

The users should be allowed to benefit from advancing technology. The bidder should keep abreast of technological changes in the provision of relay service, to inform the FPSC and Administrator that new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

Hamilton will provide to the State of Florida a TRS with the state-of-the-art technology so as to achieve functional equivalency. Hamilton will notify the FPSC and Administrator when new enhancements are available and at what price so to provide the FPSC the opportunity to purchase such enhancements or upgrades.

39. Consumer Input and Participation in Advisory Committee and FPSC Proceedings

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the Commission and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan should explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan, methods for working with organizations serving individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.

The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

Consumer Input – Hamilton's Outreach Foundation

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

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

Hamilton will seek input from the FPSC, Administrator, the Advisory Committee, FTRI, consumer organizations and relay users to determine the satisfaction of Florida customers with the quality of service provided. Hamilton will meet with customer user groups and focus groups at various locations in Florida for purpose of obtaining input.

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


Hamilton uses a Customer Survey to gather consumer input. The survey consists of questions about relay service performance. Please see **Attachment F for a larger sample of this tool.**

Hamilton's most direct and detailed survey tool is our Customer Inquiry form, which is used for any type of incoming customer service call. Please see **Attachment F.** All data is used by our Policy and Procedure Committee to evaluate customer feedback and make recommendations to change procedures and policies as well as satisfy relay users.

Recommendations made by users will be carefully evaluated by Hamilton and shared with the FPSC and the Advisory Committee. Hamilton looks forward to using the input of relay users across Florida in order to provide a truly customized relay service that meets the needs of the relay users in Florida.

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

Customer Survey 2011



Website: www.relayflorida.com
 Phone: 888.516.4892 • Fax: 402.694.5110
 Mail: Hamilton Relay - P.O. Box 285 - Aurora, NE 68018
 E-mail: lanetay@hamiltonrelay.com

Relay Iowa values your opinion. Please take a moment to fill out the following survey and return it to us at the address above. The survey may also be faxed to 402.694.5110 or completed online at www.relayiowa.com.

Customer Demographics:	
In which city do you live? _____	
I am: <input type="checkbox"/> Hearing <input type="checkbox"/> Deaf <input type="checkbox"/> Deaf-Blind <input type="checkbox"/> Hard of Hearing <input type="checkbox"/> Speech Disabled	Which language do you feel comfortable using? <input type="checkbox"/> English <input type="checkbox"/> American Sign Language (ASL) <input type="checkbox"/> Spanish <input type="checkbox"/> Other: _____
Background:	
How did you first learn about Relay Iowa? (Check 1 box) <input type="checkbox"/> Radio <input type="checkbox"/> Friend/Family Member <input type="checkbox"/> Television <input type="checkbox"/> Newspaper/Magazine <input type="checkbox"/> Newsletter <input type="checkbox"/> Other: _____	How many times in an average week do you use Relay Iowa? (Check 1 box) <input type="checkbox"/> 10 or more times in an average week <input type="checkbox"/> 5-9 times in an average week <input type="checkbox"/> 1-4 times in an average week <input type="checkbox"/> I have not used Relay recently
Using Relay Iowa:	
What types of calls do you make through Relay Iowa? (Check 1 you use the most) <input type="checkbox"/> TTY <input type="checkbox"/> Speech to Speech <input type="checkbox"/> Voice <input type="checkbox"/> VCO (Voice Carry Over) <input type="checkbox"/> Computer <input type="checkbox"/> HCO (Hearing Carry Over) <input type="checkbox"/> 2-Line VCO (Voice Carry Over)	For what purpose do you use Relay Iowa most? (Check 1 box) <input type="checkbox"/> Personal Calls (Friends, Family) <input type="checkbox"/> Business Calls (Work, Doctor) <input type="checkbox"/> Both
Communication Assistants:	
Relay Iowa CA's have good spelling skills (Check 1 box) <input type="checkbox"/> Always <input type="checkbox"/> Less than Half <input type="checkbox"/> Most of the Time <input type="checkbox"/> Never <input type="checkbox"/> Half of the Time	Relay Iowa CA's type quickly enough (Check 1 box) <input type="checkbox"/> Always <input type="checkbox"/> Less than Half <input type="checkbox"/> Most of the Time <input type="checkbox"/> Never <input type="checkbox"/> Half of the Time
Service:	
How would you rate the service provided? (Check 1 box) <input type="checkbox"/> Excellent <input type="checkbox"/> Average <input type="checkbox"/> Very Good <input type="checkbox"/> Poor <input type="checkbox"/> Good	What is your level of satisfaction with Relay Iowa Customer Service? (Check 1 box) <input type="checkbox"/> Completely Satisfied <input type="checkbox"/> Satisfied Half of the Time <input type="checkbox"/> Satisfied Most of the Time <input type="checkbox"/> Rarely Satisfied <input type="checkbox"/> I have never called Relay Iowa Customer Service

1. Any time a suggestion, compliment, policy review request, or complaint is taken via the customer service line, we make a record and respond appropriately.

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

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

Hamilton looks forward to working with and interfacing with the FPSC, Advisory Committee and Florida Relay users.

Customer Service Quality Levels

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

As one can see, feedback from users of Florida Relay will be invaluable to us as we strive to provide the best relay service in the country.

According to the Paisley 2011 National Relay Competitive Index

Hamilton customer care is rated at 99.3%; statistically making Hamilton a top provider.

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

Hamilton's responsiveness and dedication to each Florida Relay user will make the job of the FPSC easier. Through our community forums, user group meetings and internal customer service systems, we are able to implement changes quickly and satisfy customers almost immediately in most cases. Hamilton's consumer input mechanisms truly allow us to offer "Relay Your Way®."

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

Advisory Committee

Hamilton believes that community input is critical to ensure that service improvement ideas are shared and customer needs are known.

Upon implementation of Florida Relay, Hamilton will designate a representative to attend meetings of the Advisory Committee. The Florida Relay Account Manager will be Hamilton's

primary representative. In addition, Hamilton's Vice President of Relay, Relay Center Manager, National Contract Manager and/or the National Outreach Manager will frequently attend these meetings and will also be available to the FPSC and the Advisory Committee as needed.

Hamilton looks forward working closely with the Advisory Committee. Hamilton will report on customer service, consumer input, technical and operational topics at these meetings. Hamilton will gather feedback from the Advisory Committee to determine current levels of satisfaction, what policies and procedures need to be changed, ideas and suggestions for improvement and any other business the Advisory Committee would like to discuss.

One example of Hamilton's level of responsiveness to its Advisory Committees is that when one Committee requested that Hamilton CAs work on the spelling of restaurants located within their state, Hamilton gathered telephone directories, made worksheets and tested CAs to ensure spelling of local restaurants was correct. Hamilton took the feedback and made immediate use of it to improve the quality of its relay service.

Hamilton works with Advisory Committees in the majority of its relay states. As a result, Hamilton has a great deal of experience in this area. Hamilton's best feedback comes from its Advisory Committees. It is these Committees that help us to customize our relay service for relay users in each state. It is also through our work with the Advisory Committee where the FPSC will have an opportunity to see first hand our level of responsiveness to relay users. Hamilton looks forward to working with the Advisory Committee.

Relay Account Management

Hamilton has implemented an Account Management Team to monitor TRS contracts to ensure compliance. Hamilton's National TRS Contract Manager directs the Account Management Team with regular meetings and projects intended to provide our TRS Administrators with strengthened resources.

Hamilton will provide Florida Relay with a **full-time, in-state** Account Manager who will manage the contract between Hamilton and the FPSC.

Hamilton has included this position in its per-minute rate. This individual will oversee the actions of all parties involved to ensure contract compliance and will be responsible for determining that each party successfully completes all assigned duties and responsibilities. The Florida Relay Account Manager will act as the primary



Point of Contact for questions, concerns and issues related to relay services. The Account Manager will:

- Ensure contract compliance
- Plan, develop and manage strategies for Florida Relay services
- Work closely with Florida Relay Customer Service to interface with relay customers
- Work closely with the Administrator and Advisory Committee to develop consumer input programs and community forums
- Assist Customer Service in processing consumer complaints regarding Florida Relay
- Provide monthly reports to the FPSC
- Co-coordinate any Advisory Committee meetings with the FPSC if so desired.
- Have the ability to handle all TRS and CapTel issues and can compile reports
- Assist the FPSC with any issues or concerns
- Meet monthly, or as desired, with the FPSC and/or Administrator.

Members of Hamilton's management team and the Florida Relay Account Manager will remain in close contact with the Administrator throughout the life of the contract. The Account Manager will meet with the FPSC and Administrator as often as desired. In addition to these scheduled meetings, Hamilton will use a variety of methods to ensure adequate communication such as formal letters, e-mail, or phone conversations when appropriate.

Hamilton will provide Florida with "Account Management YOUR WAY," a philosophy in which Hamilton customizes its Account Management to meet the needs of its States. Hamilton is unmatched in this area.

40. Complaint Resolution

The provider shall establish procedures regarding complaints, inquiries, and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still online during a relay call. All complaints received by supervisors, or in writing, shall be documented, including their resolution, and kept on file and available to the Commission upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available and accessible to the public statewide for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the

provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

A complaint log compliant with the FCC reporting requirements shall be provided to the contract manager in a timely manner for filing with the FCC.

Complaint Procedures

Hamilton contacts all consumers who file complaints, whether they contact the Customer Service Department or the regulatory body. Hamilton asks the customer for all pertinent information regarding the complaint and explains that Customer Service will contact them again after investigating the complaint. Hamilton determines from the customer's information if the problem was operational or technical in nature and works to resolve the issue from there. Hamilton's Customer Service Department always follows-up with the customer once the complaint is resolved and explains the process and resolution to the customer's satisfaction.

All TRS complaint information including resolution is kept on file and available to the FPSC and the Florida Relay Administrator. Hamilton issues each complaint a Record ID number to enable the FPSC and the FCC to quickly and easily identify the details and the contact information.

Complaint Resolution

Following is an outline of Hamilton's consumer complaint resolution procedures.

Hamilton's Relay Center Manager, in communication with the Vice President of Relay (who also reviews all complaint information), has ultimate responsibility for all inquiries, comments and complaints.

The Relay Center Manager's position in the company gives him/her the ability to take whatever action is needed to resolve any situations which may arise. Because everyone associated with Hamilton Relay Services is responsible for satisfied customers, Hamilton empowers employees to do what they need, within the boundaries of providing relay service to accommodate customers. This process minimizes the number of complaints and provides customers with instant satisfaction.

As Florida Relay's provider, Hamilton will share any TRS consumer complaint with the FPSC and the TRS Administrator and will work with them to determine the best solution to make the service better for all Florida Relay users. Hamilton is able to meet the needs of individual relay users and provide a level of service that can only come from a company that has the ability to empower employees and who have very little bureaucracy.

Hamilton will provide customer service 24 hours a day, 7 days a week. Trained Hamilton personnel staff this 800 line to assist TTY and voice callers with inquiries.

Communication Assistants do not handle any inquiries or complaints. **Any caller to the relay center having a complaint is able to reach a supervisor, administrator or customer service representative while still online during a relay call.** All Hamilton personnel who handle Customer Service inquiries have had training on Deaf Culture and the diverse needs of relay users.

Customers may also contact Hamilton via e-mail, through the Florida Relay web-site, in person or in writing.

In the event of a complaint regarding Florida Relay, trained staff will follow an established procedure of complaint resolution. This process varies depending on the gravity of the situation.

- Inquiries for materials will be directed to the Florida Relay Customer Service Representative. This person, along with the Florida Account Manager, will be responsible for building one-on-one relationships with customers, sending the appropriate materials and ensuring the customers' requests have been met.
- Feedback involving Communication Assistants is directed to the Communication Assistant's Supervisor and the Relay Center Manager. Positive feedback is shared with the Communication Assistant. Constructive feedback is shared with the Communication Assistant and appropriate coaching, re-training and counseling steps are taken by the primary Supervisor to resolve the situation. Hamilton's detailed call records show each key command (not actual text) the CA makes. Hamilton can easily investigate CA complaints and take disciplinary action when needed.
- Complaints regarding service/procedure issues are directed to the appropriate internal personnel. Technical issues are given to Hamilton's technical support staff and addressed immediately. Procedural issues are discussed at internal quality meetings and appropriate action initiate.

All reports are reviewed by the Relay Center Manager to ensure that all complaints have been resolved to the customers' satisfaction. Most customer service complaints are resolved by the Customer Service Team. If further action is needed, the complaint is escalated to Hamilton's Vice President of Relay, and lastly to the FPSC. All complaints will be resolved within 10 calendar days depending on the complexity of the problem. **However, Hamilton attempts to respond to all customer inquiries within 24 hours.** Hamilton employs all reasonable means to resolve a complaint.

Contact information for filing complaints is described in appropriate printed outreach material that is distributed to the general public. Hamilton's procedure meets FCC requirements.

If the user is not satisfied with the resolution of the complaint by Hamilton or with any action taken, Hamilton's monthly report to the FPSC will so state. The user then has the opportunity to file a complaint or appeal with the FPSC in order to have the complaint and action of Hamilton reviewed by the FPSC for such action as the FPSC may deem appropriate.

Point of Contact for Complaints, Grievances, Inquiries and Suggestions

Hamilton has submitted to the FCC a contact person for TRS consumer information and complaints about Hamilton's service. Hamilton's submission includes the name and address of the office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, web address, and physical address to which correspondence should be sent. Hamilton will do this for Florida and will notify the FPSC, as well as the FCC, if there is any change in this required information.

Customer Service Database

All TRS complaints made through the toll-free Customer Service number, the customer inquiry form or on-line feedback form, whether in writing or in person, are documented in the Customer Service database. All resolutions are also documented in this database. All information is kept on file and will be forwarded to the FPSC on a monthly basis. (See sample of the database screen in **Attachment F**). Each database record includes the name and/or address of the complainant, the date and time received, the Communication Assistant identification number, the nature of the complaint, the specific relief or satisfaction sought, the result of the investigation, the resolution of the complaint and date of the resolution. The customer service representative responsible for handling the complaint is also indicated. Hamilton also includes the total number and the category of the contact.

Hamilton contacts all consumers who file complaints, whether they contact the Customer Service Department or the regulatory body. Hamilton asks the customer for all pertinent information regarding the complaint and explains that Customer Service will contact them again after investigating the complaint. Hamilton determines from the customer's information if the problem was operational or technical in nature and works to resolve the issue from there. Hamilton's Customer Service Department always follows-up with the customer once the complaint is resolved and explains the process and resolution to the customer's satisfaction.

All complaint information including resolution is kept on file and available to the FPSC. Hamilton issues each complaint a Record ID number to enable the FPSC and the FCC to quickly and easily identify the details and the contact information.

Complaint Reporting

Hamilton will report complaint activity to the FPSC on a monthly basis regarding the number of customer service inquiries categorized by topic areas. This includes a separate log of complaints

and complements with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution and how it was resolved (see **Attachment G** for a sample report).

Hamilton will furnish the necessary written replies to inquiries by the FPSC's staff concerning service or other complaints received by the FPSC within fifteen (15) days from the date of the FPSC inquiry.

Complaint Log

Hamilton will give the necessary complaint information to the TRS Administrator for the FPSC to submit to the FCC on an annual basis. Hamilton will submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the FPSC by June 15th each year in order to submit to the FCC by July 1st of each year.

All complaint information including resolution is kept on file and available to the TRS Administrator and FPSC. Hamilton issues each complaint a Record ID number to enable the State of Florida and the FCC to quickly and easily identify the details of those particular complaints and contact information of the complainant from Hamilton.

Hamilton will retain the records of such reports and copies of written reports regarding service or other deficiencies for the life of the contract and for twelve (12) months after conclusion of the contract period.

While each provider submits the required state specific complaint reporting to the FCC each year, no other provider supplies as detailed reporting as Hamilton. Unlike some of our competitors, Hamilton's complaint logs also includes Miscellaneous External Complaints and Fraudulent/Harassment Calls; issues that are outside of Hamilton's control. While this policy increases the number of reported complaints, (which our competitors choose to point to as a negative) we choose to provide this detailed information to the states and to the FCC so that everyone has a complete understanding of the issues relay users encounter. It is imperative that you compare the contents of the complaints (not just the quantity) to get a clear picture of Hamilton's superior quality.

Hamilton provides the following information from the publicly available FCC website, http://transition.fcc.gov/cgb/dro/trs_nebraska.html. These comments, from the 2010, Nebraska Complaint Report (before and after a transition to Sprint), show a clear difference in the types of complaints you can expect to receive from these two different providers.

Complaint logs from Hamilton include the following:

- The technical department discovered that AT&T had a provisioning issue with the Nebraska Relay voice line for the transition from Hamilton to Sprint. Issue was repaired by AT&T.
- Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.
- Customer stated that they were unable to reach the relay when dialing the toll free number for voice users, to place a call through the relay..... The technical department discovered that **Sprint had placed a disconnect recording on the number for the transition from Hamilton to Sprint.** Issue was repaired.

Complaint logs from Sprint include the following:

- "I've been using Relay for 15 years and the service is just going downhill. I had to repeat something to the Operator and she yelled at me like I was 5. She was rude and her tone of voice was not nice."
- "A NE TTY sent a complaint that a Relay Operator was rude."
- "The Relay Operator was reportedly inattentive and made typing errors."
- "...Relay is slow to process long distance calls."

No other relay provider supplies such detailed and extensive complaint reporting as Hamilton. It is also clear from the content of these reports that no other relay provider can supply the quality of service as can Hamilton.

Hamilton encourages the Evaluation Committee to contact the individuals listed in **Attachment B** of this proposal concerning both the number of complaints and the manner in which we have handled those complaints.

In conclusion, Hamilton has had a very minimal amount of complaints in all of the states it serves. Hamilton's responsiveness and dedication to doing "what it takes" to make it right will satisfy Florida Relay users.

41. Charges for Incoming Calls

The provider shall make no charge to the users for making calls (incoming) to the relay service.

Hamilton does not charge relay users for use of the relay service. Users access the relay service via dialing 711 or toll-free 800 numbers which are accessible anywhere in the United States. Calling and called parties bear no charges for calls originating and terminating within the same

toll-free local calling area, including all Extended Area Service (EAS) locations. Please see further in this Tab in Section 43 for detailed information regarding Hamilton's local relay calling

42. Billing Arrangements

The provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. The provider shall also arrange for billing to any industry standard local exchange or competitive local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and competitive local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.

Hamilton is capable of processing non-coin-sent paid calls, sent-paid calls, collect calls, person-to-person calls, international calls, hotel calls and calls charged to a third party. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international calls.

Hamilton also is able to process credit cards, any Florida local exchange calling cards and all non-proprietary interexchange company calling cards that are accessed by dialing an 800 number. This includes all major interexchange company calling cards. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international calls. Hamilton bills no calls and receives no revenue, therefore all erroneous bills, credits and refunds will be handled by the users' carrier.

The format of the bill for all toll calls will be determined by the carrier and all billing disputes will be handled between caller and carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as an Florida TRS call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

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

Coin Sent Paid

Hamilton is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls. Coin sent paid calls cannot be processed through the relay due to a lack of existing technology. The technology and networks between the common carrier network, payphones, and relay do not allow for signaling to be passed so that a Communication Assistant can determine when coins have been dropped into the payphone. The FCC ordered that coin sent paid calls are not feasible and has made the FCC's temporary solution of coin sent paid call processing through relay a permanent solution.

Hamilton does not charge relay users who want to place a local call from a payphone as stated in the current FCC coin-sent paid order.

Relay users making a long distance call from a payphone are able to use a calling card (debit card, regular calling card, etc.) or place a collect or third party call. The customer's carrier of choice will then rate and bill any long distance payphone calls. Once billing has been established the call will be processed as a regular relay call. In this manner, all relay users have access to anyone from a payphone. Hamilton is a part of the industry coin-sent paid team and has done a variety of things to promote the solution approved by the FCC. In **Attachment E** is a list of coin-sent paid outreach activities that Hamilton has done to educate relay users about how to place relay calls via a payphone. Hamilton's coin-sent paid solution is acceptable to the FCC, meeting all current certification requirements.

Hamilton will continue to meet and adhere to all FCC requirements for all types of calls, ensuring relay certification for the State of Florida.

43. End User Billing for Intrastate Calls

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50% of the provider's rate for non-relay calls. An additional 10% discount (60% total discount) shall apply to calls to or from the duals-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over 5 hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.).

In the alternative, the provider can collect necessary billing information and turn that billing information over to the end user's local company so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the contract manager whenever it changes billing methodologies.

Local and Intrastate Relay Calling

Hamilton will provide local and intrastate calling to the users of Florida Relay. Hamilton will obtain the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (this includes expanded local information).

Hamilton will contact the LECs within Florida to collect all EAS and local optional calling plan information. Hamilton will update its database within its switching platform and its toll processing system to identify certain NPA-NXXs as toll-free calling areas. Relay users with access to optional calling plans will not be billed any more for calls to the specific optional calling area than if they would have called directly through their local network.

The calling party's ANI is compared to the called number. Hamilton's relay database determines if it is a local or intrastate toll call and gives the Communication Assistant notification if billing information is required. If it is a local call, no billing arrangements are necessary and there are no charges. If it is a toll call, Hamilton sends the call to the customer's carrier of choice for billing purposes.

Hamilton's entire call process and CA procedures are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary location to the call destination. **Relay users do not see or get billed for the "links" going to and from the**

relay center. Relay users receive no billing for local calls. Intrastate/intralata calls are billed by the customer's carrier, as described further in this Section.

Extended Area Service

Hamilton will obtain the needed local calling area information from the Florida LECs and will routinely update this information. This includes any EAS and/or local optional calling plan data. This data will be collected through letters, telephone calls, and meetings with the LECs in Florida.

Hamilton also makes use of the Terminating Point Master (TPM) from Telcordia to verify Latas, as well as vertical and horizontal positions, which are necessary elements in determining mileage and jurisdictions. Hamilton uses the TPM to define call jurisdictions by linking the calling and called numbers to geographic data tables that contain NPA-NXX information, identifying intralata, interlata, or local/EAS. The jurisdiction is also defined at the workstation during the actual call. Hamilton updates the TPM file monthly.

Hamilton will communicate often with the LECs in Florida. Hamilton does not charge relay users for use of the relay service. Calling and called parties bear no charges for calls originating and terminating within the same toll-free local calling area, including all Expanded Area Service (EAS) locations and/or local optional calling plan data.

End User Billing for all Toll Calls

The following Section explains how Hamilton provides end user billing for long distance services and how Hamilton transmits billing to the State. Hamilton has explained in detail in **Section 45** below, its process for allowing callers to select an available interexchange company of their choice for completion of toll calls and billing purposes. If a customer does not select a Long Distance Carrier (either in the customer profile or on a per-call basis), Hamilton defaults that caller to the State's selected default carrier. Hamilton's carrier of choice policy is in compliance with all FCC standards.

Interlata (including interstate and international) and intralata and intrastate long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interstate and intrastate long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

Hamilton will forward information on each toll call to the relay user's carrier at the time the relay call actually takes place. The record will contain: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records will be created by the interexchange carrier as a result of the information digits and calling and called

number data being sent to the interexchange carrier at the time the call is made. Long distance charges are based on the originating and terminating numbers. The location of the relay center does not affect billing. **The long distance carrier bills based on conversation time using their own rounding calculations. Hamilton does not pass on session time to the carrier so only conversation time is billed by the carrier.** Billing and collection is then the responsibility of the interexchange carrier who carries the call.

We have the unique advantage in the industry of being a relay provider which is not an IXC. The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international calls. This means that the timing of the call for billing purposes begins immediately upon pickup at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call. If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, **the carrier will bill the call as a relay call and apply any discounts.** Hamilton bills no calls and receives no revenue. All billing is performed by the carrier.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as an Florida TRS call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

44. Relaying Interstate and International Calls

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

Interstate and International Calls

Hamilton will provide interstate and international calling to Florida Relay users. Hamilton provides interstate relay service in all of its relay states. Interlata (including interstate and international) and intralata long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interlata and

intralata long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number on each call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. **If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts.** Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. Hamilton explains this type of billing arrangement through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users understand how to select a carrier and find the best long distance rates.

Hamilton will report total interstate minutes of use to the FPSC. Hamilton bills all interstate and international relay minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

Please see **Section 43** for a complete description of how Relay users are billed for toll calls.

Inbound International Calls

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. All processed International calls are billed to the Interstate TRS Fund Administrator.

45. End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll calls and billing purposes. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than the provider. The bidder should include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

Hamilton allows callers to select an available interexchange company of their choice for completion of toll calls and billing purposes. Hamilton meets current requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than itself. Hamilton will do the same for any subsequent requirements of the NIIF. At the end

of the following section is a copy of the current standard. In addition, Hamilton will comply with and will provide FPSC any subsequent updates in the standard as soon as they are adopted.

Equal Access (Carrier of Choice)

Hamilton will provide both intralata and interlata carrier of choice for TRS and CapTel. Charges for all relay toll calls are billed by the relay user's carrier of choice, which are recorded and billed by the relay user's carrier of choice in the same manner as the carrier bills that customer for other long distance calls not made through the relay, ensuring functional equivalent rates. On each toll call, Hamilton forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer at the correct rate through their normal billing mechanisms. Calling card or credit card billing is handled in the same manner. All the major carriers (including AT&T, Sprint and MCI) which are participating in relay equal access have established the necessary trunking with Hamilton's relay centers to provide Hamilton's relay users with a choice for their long distance provider. Hamilton offers equal access to all carriers who choose to participate. **Hamilton currently has 125 carriers participating in equal access (see Attachment C).** Hamilton has provisioned the necessary trunks at each of Hamilton's relay switching tandems so that long distance companies participating in equal access can receive Hamilton's relay traffic.

When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. Hamilton explains this type of billing arrangement through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users understand how to select a carrier and find the best long distance rates.

Operator services are handled in the same manner as explained above. All operator assisted calls are sent to the customers' carrier of choice for processing and billing. Hamilton does not set any rates for long-distance or operator-assisted calls as the customer's carrier of choice bills these calls.

The type of arrangement explained above gives the control to the relay user. The relay user can pick their carrier of choice, receive one bill for all of their calls and the relay user can shop for the best rates, just like they do today for calls not made through the relay. Hamilton sees this as a significant advantage to relay users. The relay user can work with one carrier and the relay remains invisible. Hamilton will provide this type of service to the relay users of Florida.

Hamilton's customer profile program is based on the relay users' ANI and 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. This allows relay users to obtain the rates of their long distance carrier and receive billing for their long distance relay calls on that carrier's bill. Relay users complete a customer profile with their carrier information and Hamilton adds this information to its database. On each subsequent relay call relay users are automatically connected to their carrier of choice.

Relay users can also notify the Communication Assistant of their carrier of choice when making a long distance relay call. In the event a relay user elects to change his/her carrier of choice, the Communication Assistant is able to do so. Direct requests for a carrier of choice by relay users will always override the information in the customer profile for the initial outbound call and consecutive outbound calls made in accordance with the inbound call. The Communication Assistant will also explain carrier of choice to a relay user when asked.

With the profile system, Communication Assistants do not need to ask relay users the name of their carrier and consequently call set-up time is shortened. It ensures that relay users get their relay calls billed through the same carrier they use for other calls placed from that particular telephone line. This feature is a significant convenience to relay users and a time saver for both users and CAs. This is truly the most functionally equivalent method of providing carrier of choice available today.

Besides carrier of choice, Hamilton Telecommunications also 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 feature to Florida Relay users.

Non-Participating Carriers

If a Relay user selects a long distance company that is not available through Hamilton's list of participating carriers, the CA will so inform the consumer and will then call for a Supervisor for assistance. The Supervisor will then obtain the customer's name, telephone number and 800 number of the long distance company allowing Hamilton to contact that carrier in order to ask them to participate in relay equal access. If a relay user selects a non-participating long distance carrier via the customer profile, Hamilton will notify the customer that the chosen carrier is not participating in equal access. Hamilton's customer service always follows up with the customer and the long distance company concerning this matter.

If a customer contacts Hamilton requesting a carrier that does not participate, Hamilton will contact that carrier both verbally and in writing to notify them of their obligation to provide access to TRS users and encourage them to participate.

Hamilton's Customer Service Representatives are prepared to discuss carrier of choice with relay users and are also prepared to direct them to other telephone numbers to access more information

from particular carriers. Hamilton keeps an updated file of the appropriate access numbers to long distance companies that are participating in relay equal access.

Encouraging IXC Participation in TRS Equal Access

Hamilton will build a list of all certified IXC's and dial-around services operating in the State of Florida. Hamilton will mail all certified long distance companies in Florida a letter, which follows, asking them to participate in Hamilton's equal access process.

Hamilton has provisioned the necessary trunks at each of its relay switching tandems so that long distance companies participating in equal access can receive relay traffic. Hamilton works with each company who responds to add them to Hamilton's switch, allowing that company to pick up relay traffic for customer billing purposes.

This process is followed for TRS and CapTel.

Date

Company Name

Address

City, State, Zip

RE: TRS EQUAL ACCESS PARTICIPATION

If you are certified to provide toll services in the state of Florida please read on for important equal access information as it relates to Telecommunications Relay Service.

To ensure full compliance with FCC orders (see below), Hamilton makes every effort to give relay users access to as many long distance carriers as possible. We are asking your company to participate in relay equal access for intralata, interlata, or both types of toll traffic.

Hamilton's relay switches are located in Louisiana, Nebraska, and Wisconsin.

All interlata and intralata toll traffic from the **Louisiana** switch is delivered to:

- AT&T Southeast's Goodwood tandem
- 566 Lobdell Avenue
- Baton Rouge, Louisiana 70803-6316
- CLLI code - BTRGLAGW0GT
- Point code - 252161001

All interlata and intralata toll traffic from the **Nebraska** switch is delivered to:

- Windstream tandem
- 1440 M Street
- Lincoln, Nebraska 68508-2513
- CLLI Code LNCLNEXL04T
- ICSC number in North Carolina 800.864.7188
- Fax number 704.841.3231

All interlata and intralata toll traffic from the **Madison, Wisconsin** switch is delivered to:

- AT&T Madison Tandem
- Madison, WI
- CLLI Code MDSNWI1171T

All interlata and intralata toll traffic from the **Milwaukee, Wisconsin** switch is delivered to:

- AT&T Milwaukee Tandem
- Milwaukee, WI
- CLLI Code MILWWI1261T

A facility-based carrier (not a reseller) participating in relay equal access is responsible for picking up its customers' toll traffic from any of the above tandems and hauling it to the terminating destination. Carriers must have facilities that will accept relay traffic (1+, 0+, international, etc.) at all the tandems listed above. All certified carriers within any of the states listed above are invited to participate in relay equal access.

To participate as a facilities-based carrier for relay you must submit an Access Service Request (ASR) to activate your carrier code (CIC) in each tandem listed above. Additionally, send **Hamilton Relay, Inc.** in Aurora, Nebraska, a Letter of Authorization (LOA) indicating every state where you are authorized to provide toll service. The purpose of the LOA is to grant Hamilton Relay the authority to activate you in the relay switches. **Please include your technical contact name, telephone number and email address and your customer service contact information.**

If you are a reseller with an underlying carrier that is certified in Louisiana, Nebraska, and Wisconsin, then send an LOA to **Hamilton Relay, Inc.** indicating every state where you are certified to provide toll service and what CIC to use for your traffic. Also include **your technical contact name, telephone number and email address and your customer service contact information.** The purpose of the LOA is to grant Hamilton Relay the authority to activate you in our relay switches. It is your responsibility to provide your customer information to your underlying carrier and/or have your underlying carrier activate your CIC in the tandems so your carrier can identify your traffic.

Thank you for your attention to this matter. We look forward to hearing from you.

Sincerely,
JoAnne Lambert, Equal Access Coordinator
1001 12th St
Aurora, NE 68818
402-694-5101
joanne.lambert@hamiltontel.com

**Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)

Telecommunications Relay Services)
and Speech-to-Speech Services for)
Individuals with Hearing and Speech)
Disabilities)

CC Docket No. 98-67

ORDER ON RECONSIDERATION

Adopted: June 2, 2000

Released: June 5, 2000

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(b) *Technical standards.*

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

LOA EXAMPLE

Long Distance Service Provider Letterhead

Mmmm dd, yyyy

Hamilton Relay Inc
Attn: JoAnne Lambert
COC Coordinator
1006 12th Street
Aurora, Nebraska 68818

JoAnne:

Please accept this letter of authorization to include long distance service provider name as a long distance carrier for Relay users in the follow states:

- List all states where your company is authorized to provide long distance services.
If your service area is nationwide, indicate if it includes the 48 continental states or all 50 states plus territories.

Long distance service provider name is active and ready to receive Hamilton Relay users' toll traffic at AT&T Southeast's Goodwood tandem (BTRGLAGW0GT) in Baton Rouge, LA, Alltel's tandem (LNCLNEXL04T) in Lincoln, NE, AT&T tandem (MDSNW1171T) in Madison, WI, and AT&T tandem (MILWW1261T) in Milwaukee, WI. Please use the following technical information to configure Hamilton's Relay switches:

- Carrier code(s): Long distance service provider's carrier identification code NNNN. If you use multiple CIC codes, please indicate the state, jurisdiction, or calling plan associated with each code
Relay customers are allowed to choose.
- Underlying carrier name: Name of underlying carrier, if used
- Underlying carrier code: Underlying CIC NNNN, if used
- Carrier code(s) to activate in Relay switches and send with calls: CIC NNNN = LD provider or underlying carrier code(s)
- Technical contact: Name of technical person with whom to discuss routing issues
- Telephone: Technical contact's telephone number
- E-mail: Technical contact's e-mail address

Should your Relay users need to contact long distance service provider name, please have them call our customer service number, NNN-NNN-NNNN.

Sincerely,
Authorized signature

Typed name
Title
Telephone number

Default Carrier

If a customer does not select a long distance carrier (either in the customer profile or on a per-call basis), Hamilton defaults that caller to AT&T in most of the states it serves. The FPSC can change this default if so desired.

Hamilton's outreach and customer service teams will work to educate relay users on the importance of pre-selecting a long distance carrier. Profiling the customer's current long distance company ensures that relay users are **never** charged at the casual user's rate.

Beyond educating relay users on the importance of pre-selecting a carrier, Hamilton's outreach and customer service teams will help relay users "shop" for a carrier, to help them find a long distance carrier and a long distance calling plan that best fits their needs.

Should the FPSC desire, Hamilton is willing to change its carrier of choice policies. Hamilton will customize its relay service to meet the needs of Florida Relay users.

Following is the current standard of the Network Interconnections Interoperability forum.



ATIS-0300084

**Network Interconnection Interoperability Forum,
(NIIF)**

Telecommunications Relay Service (TRS)



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ATIS-0300084, Telecommunications Relay Service (TRS), July 2006, Formerly NIIF-0008

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1.0 BACKGROUND

1.1 Introduction

This paper presents the current industry understanding regarding network technical issues associated with the implementation of Telecommunications Relay Service (TRS). Of particular concern is the issue of carrier of choice -- the ability of the TRS user to specify the carrier the user wishes to transport the call, and the manner in which this feature can be provided. This effort is a result of a study initiated at the Industry Carriers Compatibility Forum (ICCF). It represents the current industry view and may be subject to change. Any such changes, including modifications or additions to the document will be made under the direction of the Network Interconnection Interoperability Forum (NIIF).

Although the technical arrangements described in the document should be considered the product of industry consensus regarding the ultimate network solution to the stated issues, there should be no inference relating to the implementation of the proposed architectures by any TRS service provider. That is, the decision to implement these arrangements, and the timetable in which such arrangements should be deployed, is likely to be based on business and regulatory concerns, and will vary accordingly. Moreover, nothing in this document precludes the use of alternative arrangements which may include some or none of the features described.

1.2 Telecommunications Relay Service

Telecommunications Relay Service (TRS) is a telephone transmission service that provides the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment.

TRS includes services that enable two-way communication between an individual who uses a Text Telephone (TT) or other non-voice terminal and an individual who does not use such a device.

1.3 Key Regulatory and Legislative Rulings

Several regulatory and legislative actions have mandated that TRS be made available. Most significant of these actions is the Americans with Disabilities Act (ADA) which prescribes that *"Each common carrier ... shall ... provide ... TRS, individually, through designees, through a competitively selected vendor, or in concert with other carriers."* In addition, the ADA directs the FCC to prescribe regulations that establish functional requirements, guidelines, and operations procedures for TRS.

In its Order in Docket 90-571, the Commission provided such regulations. Key among them is a technical standard that prescribes equal or equivalent access to interexchange carriers. Specifically, it is stated that *"TRS users shall have access to their chosen interexchange carrier through TRS, and to all other operator services, to the same extent that such access is provided to voice users."*

1.4 Carrier of Choice

In each state, TRS is provided, after a selection/ certification or competitive bidding process, by a single carrier, either an interexchange carrier (IC), a local exchange company (LEC), or other (usually non-profit) organization. The regulation prescribing equal access for TRS has been interpreted to require that the TRS provider offer the TRS user the ability to designate the carrier to transport the call. Accordingly, the TRS provider must establish the technical capability and the administrative procedures to route the call to the designated transport carrier. Similarly, the transport carrier must be able to recognize the TRS call, complete the call to its destination, and obtain sufficient call detail information to accurately rate and bill the call. With such an arrangement, the established connection will link the calling party to the called party, through the TRS platform and the facilities of the transport carrier. The Communications Assistant (CA) of the TRS provider will provide the relay function.

2.0 NEEDS AND OBJECTIVES

2.1 Rating of TRS Calls

Several State Commissions have mandated that TRS calls be discounted. Such discounts must be provided not only by the TRS provider, but also by any other carrier that is involved in transporting the TRS call. Accordingly, if a call is routed by the TRS provider to a transport carrier, the transport carrier must be able to identify the call as a TRS call in order that the appropriate discount can be applied.

2.2 Efficiency

It is desirable that the TRS provider be able to route the call to the designated transport carrier in as efficient a manner as possible. The need for such efficiency implies that the transport carrier receive, through available network signaling, all necessary information to complete the call. This information includes the identification of the call as a TRS call, the end user calling number, and the called number. Moreover, it is desirable that any additional information further describing the nature of the calling line (e.g., hotel/motel, payphone, etc.) be provided.

Calls not requiring operator assistance should be routed to the transport carrier's non-operator switch. That is, calls where alternate billing (card, collect, third party) is not requested by the calling party should not involve the operator services position of the transport carrier. When

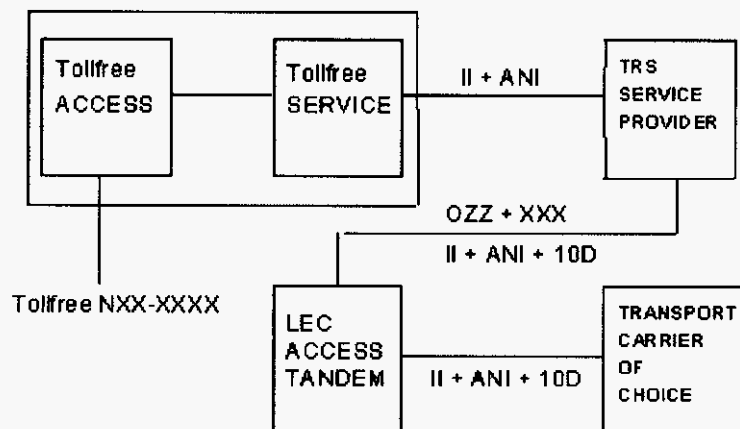
alternate billing is requested, the interaction between the CA and the transport carrier operator should be kept to a minimum. Again, as much information as possible should be provided to the operator services position of the transport carrier through network signaling.

Efficient provision of routing to the transport carrier will minimize the call set-up time associated with the TRS call. Minimal call set-up is necessary to better meet the requirement of functional equivalency to non TRS connections.

3.0 NETWORK ARCHITECTURE

3.1 General

The suggested network architecture to effect carrier of choice is shown in the figure below. A key feature of the architecture is the capability within the TRS platform which allows the platform to outpulse in an equal access signaling format to a LEC access tandem switch. This capability takes advantage of known access network capabilities and arrangements to effectively provide connectivity to the requested transport carrier.



NETWORK ARCHITECTURE FOR CARRIER OF CHOICE

It is recognized that some of the capabilities described as well as the necessary access trunking are not now in place and will have to be deployed to comply with the proposed architecture. Further, it is understood that this network architecture cannot be used for certain calls (see Section 7.5). Finally, as stated in the introduction (Section 1.1) the decision to implement these arrangements and the timetable in which these arrangements are deployed, are likely to be based on business and regulatory concerns.

3.2 Access to the TRS Platform

Connection of the end user (calling party) to the TRS platform is typically provided through the use of an Toll-free number. The Toll-free service which routes the call to the platform should be configured to deliver to the TRS provider the 10 digit calling number (ANI). In addition to the calling party number, the Toll-free service should deliver to the platform the ANI II digit pair associated with the calling line.

3.3 Selection of Carrier of Choice

After connection to the TRS platform, the end user will provide to the CA -- either verbally or through use of a TT -- the called number, the type alternate billing required, if any, and, if desired, the carrier the caller wishes to route the call.

3.4 The Use of MF Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an equal access (FG D) signaling message to an appropriate, originating LEC access tandem switch. Originating FG D signaling through an access tandem uses a two stage outpulsing sequence with the first stage of the form "OZZ XXX" where OZZ is used to specify a particular trunk group and XXXX is the carrier code. The calling number (ANI) including the ANI II digits and the called number are provided in the second stage of outpulsing.

3.4.1 The Use of Unique ANI II Digit Pairs

It is necessary that the carrier of choice (the transport carrier) recognize the call in coming to its network as a TRS call. To effect this recognition through network signaling, new ANI II digit pairs must be defined and assigned to identify TRS calls. Because the transport carrier requires information regarding the nature of the calling line, reflecting, for example, the need for a particular billing treatment, multiple ANI II digit pairs are necessary. Accordingly, the use of these new ANI II digit pairs will identify the incoming call as a TRS call with no billing restrictions (i.e., bill to the calling number) or a TRS call in which some alternate billing arrangement must be used. Specific definitions of these new ANI II digit pairs are given in Section 6, below.

It should be recognized that the ANI II digit pair sent by the TRS platform to the carrier of choice will not be the ANI II digit pair originally associated with the calling line and initially received by the TRS platform. Rather, the TRS Platform must map the ANI II pair of the calling party's line to one of the new ANI II digit pairs assigned for TRS use.

3.5 The Use of SS7 Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an Initial Address Message (IAM) containing the appropriate parameters to enable the originating LEC access

tandem to route the call to the appropriate IXC. The 0ZZ XXXX will be sent in the Transit Network Selection (TNS) parameter and, as in the FGD in-band signaling above, the 0ZZ will indicate the trunk group type (Circuit ID) and XXXX will contain the Carrier Identification Code (CIC) of the preferred carrier. The LEC tandem will use the information in the TNS to route the call to the appropriate IXC trunk group and to indicate the type of call (1+, 0+, etc.). Since the TNS is not passed from the tandem to the IXC, the NIIF recommends the Carrier Information Parameter (CIP) of the IAM must contain the CIC of the Preferred Inter-exchange Carrier (PIC).

The Pre-subscribed or Casual Call status of the call is indicated in the Carrier Selection Parameter (CSP). The NIIF recommends utilizing a CSP value of 7 for TRS calls. CSP value of 7 is defined as "Selected carrier identification pre-subscription unknown (verbal) instructions from the calling party." Further information on CSP values can be found in T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

The NIIF recommends that the TRS platform pass the Jurisdiction Information Parameter (JIP). Currently, the TRS platform does not send JIP but TRS providers are willing to have their platforms pass JIP if it was sent on the inbound call. JIP should not be created by the TRS platform for a call where the originating office was not capable of sending it. The Originating Line Information (OLI) codes are the two-digit codes providing indication of the type of station making the call. These codes are referred to variously as "ANI II digits", "Info Digs", and "II digits", and are described below for TRS use. The NIIF recommends that the IAM sent by the TRS platform be populated in accordance with T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

3.6 Call Flows

The following are descriptions of the call processing necessary to establish and complete a TRS call.

3.6.1 TRS Call Billed to the Calling Line

Consider a TRS call made from a residence line where the caller wishes to have the call completed over a specific carrier's network, and not the network of the TRS provider. Moreover, the call is to be billed to the calling line.

Typically, the calling party would access the TRS Platform by dialing an Tollfree number. The call would be completed and, because of the manner in which the (Tollfree) service was provisioned, the TRS platform would receive the calling party number (ANI) and the associated II digits (in this case 00). The calling party will communicate with the CA, informing the CA of the called number and the choice of carrier. The CA, recognizing (through the II digits) that call is made from an unrestricted line and that no alternate billing (e.g., card, collect) has been requested would assume that the call is to be billed to the originating line.

The CA would initiate the call to the designated carrier causing an equal access signaling message to be transmitted from the TRS platform to the appropriate LEC access tandem switch. Contained within the signaling message is the information indicating the carrier to which the call should be routed. The second stage of the signaling message contains both calling and

called party number, including the new 11 digits 60 indicating that the call is a TRS call and that there are no billing restrictions on the calling line. The call would be completed by the transport carrier with the necessary call detail indicating the use of TRS, thereby permitting the transport carrier to apply the appropriate rate treatment.

3.6.2 TRS Call with Alternate Billing

A call will be designated as an alternate billed call either because the calling party has requested such treatment or the CA, based on an indication from the calling line 11 digits, recognizes that the call cannot be treated as sent paid. In either event, the call would reach the TRS platform as previously described in Section 3.6.1.

The CA, after determining that alternate billing is required, will initiate the call to the specified carrier as if the call were dialed 0+. Carrier identification will again be realized through the first stage of FG D signaling through a LEC access tandem. The calling party number information will contain the necessary 11 digit pair indicating a TRS call from either a restricted or unrestricted line. Because the call was dialed 0+, the call will be routed to the operator services position of the designated carrier where the appropriate call treatment (card, collect, third party) can be provided.

4.0 CAPABILITIES OF THE TRS PROVIDER

As indicated in the above call flows, the TRS platform and/or the CA must provide several specific capabilities in order to effect the desired call processing.

- Receive the ANI of the calling line
- Receive and interpret the ANI 11 digits of the calling line
- Recognize the routing needs (e.g., 1+, 0+) of the calling party
- Map the calling line 11 digits to the TRS 11 digits as appropriate
- Route the call to the carrier of choice using FG D signaling through a LEC access tandem switch. (Access facilities to connect the TRS platform to the appropriate access tandem must be in place)
- Provide all necessary additional information to the carrier of choice (e.g., card number, collect, third party)

In addition, it is the responsibility of the TRS provider to inform all ICs operating in a given state (where the TRS provider offers service) of the location of specific access tandem switches

through which "carrier of choice" traffic will be distributed. Moreover, the TRS provider is also responsible for informing the industry relative to the activation by the TRS provider of any newly assigned ANI II digit pairs which will necessarily be forwarded to a selected carrier of choice.

5.0 CAPABILITIES OF THE TRANSPORT CARRIER

Similarly, the transport carrier must also support several features to allow the efficient implementation of carrier of choice.

- Provision access facilities from the appropriate access tandems
- Receive FG D signaling at all POPs designated to collect TRS traffic
- Receive and recognize the unique TRS II digits
- Record the necessary call detail information for rating and billing

6.0 RESPONSIBILITIES OF THE LEC

The designated architecture for carrier of choice requires that the TRS provider route traffic through a LEC access tandem switch for delivery to the end user's chosen carrier. Accordingly, access facilities should be made available by the LEC to provide the necessary connectivity from the TRS platform to the designated access tandem.

In addition, the LEC should understand that the deployment of the recommended architecture requires that access recording capability be available at the tandem switch which receives traffic from the TRS provider and routes that traffic to the transport carrier. To the extent that access recording capabilities are not available, their development should be considered.

7.0 NEW ANI II DIGIT PAIRS FOR TRS

It is suggested that three new II digit pairs be assigned to permit the efficient implementation of TRS and, in particular, carrier of choice.

7.1 TRS II Digit Pair 60

ANI II digit pair 60 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from an unrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call will be billed to the calling line.

7.2 TRS II Digit Pair 67

ANI II digit pair 67 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type alternate billing permitted.

7.3 TRS II Digit Pair 66

ANI II digit pair 66 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (e.g., whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).

7.4 ANI II Digit Mapping

ANI II digit pairs associated with the calling line and received by the TRS platform will have to be mapped into the three II pairs assigned for TRS).60, 66, 67. The following table suggests such a mapping.

ORIGINAL II PAIR	DESCRIPTION	TRS II PAIR	DESCRIPTION
00	UNRESTRICTED	60	UNRESTRICTED

01	MULTIPARTY	60	UNRESTRICTED
02	ANI FAILURE	67	RESTRICTED ⁱ
06	HOTEL/MOTEL	66	HOTEL/MOTEL
07	SPECIAL OPERATOR HANDLING	67	RESTRICTED
20	AIOD	60	UNRESTRICTED
23	COIN/NON-COIN UNKNOWN	67	RESTRICTED
24	Tollfree SERVICE	67	RESTRICTED
25	Tollfree	67	RESTRICTED
27	COIN	67	RESTRICTED
29	PRISON / INMATE	67	RESTRICTED
61	CELLULAR	67	RESTRICTED
62	CELLULAR	67	RESTRICTED
63	CELLULAR	67	RESTRICTED
70	COCOT	67	RESTRICTED
93	VIRTUAL NET	60	UNRESTRICTED

8.0 Additional Technical Issues

Several additional technical issues must be recognized by both the TRS providers and the transport carriers.

ⁱ Typically, when ANI failure occurs, the call is directed to an operator for collection of the calling party number. If the calling party number is successfully obtained, and if it is determined that the calling line is unrestricted, the call may be forwarded from the TRS platform as an unrestricted call (i.e., with ANI II AA).

8.1 Trunking to the LEC Access Tandem Switch

The previously described call flows indicate that the TRS provider will deliver traffic to the designated carrier of choice through a LEC access tandem switch. Because the TRS platform may be physically distant from the state it serves, an issue that must be addressed is the location of the LEC access tandem to which the TRS platform will deliver carrier of choice traffic. It is possible that such traffic could be offered at a tandem switch and delivered to the designated carrier outside the state in which the call was made.

If this were the case, at least two difficulties might arise. First, the information provided to the transport carrier necessarily includes the calling party number which indicates the NPA code associated with the originating location. Accordingly, if this call is delivered to a Point of Presence (POP), and ultimately to a switch of the transport carrier in a state far distant from the location of the calling party, that switch will receive and must recognize "foreign" NPA codes which it typically is not expecting. Therefore, screening in these switches, at least on those trunk groups which receive TRS calls, will have to allow such "foreign" codes.

Second, the ANI based screening required to determine specific call treatment (e.g., collect only) or to validate 1+ calling from hotels is based upon internal databases which are regionally deployed. Accordingly, if the call is delivered to the transport carrier at a location distant from the calling party, the relevant information necessary to perform screening may not be present.

It is therefore suggested that routing arrangements be considered so that calls routed from the TRS provider to the designated carrier of choice are delivered to that carrier from a LEC access tandem switch in the state from which the call originated, preferably from the switch that serves the calling NPA.

8.2 Tollfree Database Access

There are two situations where Tollfree Database Access will provide to the TRS platform an ANI II digit pair which does not directly describe the characteristic of the originating line, or will change the II pair associated with the calling line. II 23 will be received by the TRS platform if the access provider cannot determine if the originating line is coin or non-coin. Receipt of II 23 will occur, for example, on some calls originating from non equal access end offices.

Upon receipt of II 23 the CA should attempt to obtain the full (10 digit) ANI of the calling party and the nature of the calling line. If the CA determines that the call can be billed to the calling line, the ANI II digit pair forwarded to the transport carrier could be that associated with a TRS unrestricted call. If the CA is not certain of the nature of the calling line, or is unwilling to take responsibility for that decision, the call should be forwarded to the transport carrier with the ANI II digit pair for a TRS restricted call.

ANI II digit pair 24 is used to indicate that Tollfree access includes a POTS number translation and will therefore be received by the TRS platform on every call if the Tollfree service provider has selected this option from the Tollfree access supplier. If II 24 is received, the CA should again attempt to determine the nature of the calling line. More appropriately, the TRS provider should request of its Tollfree service provider that POTS translation not be used.

8.3 Inaccessibility of the Designated Carrier

Clearly, the designated transport carrier of choice to which the TRS provider will direct the call must have a Point of Presence (POP) in the area from which the call originates, and must have in place access facilities from the tandem switch to which the TRS provider routes the call. If such access facilities are not in place, the call cannot be directed to the transport carrier and should be routed to the appropriate announcement.

It should be noted that announcement capability may not be available at all LEC tandem switches that will receive TRS (carrier of choice) traffic, possibly causing calls routed to unavailable carriers to terminate in reorder, without explanation to the calling party. Accordingly, it would be advisable for the TRS provider to be aware of the ICs that serve a given state (or area within a state) and are available to receive TRS traffic. Calling parties selecting a carrier known to the TRS provider to be unavailable from the caller's area would be so informed by the TRS provider and asked to make another choice.

8.4 Access to the LEC Operator

Situations may arise in which a calling party making a TRS call needs to access the LEC operator for assistance. Accordingly, the TRS platform should incorporate and support existing interconnection arrangements (e.g., operator inward dialing) and procedures to accommodate this potential need.

8.5 Transfer of TRS IntraLATA Calls to the LEC

As previously explained (Section 1.4) there may be situations where, subject to regulatory directives, intraLATA calls handled by a TRS provider must be routed to the LEC for completion. The network solution described herein cannot be used for such calls. Alternatively, intraLATA calls could be forwarded to the LEC simply by sending the called number to the LEC tandem or end office switch. (If calls are routed by the TRS provider to the LEC for completion, the calls may have to be delivered to a tandem switch in the LATA in which the call originated). Associated billing arrangements, if required, would have to be accommodated on an individual case basis. In any event, should LEC completion of intraLATA TRS calls be required (in some areas, state commissions have authorized TRS providers to complete intraLATA traffic) the arrangements necessary to accommodate this need should be developed through one-on-one negotiations between the TRS provider and the LEC.

8.6 Coin Sent-Paid Calls

A recent FCC Order (CC Docket 90-571, released 2/25/93) ruled that TRS must accommodate coin sent-paid calls. Current TRS access arrangements (i.e. Tollfree service) and TRS platform capabilities cannot adequately support coin sent-paid traffic as the necessary coin control signaling features, required to monitor the deposit and collection of coins, are not available.

Moreover, the difficulties are compounded if the call is handed off from the TRS provider to a transport carrier. In this situation, the coin control capabilities would necessarily have to be transferred to the transport carrier -- a capability that again, is not available.

Further, full support of coin sent paid TRS traffic would require a non-voice interface for coin control signaling and the development of the associated industry standards. In addition, changes in customer premises equipment (i.e., coin telephones) would be required to support TT usage on coin calls.

If an industry technical solution for the accommodation of TRS coin sent-paid calls is developed, this document will be amended to describe the arrangement.

9.0 Alternate Arrangements

A TRS provider and/or a transport carrier, along with the LEC, may choose not to implement the above described capabilities. Although less efficient, there are alternatives to the network solution which could provide the basic carrier of choice feature.

Simplistically, upon a calling party request for transport service from a designated carrier, the TRS provider could launch the call to that carrier using 101XXXX access. The call would be routed to the carrier of choice with the ANI and the ANI II digits of the TRS platform. The transport carrier could identify calls from a TRS provider based upon the ANI, and collect the call detail for those calls in a "downstream" process. Call detail information, recorded by the TRS provider, including calling party number could then be provided to the transport carrier, allowing calls completed over the transport carrier's network to be associated with the appropriate calling party. Accordingly, the calls could be rated and billed.

This arrangement would permit a TRS provider to route the call to the calling party's carrier of choice, and would not require the network modifications and access trunking additions described above. This arrangement, however, requires the transfer of billing information outside the normal, automated processes. The use of essentially manual input to an otherwise automated process is administratively burdensome and is prone to result in lost data and/or errors. Moreover, the absence of relevant information (e.g., calling party number, relevant II digits) in real time during call processing could inhibit the transport carrier's ability to properly treat the call, and could potentially increase the possibility of fraud. Accordingly, at least for use in the long term, this alternate arrangement is not recommended.

46. Recipient of Toll Revenues

The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.

Hamilton will not perform any long distance billing functions under this contract. All long distance calls (i.e. intralata, interlata, and international calls) will be billed by the relay user's carrier of choice. As a result, Hamilton will not retain any toll revenues.

47. Long Distance Call Billing

Operator handled calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:

- a. Telephone number or credit card number to be billed (NPA-prefix-line number)*
- b. Originating and terminating telephone number (NPA-prefix-line number)*
- c. Originating and terminating exchange name*
- d. Date*
- e. Start time*
- f. Call duration to the full second (the time in between start time and end time)*

Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

Because Hamilton does not perform any long distance billing, Hamilton is not in control of these time measurements. However, Hamilton does send all the needed information so that the long distance carrier can perform and calculate accurate billing and time measurements.

Hamilton's switch is acceptable for all public phone measurements and its accuracy is guaranteed by the manufacturer. In addition, Hamilton syncs its timing devices to the atomic clock in Boulder on at least a weekly basis. To ensure the highest level of service, Hamilton's technical staff monitors all systems daily and scans all log files daily for any indication of a potential problem. All CAs complete an observation sheet for any calls in which they experience a technical difficulty so that technicians can analyze and identify any potential problems. Hamilton will provide a very high level of reporting accuracy to the State of Florida.

Automated Billing System to Determine Call Jurisdiction

Hamilton makes use of an automated billing system to determine call jurisdiction. As explained below, Hamilton marks on every billing record whether the call is local, EAS, intrastate or interstate. This is done immediately when the call is placed. Hamilton performs a second check of call jurisdiction during the monthly settlement process. By determining the jurisdiction of every relay call twice, Hamilton can guarantee that call jurisdictions are established correctly and that the FPSC will only pay for intrastate relay minutes. In addition to redundant jurisdiction look-ups, Hamilton also accounts for every minute of relay use. This means that all reports must balance at the end of every month in each jurisdiction category. This additional safeguard ensures that all minutes are accounted for correctly.

Hamilton will report total interstate minutes of use to FPSC. Hamilton will bill the FPSC for all Florida intrastate relay traffic. Hamilton will bill the Interstate TRS Fund direct for all interstate minutes.

Call Billing Records

Hamilton uses its call billing records to generate billing to the State. Hamilton does not generate any billing to relay users. Call Billing Records contain the following information. Hamilton's call billing record system is completely automated and available for audit when deemed to be necessary.

Calling Number	
Called Number	
Bill Number (for card or third party)	
Outgoing Call Type	(Collect, Third, etc.)
Validation Codes	Completion Code
Outgoing Call Class	Connect Date
Connect Time	Disconnect Time
System Time	Queue Time
Operator Time	Charge Time
Incoming Call Type	Operator ID
Operator Position	
Calling Trunk Group	

Called Trunk Group

All of this information is recorded in Hamilton's relay platform. This also records the following call events as illustrated below:

----- System Time	Call initiated (off-hook detected)
----- Queue Time	Call is placed in queue
----- Operator Time	Call is assigned to CA
----- System Time	Call dialed and ringing
----- Charge Time	Call completed (called party off-hook)
-----	Call breakdown (either party off-hook)

Hamilton's System and Process for Billing the State

Hamilton performs the following functions in-house. After records have been made for each call, this data is transmitted daily from the relay platform to the toll processing computer system. Within this system, call jurisdictions are defined again by linking the calling and called numbers to geographic data tables that contain NPA-NXX information. Calls are then identified as intralata, interlata or local/EAS. This also is done at the workstation during the actual call. (Interstate and Intrastate toll calls are sent immediately to the customer's carrier of choice for billing via the tandem while the relay call is taking place.) Local/EAS, intrastate and interstate call information is retained for calculation of billable minutes. Hamilton then takes the conversation time as recorded for each record and uses it to make its billable amount calculation to the FPSC and to the Interstate TRS Fund Administrator for interstate relay calls.

Hamilton uses the information contained in the call billing record (see above) to prepare its annual and monthly reports. The various "time" measurements are used to calculate answer performance and queue time. Call records are also used to identify incoming call type (i.e. TTY, Voice, Speech to Speech, etc.). Inbound, outgoing and completed call counts as well as billing jurisdictions are calculated from call billing records.

Hamilton's relay switch generates a call detail record for each relay call (call detail records include call set-up and wrap-up time) and records each call to the nearest second. For reporting purposes, minutes are rounded to the nearest hundredth of a minute. For example, a relay call lasting 7 minutes and 2 seconds (including set-up and wrap-up) is reported as 7.03 minutes; a relay call lasting 7 minutes and 7 seconds is reported as 7.12 minutes. All call minutes within a calendar month are then added to determine the amount of time to be billed to the State.

Hamilton's billing accuracy is unmatched by our competitors. **Hamilton measures to the nearest 100th of a minute**, thus saving the State money. Please see Hamilton's Pricing Proposal to learn why Hamilton is the most cost effective relay provider.

48. Special Needs

The provider is not required to provide Special Needs services. However, consideration will be given for additional evaluation points for proposals that include Special Need services (beyond any other services for basic relay described elsewhere in their RFP) as a part of the basic relay service.

Special Needs is defined as limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes the user from being able to use the relay service. (It should be understood that relay service does not include translation from one language to another for the Special Needs population or for any other consumers.) Special Needs does not include (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure.)

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services and how the provider would assure that those parties would fulfill their portion of the service obligation.

Hamilton believes that it is essential for a relay service to employ persons who are deaf, hard of hearing or who have difficulty speaking. Hamilton has employed individuals who are deaf or hard of hearing in the below positions in the past and present, (as outlined in Section B.7 above) and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- Board of Directors & Vice President of Hamilton Telephone Company and President of Relay
- National Outreach Manager
- Contract Manager
- Relay Center Manager
- Assistant Relay Center Manager

- Program Manager
- CapTel Product Manager
- Internet Based Relay Services Product Manager
- Outreach Coordinator
- Customer Service Manager
- Customer Service Representative

Hamilton currently employs a long list of individuals with disabilities which is explained in full in our Executive Summary. Hamilton's staff has a great deal of subject matter knowledge in the area of Deaf and Deaf/Blind services. Hamilton's Communication Assistants undergo extensive training to ensure all relay calls are handled in a manner that is sensitive to the social/cultural variations of relay users accessing the relay service. Hamilton's CAs are very sensitive to the different mannerisms that appear in relay calls and are dedicated to making sure conversation takes place.

Hamilton will work very closely with the state to ensure that relay services for Deaf, Deaf/Blind and Speech to Speech users are tailored to support the wide diversity of Florida's population as well as all consumers who require enhanced relay functionalities in their communication, including the enhancements listed below.

Mobile CapTel®

Hamilton provides Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who do not hear on the phone. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. While initially available on the iPhone™ 3G, Hamilton looks forward to quickly making Hamilton Mobile CapTel available on a variety of devices and networks.

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Hamilton's slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute from 10 to 45 words per minute. Hamilton CAs have the ability to turn this feature on or off on a per call basis.

Hamilton CAs or Customer Service will work with Deaf/Blind individuals or with the elderly using VCO to find the right transmission speed. Hamilton CAs will make test calls to ensure transmission speeds are set correctly. Transmission speeds can be reset at anytime; on individual calls or through the Customer Profile. Transmission speeds can even be reset several times during a call. As with all aspects of Hamilton's relay services, the customer is in control.

Verbatim Versus Transliteration

As required by the FCC, CAs are required to type and voice every word of a relay conversation verbatim.

Verbatim typing and voicing is required on all relay calls with the following exceptions:

- A TTY user has a "Translator Profile"
- Either one of the relay users involved in the conversation requests translation.
- The relay user requests summarization.

In any of these circumstances, the CA calls a Supervisor to ensure proper handling of the call. As explained in the previous section, Hamilton trains its CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to "translate" the hearing person's English into "ASL-like" conversation and voices the "ASL-like" TTY user's words into conversational English without compromising meaning or intent.

Understanding and Translating Limited English or Spanish

Hamilton trains CAs to translate limited written English or Spanish to correct spoken English or Spanish via intensive training in three areas. First, we train the CA to gain an understanding of how deaf and hard of hearing people typically write English or Spanish and the background behind that. This includes syntax, abbreviations, word choices, etc. Hamilton then instructs CAs on the proper ways to translate this form of English or Spanish into correct written English or Spanish. Finally, Hamilton's CAs are taught how to translate from limited written English or Spanish to correct spoken English or Spanish. By developing skills in these three areas and in this order, Hamilton has discovered that the Communication Assistant is much more capable of translating relay calls. Hamilton uses videos, manuals, observation and a variety of role play scenarios to practice these skills.

Hamilton's training process dedicates a great deal of time to learning how to translate ASL to conventional English or Spanish. At the beginning of the training period, each Communication

Assistant receives a manual covering syntax (**see Attachment K**). This manual has proved to be a valuable tool for Communication Assistants as they develop their skills in this area. As a result of this manual and other types of classroom training and exercises, Hamilton's Communication Assistants are able to translate calls from limited written English or Spanish language into English or Spanish for the hearing user. Before translating calls, all Hamilton's CAs must pass a proficiency exam which tests the skills needed to meet this requirement.

Hamilton has also developed several intensive translation programs. One program was designed by Daniel Burch, a past president of the national Registry of Interpreters for the Deaf. It goes into great depth on how to perform translations from limited written English to correct spoken English. Please see **Attachment K** for this training manual.

Another ASL Translation Training program demonstrates how Hamilton trains CAs to evaluate the meaning of Deaf writing. Hamilton CAs are trained to carefully look at portions of a completed conversation to find clues to understanding deaf usage of interrelated English sentences and to focus decoding efforts on noun and verb placement and to look for hints of "voice" that are not overtly present.

The fundamentals of ASL training include in-depth information on the deaf syntax, culture and basic limited signing. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, Hamilton includes experts in deaf culture during these training opportunities. New hires and seasoned CAs gain tremendous awareness of the logic and history behind certain phrasing types and seemingly "odd" uses of certain English terms. CAs have repeatedly expressed their satisfaction with these sessions.

Hamilton does not charge for special needs services – they are included as part of Hamilton's base price. Hamilton's Customer Service Team will promote any equipment that can be used by those with physical limitations as it comes available. Hamilton's customer service team will serve as a resource to assist Florida relay users with all types of issues– whether temporary or permanent.

49. Unsolicited Features in Basic Relay Service

The provider will not be required to provide unsolicited features in its basic relay service. However, consideration will be given for additional evaluation points for proposals that include unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow

the FPSC and PRC to evaluate the feature. Examples might include features such as: (a) video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; (b) enhanced transmission speed, etc.

Hamilton will provide the following features and benefits to the FPSC as part of our base price.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. This service is billed on a per minute basis.

Visually Assisted Speech to Speech

The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with

their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call Florida Relay using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call, either by using the STS user's IP address or assigned 10 digit number, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. This service is billed on a per minute basis.

Account Manager

Hamilton will provide Florida Relay with a **full-time, in-state** Account Manager who will manage the contract between Hamilton and the FPSC. **Hamilton has included this position in its per-minute rate.** See Section B.39 above for a complete description of Hamilton's Account Management Team.

Remote Conference Captioning (RCC)

Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish. **Hamilton is including 37,500 free minutes of RCC as part of our base price.** Cost for additional hours is included in Hamilton's cost proposal.

Hamilton will provide RCC in conjunction with Caption First, a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by the Florida relay users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at <http://ncraonline.org/certification/Certification/>.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

Florida relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling Florida Relay Customer Service. Hamilton guarantees Florida relay users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Hamilton's slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute up to 45 words per minute. This service is provided along with all DBS Profile features. Hamilton CAs have the ability to turn this feature on or off on a per call basis. See B.48 above for a more complete description of this service.

Third-Party Testing

In addition to our internal evaluations, Hamilton utilizes The Paisley Group (PGL), to provide third-party, independent evaluations. PGL is a well respected auditing firm who is experienced in evaluating relay performance. Hamilton carefully examines these results in order to identify root causes. In a recent example, Hamilton noticed a competitor claiming a faster typing speed than Hamilton. Upon due diligence, Hamilton discovered our competition's testing was performed in a different connection mode than Hamilton's, providing an erroneous result. Hamilton is careful to ensure that all testing, whether internal or provided by a third-party, provides information that is valid, unbiased and accurate.

Please see **Section B.7** above for more information on independent, third-party testing.

Extra Training

As described fully in Section B.7 and B.8 above, all of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues. In addition to training for new staff, Hamilton provides an additional **12 hours** of specialized/cultural training annually for all relay CAs and Staff. Please see Hamilton's CA Training Manual in **Attachment K**.

Error Corrections/Abbreviation Expansion

To increase typing speed and reduce conversation time, Hamilton utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated with new words as needed. Hamilton's relay users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Hamilton continues to bring quality service to its relay customers.

Hamilton's workstations also utilize a software feature that allows Hamilton's CAs to use common abbreviations which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

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

Speech to Speech

As described more fully in Section 24 above, Hamilton provides specially trained CAs to process Speech to Speech calls which is available in both English and Spanish. Hamilton's STS Service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. STS users have the ability to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users.

STS Profile

Following are additional Speech to Speech options that are available for STS customers. Each of these features can be established through a Customer Profile and can also be requested on a per call basis:

- STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retained information from one inbound call for subsequent calls
- 411 – the ability to ask callers to call by name rather than by number
- CA confirmed preferences before dialing allowing an STS user to select which CA their call will be routed to. If the requested CA is unavailable, the call will be automatically routed to another STS CA.
- Standard message to leave on answering machines
- Mute or not mute transmission of the STS user's voice to the other party
- Retain information from one inbound call for subsequent calls
- Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"

- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Other special instructions

Turbo Code

As described in Section 23 above, Hamilton provides Turbo Code as part of its base price so that relay users are able to automatically connect “Turbo Code” on every relay call type. 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.

Faster than Baudot (Turbo Code is similar to “real-time”), Turbo Code does not have the limitation of ASCII. With Turbo Code, Hamilton relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt. Hamilton has secured a license from Ultratec to use this proprietary alternate protocol in its relay modems.

Enhanced Turbo Code

Hamilton’s Enhanced Turbo Code is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they’d like a male or female CA, and what long distance carrier they’d prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton’s Relay Service, thereby eliminating the need to “set up” the call with the CA.

Relay users who’s TTYs include E-Turbo merely push a “relay” button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller’s preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically “behind the scenes,” the TTY caller does not have to interact with the CA. This brings the relay experience much closer to “functional equivalence” with traditional voice calls. E-Turbo Code will be available from Hamilton in 2012.

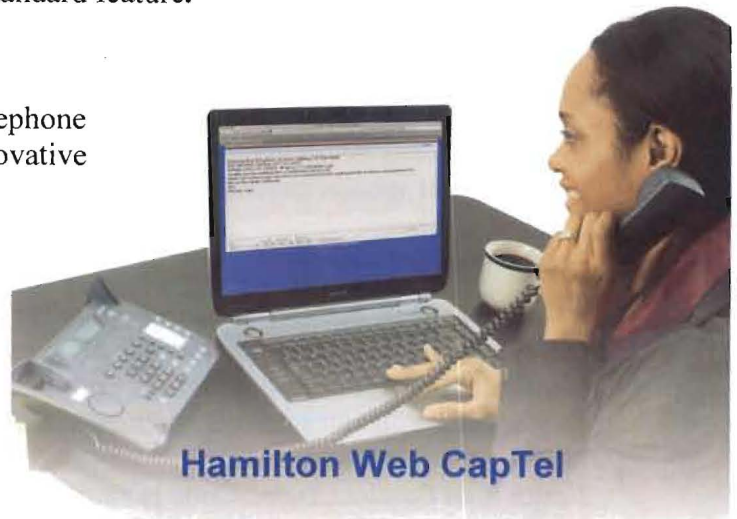
Fast Relay CapTel

Hamilton offers the FPSC a trial of Fast Relay CapTel (without error correction.) Hamilton will make available a trial of a “No Corrections” feature. Such a trial would involve a small group of users who would be allowed to ask for “no corrections.” For the rest of the conversation, the CA

would not attempt to make any corrections and would only revoice. After a period of six months, the trialists would be asked to evaluate the feature. Depending on the outcome, Hamilton may, at its option, offer the feature as a standard feature.

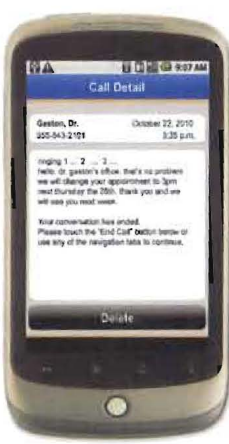
Web CapTel®

Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.



Mobile CapTel

Hamilton also provides Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.



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SmartPhone Selector

See if your smartphone is compatible with Hamilton Mobile CapTel. Select your preferred Mobile Network and Device Operating System:

Verizon

Select Your Phone

Select Your Phone

Android

Android OS 2.1 or higher

BlackBerry

Bold 9650

Curve 8530

Curve 3G 9330

Storm2 9550

iPhone

iPhone 4

iPod Touch

iPad

Smartphone listed and you want to use Hamilton Mobile CapTel, please contact us!

Smartphone, [click here](#) for a list of devices that are compatible with Hamilton Mobile CapTel.

Hamilton Mobile CapTel via free Android Application - Exclusively from Hamilton CapTel

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone.

With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has launched Mobile CapTel via:

- The iPhone Browser and App
- The Blackberry Browser and App
- The Android Browser and App

Hamilton recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.

All Mobile CapTel and Web CapTel minutes are currently being charged to the Federal TRS Fund, thus reducing costs to the State.

Other Features

In addition to the features outlined above or explained elsewhere in our response, Hamilton will provide the below listed features which are explained in full in Attachment C.

- Alpha-Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASCII Split Screen
- Automated Call Routing
- Automatic Connection Mode
- Cellular/Wireless/PCS Phone Access
- Internet Relay
- Mobile CapTel®
- Local Exchange Carrier (LEC) Calling Services (see **Section B-26** above for details on the below features)
 - True Caller ID (SS7)
 - Caller ID (CID) Per Line (Global) Block/CID Per Call Block
 - Call Screening (Call Rejection) (Call Block)
 - Call Acceptance
 - Anonymous Call Rejection
 - Preferred Call Forwarding
 - Unique Flash

- Call Forwarding
- Call Trace
- Last Call Return
- Pagers
- Regionally Directed Toll-Free Numbers
- Regionally Restricted Toll-Free Numbers
- Roaming
- Speech Disabled Indicator
- Speech to Text Applications
 - CapTel
 - CapTel 800i
 - 800i Features
- Transfer Gate Capabilities
- Variable Time Stamp Macro
- Voice to Voice Call Release
- 1010 Numbers

Hamilton is willing to customize its procedures for the FPSC and will customize its relay service to meet the needs or desires of Florida Relay users.

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 continue to take advantage of innovations and technological improvements to enhance its relay service. Hamilton will continue to design features to make the relay better for customers as well as features that minimize the amount of time required to handle relay calls.

50. IP and Video Relay Service

If required by the FCC, the bidder shall be capable of providing Video Relay Service. If required by the FCC, the bidder shall be capable of providing IP-Relay service.

Hamilton was a very small VRS provider and when considering our strengths in TRS, CapTel, and Internet Relay, we made a commitment to be the best state relay provider and have used our resources to accomplish that goal. We are still committed to providing Video Relay Service to those states that are in need or desire to purchase those services through us. We have all of our technical resources in place to offer the service and several interpreting resources readily available. In addition, we have several subcontract options that we can make available.

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 Florida will be prepared to offer Relay Florida users the ability to use Internet Relay, as Hamilton is providing Internet Relay Service from all of its TRS centers today according to all FCC requirements and will continue to do so.

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 makes its Internet Relay available to relay users across the country. **Please see Hamilton's Relay Features List in Attachment C for detailed information on Hamilton's Internet Protocol (IP) Relay Service.**

51. Redundancy

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

Hamilton will process Florida Relay calls from a combination of its Relay Centers. Hamilton's TRS Centers are located in Nebraska, Maryland, Massachusetts, Wisconsin, Louisiana and Georgia. Hamilton processes Speech to Speech and Spanish calls from its Wisconsin, Louisiana and Maryland centers. Workstation equipment, database information, and Communication Assistants are located in all of Hamilton's relay centers. Hamilton is able to provide diverse call routing options and guarantees redundancy since all six centers are geographically separated by great distances. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

In addition to switch sites and relay platforms in Nebraska and Louisiana, Hamilton has two geographically diverse routes connecting the workstations in Wisconsin, Maryland and Massachusetts to the switch in Nebraska. There are also two geographically diverse routes connecting the workstations in Georgia to the switch in Louisiana. Circuits between the connecting facilities are redundant in both scenarios.

Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. All of Hamilton's back-up power systems have

redundancy features functionally equivalent to the equipment in normal central offices including uninterruptible power for emergency use.

Hamilton's system utilizes a standard T1 interface and the SS7 network that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met.

Another measure Hamilton has taken is to use networks that make use of SONET survivability technology. All of the networks controlled by Hamilton - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages.

With multiple redundant routes even at the local loop level, the Florida TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network security for Florida Relay users 24 hours a day.

Workstations in the Maryland, Massachusetts and Wisconsin centers are controlled by the main processing and switch unit located in Nebraska via digital telecommunications facilities which are redundant T-1 circuits. Workstations in the Georgia Center are controlled by the main processing and switch unit located in Louisiana via digital telecommunications facilities which are redundant T-1 circuits.

The workstation also accesses redundant onsite database servers, on which high-speed processors running the Windows server operating system reside. Redundant Windows servers are used to store the database applications containing all information required to run the workstation application. The database server provides information about call routing and user preferences. A server is located in each of Hamilton's TRS Centers.

All of Hamilton's relay centers make use of an uninterruptible power source with full battery backup to operate each center at full capacity for extended periods of time. In addition, Hamilton's battery back-up systems have the capability to automatically connect to a generator

at each of its existing relay centers. The combination of battery and generator back-up allows Hamilton to provide relay service for days and weeks at a time during power outages.

Hamilton's back-up plan includes Disaster Recovery, a Homeland Security Action Plan, a Pandemic Plan, a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Please see previously in this Tab in **Section B.35** to review these plans in detail.

Hamilton's alternate routing plans, use of redundant switches, platforms and servers, in conjunction with Hamilton's back up plans and redundant power supplies are all designed to ensure continuous service to Florida Relay.

CapTel Redundancy/Switching System

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

The CapTel Service Relay Center is equipped with redundant systems for power. The Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time to the CapTel Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including:

- Replaced servers with ones that have lower power requirements
 - Going green
 - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see any signs of trouble before it would affect call processing
- All servers and core switching gear are on a sonet fiber ring at each location
 - 3 diverse fiber networks

CTI has also set up an additional CapTel Center. The second CapTel call center provides redundancy for CapTel and ensures that CapTel Relay users have continuous, uninterrupted CapTel service. Hamilton recently added CapTel seats and workstations to its own call centers. Hamilton was the first relay provider to launch this program on April 18, 2011. Hamilton

currently processes CapTel calls from its Nebraska center. Hamilton is expanding this program to its Louisiana center which will be operational early in 2012.

CTI has developed a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

Hamilton and its Subcontractor, CTI, have developed contingency plans for maintaining 24/7/365 operational status. Each CapTel center has the capability to house 200 CAs, Supervisors, Technicians and support staff and also provides as back-up for the other center.

Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at both CapTel call centers avoiding complete loss of service.

Please see **Attachment M** for a more detailed explanation of Captioned Telephone, Inc.'s Disaster Recovery Plan, Winter Emergency Preparedness Plan and Network and Data Security.

52. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashiers check, or bank money order equal to the estimated total price of the contract for the option year. The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

To be acceptable to the FPSC as surety for performance bonds, a surety company shall comply with the following provisions:

- a. The surety company shall be admitted to do business in the state of Florida.*
- b. The surety company shall have been in business and have a record of successful continuous operations for at least five (5) years.*
- c. The surety company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.*
- d. A Florida Licensed Resident agent who holds a current Power of Attorney from the surety company issuing the bond shall sign all bonds.*

Hamilton understands and will comply with all bonding requirements. Upon contract award, Hamilton will obtain a performance bond in form and substance acceptable to the State and will provide it to the State upon contract award.

53. Submission of Monthly Invoice

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday, or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in Section 427.703(1)] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

Hamilton understands and will comply. Hamilton will submit the detailed invoice to the FPSC by the 14th of each month for the previous month's activity. Please see **Attachment G** for a copy of Hamilton's proposed invoice and other statistical reports. Hamilton's invoices and reports are calculated on a calendar month basis. Hamilton will bill the FPSC at the rates stated in its **Price proposal**. A copy of the monthly invoice will be submitted to the contract manager at the same time it is submitted to the Administrator.

54. Travel

The provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expenses which occurs as a result of this contract.

Hamilton understands and will comply.

55. Reporting Requirements

The provider shall provide to the contract manager and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. (More frequent or more detailed reports shall also be provided upon request.)

- a. *Total daily and monthly*
 - 1) *Number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls, and also separately stating whether each type of call is English, Spanish, or other foreign language calls.) The number of incoming calls which are general assistance calls shall be footnoted on the report.*

The Florida Relay Contract Manager and the Administrator will receive Hamilton's written reports including complaint data by the 25th of each month for the activity in the previous month.

Hamilton can and will provide all of the below reports. Hamilton is able to meet and exceed all requirements of call statistical reporting. Hamilton will work with the FPSC to provide all the available data which is required.

Hamilton has provided sample reports of possible data and formats for data output in **Attachment G**. Hamilton is able to provide YTD and most recent 12 month data with averages as well as many other possible formats for the data.

Upon award of the contract, Hamilton will schedule a post award reporting meeting. This meeting, with the Florida Relay Contract Administrator, Hamilton's Billing and Reporting team and Hamilton's Account Manager for Florida is to ensure that all reporting requirements have been interpreted correctly and to verify that the reports sent to the state answer all the statistical questions of the FPSC.

As with all aspects of Hamilton's relay service, its reporting capabilities can be customized. As requirements change throughout the term of the contract, Hamilton can modify its reports so that all of the reporting needs of the Florida Relay are met. Hamilton specializes in tailoring its relay service until all parties involved in the process are satisfied. Reporting is no exception. As stated before, Hamilton has included samples of reports in **Attachment G**.

2) Number of incoming call minutes associated with each of the categories of incoming calls in a.1 above.

Please refer to **Attachment G, Report C**, for a sample reporting format.

3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).

Please refer to **Attachment G, Report D**, for a sample reporting format.

4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.1 above.

Please refer to **Attachment G, Report E**, for a sample reporting format.

b. Average daily and monthly blockage rate.

c. Daily answer times for the month and daily number and percent of incoming calls answered within 10 seconds for the month.

Please refer to **Attachment G, Report G**, for a sample reporting format.

d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:

- 1) 0 – 10 minutes*
- 2) >10 – 20 minutes*
- 3) >20 – 30 minutes*
- 4) > 30 – 40 minutes*
- 5) > 40 – 50 minutes*
- 6) > 50 – 60 minutes*
- 7) > 60+ minutes*

Please refer to **Attachment G, Report F**, for a sample reporting format.

e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.3.)

Please refer to **Attachment G, Reports I and H**, for a sample reporting format.

f. Number of outgoing local, intraLATA toll, intrastate, interLATA, interstate and international calls for the month. (Total should equal total of a.3.)

Please refer to **Attachment G, Report A**, for a sample reporting format.

g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.3.)

Please refer to **Attachment G, Report B**, for a sample reporting format.

h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format

necessary to submit to the FCC in compliance with §64.604(c)(ii), Code of Federal Regulations by June 15 covering the previous 12 months of complaints ending May 31 of that year.

Complaint Reporting

Hamilton will report complaint activity to the FPSC on a monthly basis regarding the number of customer service inquiries categorized by topic areas. This includes a separate log of complaints and complements with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution and how it was resolved (see **Attachment G** for a sample report).

Hamilton will furnish the necessary written replies to inquiries by the FPSC's staff concerning service or other complaints received by the FPSC within fifteen (15) days from the date of the FPSC inquiry.

Complaint Log Summaries

Hamilton will give the necessary complaint information to the Florida Relay Administrator for the State of Florida to submit to the FCC on an annual basis. Hamilton will submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the FPSC by June 15th each year in order to submit to the FCC by July 1st of each year.

i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.

Hamilton will submit monthly reports to the FPSC. These monthly reports will include the results of the user evaluations conducted. Please refer to the sample User Evaluation Monthly Report in **Attachment G** for the suggested reporting format that Hamilton proposes to submit to the FPSC.

j. The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.

Hamilton will comply.

k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the Commission for the upcoming fiscal year (July 1 – June 30).

Annual Report

In its Annual Report of Operations, Hamilton outlines the major highlights of the year, including statistical summaries of usage based on monthly report criteria, recent trends, traffic analysis, staffing to service Florida Relay service changes, complaint categories and general resolutions, projections of figures and costs to the FPSC for the upcoming year, any new features and services that were implemented and any other related operation information. Graphs and other charts will be used to visually display traffic patterns. A sample report to be used by Hamilton can be found in **Attachment G**.

In addition to the information contained in the sample Annual Report, Hamilton will include a summary of yearly totals and several narratives describing significant relay events and developments throughout the fiscal year. Hamilton will submit this information to the FPSC by March 1st of each year during the contract period.

Hamilton looks forward to working with the State to develop specific content and general format.

l. The provider shall report monthly on Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.

Hamilton will offer Florida state-specific CapTel reporting including the following items:

- state-specific ASA
- state-specific Service Level with and without abandons and
- state-specific abandon call information

Hamilton has included a full CapTel reporting packet in **Attachment G**.

m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 C.F.R § 64.605 when required.

n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.

Application for Renewal of Current Relay Certification

Hamilton will prepare on behalf of the FPSC an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which Hamilton currently provides relay, have been certified for the certification time period beginning July 26, 2008 and ending July 25, 2013.

Hamilton will submit any necessary documentation and/or reports to the FPSC as necessary to comply with the state certification requirements of 47 C.F.R § 64.605 when required and as are necessary to complete the five-year re-certification of Florida Relay Service with the FCC.

As the Florida Relay provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990(ADA). **In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the states it serves.**

The provider shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

Hamilton is more than willing to provide any needed ad hoc reports, including new information Hamilton has in its system database or in new formats for existing information. As requirements change throughout the term of the contract, Hamilton will modify its reports so that all of the reporting needs of the FPSC are met. Hamilton specializes in tailoring its relay service until all parties involved in the process are satisfied. Reporting is no exception.

o. A provider opting to locate a call center in Florida shall file quarterly reports with the FPSC's contract manager demonstrating a minimum of 75 percent of Florida relay traffic is handled by the Florida located center except when emergency conditions exist at the Florida center.

Hamilton understands.

56. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by June 1, 2012, shall be considered a significant and material breach of the provider's commitment. For every day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000 per day.

Liquidated damages shall accrue in amounts up to the following amounts per day of violation.

- a. For failure to meet answer time requirements - \$5,000.*
- b. For failure to meet, blockage rate or transmission level requirement - \$5,000*

- c. *For failure to meet complaint resolution requirement - \$1,000*
- d. *For failure to provide timely reports - \$500*
- e. *For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.*

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC.

Hamilton understands and will comply.

57. Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least 60 days prior to the outgoing provider's last day of service.

Hamilton understands and will comply. Hamilton will transfer the appropriate telephone numbers and 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.

58. Insurance Coverage

During the term of the contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Agreement and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than \$1,000,000 per occurrence and \$2,000,000 general aggregate.

Hamilton has included a valid certificate of insurance in Attachment H, indicating liability insurance in the form and amounts sufficient to protect the State of Florida, its agencies, its employees, its clients, and the general public against any such loss, damage and/or expense related to Hamilton's performance under the contract.

59. Optional Florida Call Center

Bidders may, at their option, elect to place a call center in Florida through which relay traffic may be routed. Bidders proposing an optional call center shall maintain the call center throughout the term of the contract. A minimum of 75 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Percentage of traffic routed through the Florida relay call center shall be reported to the FPSC's contract manager on a quarterly basis. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

As stated previously, Hamilton will process Florida Relay calls from a combination of its Relay Centers located in Nebraska, Georgia, Louisiana, Maryland, Massachusetts and Wisconsin. Hamilton processes Speech to Speech and Spanish calls from its Wisconsin, Louisiana and Maryland centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service. **Please see Section B.3 above for more details.**



C. TECHNICAL BID PROPOSAL FORMAT

1. Format

The bidder's proposal should be organized in the same order as the items listed in the checklist form in Section E except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing should be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder should explain how it will provide the service described in the RFP. For pass/fail items, the bidder should provide the information requested.

Hamilton understands and has complied. Hamilton's proposal is organized in the same order as the items listed in the check list form in Section E.

a. The original and fifteen (15) two-sided copies of the complete proposal should be filed. The original and five (5) copies of the Price proposal should be filed.

Hamilton understands and has complied. Hamilton has submitted an original and 15, two-sided copies of its proposal and the original and five copies of our Price Proposal to the FPSC.

b. The technical proposal should be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. (The price proposal shall be submitted in a separate sealed envelope – see Section D.)

Hamilton understands and has complied. Hamilton's technical proposal is contained in a three-ring binder that is clearly marked with the Hamilton company name as well as the words "Technical Proposal". Hamilton has submitted its price proposal in a separate sealed envelope as required in Section D of the RFP.

c. Each page of the technical proposal should be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers except attachments that can be numbered A-1, B-1, etc. For example, there should only be one page 1, one page 50 and one page 500 in the entire proposal. Page numbering should only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except for attachments as described above.

Hamilton has consecutively numbered all pages in its technical proposal. Hamilton has utilized a different page numbering system in the Attachments as some of the manuals in the Attachments contain their own page numbering systems. Hamilton has labeled Attachments by Letters.

- d. *In the top or bottom margin of each page, the name of the company should be identified.*

Hamilton understands and has complied. Hamilton has identified its company name in the bottom margin of each page.

- e. *To the extent possible, all pages of the proposal should be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½x 11" page in a readable format may be presented on a larger page.*

Hamilton understands and has complied. Hamilton has used white 8½ x 11 paper throughout the majority of its proposal.

2. Transmittal Letter

The transmittal letter on the original of the technical proposal should contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies should also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete legal name of the bidder. In the transmittal letter, the bidder should state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the bid process.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with the bidder, address, telephone and facsimile numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and facsimile number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

Hamilton understands and has complied. Hamilton has complied with all Transmittal Letter requirements as delineated above. Specifically, the transmittal letter contained in the Master Copy of Hamilton's technical proposal has been signed by John Nelson, Vice President of Vice President of Hamilton Telecommunications and President of Hamilton Relay, who is authorized to bind Hamilton to all statements, including services and prices, contained in its proposal. Hamilton will comply with all requirements of the RFP and has so stated in its Transmittal Letter.

3. Public Entity Crimes Provision

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a

contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity. and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two (\$11,000) for a period of 36 months from the date of being placed on the convicted vendor list.

☒ Signature of Acceptance provided on Checklist.

4. Financial Information

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable):

a. Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:

- 1) statement of income and related earnings,*
- 2) cash flow statement,*
- 3) balance sheet, and,*
- 4) opinion concerning financial statements from an outside CPA;*

b. Primary Banking source letter of reference.

Hamilton believes that the Financial Information as contained in Attachment H is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

To allow the FPSC to evaluate Hamilton's financial responsibility, Hamilton has filed one highlighted and two redacted copies of its financial information with the Clerk's office. The information submitted includes a copy of its published annual financial statements for the past

two years including a statement of income and related earnings, cash flow statement, balance sheet and opinion concerning financial statements from a Certified Public Accountant for Hamilton Telephone Company and for Nedelco, Incorporated, its parent company.

Hamilton has included its primary banking source's letter of reference further in **Attachment H**.

Hamilton Telecommunications has outstanding financial resources.

Hamilton has more than enough financial resources to operate Florida Relay and has the financial wherewithal to start-up and operate Florida Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition.

- Hamilton has experienced strong and steady revenue growth over the past 20 years.
- Hamilton has shown a profit since approximately 1966.
- Hamilton has no long-term debt, and has not borrowed money since 1976.

This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation and expansion costs for Florida Relay but also demonstrates its ongoing ability to provide "state-of-the-art" services at reasonable prices. Hamilton's outstanding financial resources also ensure continued excellence in the operation of Florida Relay.

Hamilton encourages the FPSC to contact its banking reference listed below, who can attest to Hamilton's ability to meet any of the financial demands contained within the RFP.

Mr. Tom Darbro, President
Pinnacle Bank
1234 L Street
P.O. Box 229
Aurora, NE 68818
Ph: (402) 694-2111

5. Experience and Customer References

For each state in which the bidder has or is providing relay service, the bidder shall indicate:

- a. *When the bidder began operating the system.*
- b. *The number of outgoing calls for the most recent month.*
- c. *The total duration of the contract.*

State TRS: Louisiana Relay Service

- **Contracting Entity**
Relay Administration Board of the State of Louisiana
- **Contract Details**
 - Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.
 - Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint.
 - Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998.
 - The term of the first contract was January 15, 1998 - January 14, 2001 with the possibility of two one-year renewals.
 - The RAB exercised both renewals, with the final renewal expiring January 14, 2003.
 - Hamilton underwent another RFP process with the State of Louisiana and was awarded its second consecutive contract, the term of which was January 15, 2003 to January 14, 2006 with the possibility of two two-year renewals, both of which were renewed.
 - Hamilton underwent yet another RFP process with the State of Louisiana and was awarded its third consecutive contract, the term of which is January 15, 2010 to January 14, 2013 with the possibility of two, two-year renewals.
- **TRS Call Volume**
 - Average of 81,828 session minutes per month
 - The number of outgoing calls for the most recent month was 11,058.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 7,978

State TRS: Arizona Relay Service

- **Contracting Entity**
Arizona Commission for the Deaf and Hard of Hearing
- **Contract Details**
 - Hamilton began providing Relay Services to the State of Arizona February 1, 2007.
 - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Arizona Relay from MCI-Verizon its previous provider. The term of the contract is from December 28, 2006 – December 27, 2009 with the possibility of two one year renewal options, both of which have been renewed.

- **TRS Call Volume**
 - Average of 68,675 session minutes per month
 - The number of outgoing calls for the most recent month was 7,380.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 16,754

Virgin Islands Relay Service

- **Contracting Entity**
Innovative Solutions
- **Contract Details**
 - Hamilton began providing relay to the U.S. Virgin Islands on August 25, 2005.
 - The term of the contract is from August 25, 2005 to August 25, 2008 with the possibility of renewals, which have continued to renew.
- **TRS Call Volume**
 - Average of 2,833 session minutes per month
 - The number of outgoing calls for the most recent month was 59.

State TRS: Maine Relay Service

- **Contracting Entity**
TRS Advisory Council, State of Maine
- **Contract Details**
 - Hamilton began providing TRS for Maine on April 20, 2004. The term of the contract is from April 18, 2004 for a period of three years and may be extended for additional one-year periods. Five renewals have been exercised.
 - Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider.
- **Call Volume**
 - Average of 17,846 session minutes per month
 - The number of outgoing calls for the most recent month was 2,667.

State TRS: California Relay

- **Contracting Entity**
California Public Utilities Commission
- **Contract Details**
 - As a result of a competitive bidding process, Hamilton was selected as one of two providers for California TRS and was selected as the exclusive provider for California CapTel. Hamilton began providing service on June 2, 2010. The term of the contract is from June 2, 2010 for a period of three years and may be extended for two additional one-year terms.
- **TRS Call Volume**
 - Average of 256,594 session minutes per month.
 - The number of outgoing calls for the most recent month was 34,800.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 114,822.

State TRS: Georgia Telecommunications Relay Service

- **Contracting Entity**
George Public Service Commission
- **Contract Details**
 - Hamilton began providing service for Georgia on April 1, 2006.
 - The term of the contract is three-years beginning on April 1, 2006 and ending on March 31, 2009, with one possible two-year extension, which has been exercised.
 - Hamilton underwent another RFP process with the State of Georgia and was awarded its second consecutive contract, the term of which was January 18, 2011 to January 17, 2014 with the possibility of a two-year renewal.
- **Call Volume**
 - Average of 95,366 session minutes per month
 - The number of outgoing calls for the most recent month was 11,549.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 21,200.

U.S. Territory TRS: Saipan Relay Service

(The Island of Saipan is a United States Territory).

- **Contracting Entity**
Micronesian Telecommunications Corporation d/b/a Pacific Telecom, Inc. (PTI)
- **Contract Details**
 - Hamilton began providing relay to the Island of Saipan on October 1, 2004.
 - The term of the initial contract was for two years.
 - The term of the second contract is from October 1, 2006 to September 30, 2008, with additional one year extension periods, three of which have been renewed.
- **Call Volume**
 - Average of 28 session minutes per month
 - The number of outgoing calls for the most recent month was 0.

State TRS: Idaho Relay Service

- **Contracting Entity**
Public Utilities Commission of the State of Idaho
- **Contract Details**
 - Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
 - The other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on Dec. 1, 1992. *The Idaho Relay Service start-up was accomplished in less than 90 days from date of award.*
 - The term of the first contract with the State of Idaho was from December 1, 1992 – November 30, 1995.
 - Hamilton then underwent a second RFP process with the State of Idaho and was awarded the contract, the term of which was December 1, 1995 through November 30, 1998 with a renewal for two additional one-year terms.
 - The Idaho PUC exercised both renewals.
 - Hamilton then underwent yet another RFP process with the State of Idaho and was awarded its third consecutive contract. The term of the third contract is from December 1, 2000 through November 30, 2003 with the possibility of two one-year renewal terms.
 - Both of the renewal terms have been exercised.
 - Hamilton underwent another RFP process with the State of Idaho and was awarded its fourth consecutive contract on October 17, 2005. The term of the fourth contract is from December 1, 2005 through November 30, 2008 with the possibility of two one year renewal terms, both of which have been renewed.

- Hamilton underwent another RFP process in the State of Idaho and was awarded its fifth consecutive contract in September of 2010. The term of the fifth contract is from December 1, 2010 through November 30, 2012 with the possibility of two one year renewal terms.
- **Call Volume**
 - Average of 10,008 session minutes per month
 - The number of outgoing calls for the most recent month was 1,286.

State TRS: Utah Telecommunications Service

- **Contracting Entity**
Utah Public Service Commission
- **Contract Details**
 - Hamilton underwent a competitive bidding process with the Utah Public Service Commission and was awarded the contract to provide TRS and CapTel and began providing service for Utah on January 28, 2010.
 - The term the contract is three years, beginning on January 28, 2010 and ending on January 27, 2013 with one possible two-year extension.
- **TRS Call Volume**
 - Average of 22,757 session minutes per month
 - The number of outgoing calls for the most recent month was 3,106.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 1,823.

State TRS: Maryland Relay

- **Contracting Entity**
Maryland Department of Information Technology
- **Contract Details**
 - Hamilton began providing service for Maryland on May 31, 2007.
 - The term of the contract is effective March 1, 2007 through May 31, 2012.
 - Hamilton was selected as the result of a competitive bidding process.
- **TRS Call Volume**
 - Average of 142,947 session minutes per month
 - The number of outgoing calls for the most recent month was 16,415.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 13,735.

State TRS: Relay New Mexico

- **Contracting Entity**
New Mexico Commission for Deaf and Hard of Hearing Persons
- **Contract Details**
 - Hamilton began providing service for New Mexico on July 1, 2009.
 - The term of the contract is effective July 1, 2009 through June 30, 2010, with three additional one-year renewals, the first of which has been exercised.
 - Hamilton was selected as the result of a competitive bidding process.
- **TRS Call Volume**
 - Average of 23,910 session minutes per month
 - The number of outgoing calls for the most recent month was 3,166.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 6,672.

State TRS: Iowa Telecommunications Relay Service

- **Contracting Entity**
Iowa Utilities Board
- **Contract Details**
 - Hamilton began providing service for Relay Iowa on January 1, 2005.
 - The term of the contract is three-years beginning on January 1, 2005 and ending on December 31, 2007, with one possible additional three-year extension, which has been exercised.
 - Hamilton was selected as the result of competitive bidding process over Sprint, who had operated Relay Iowa since its inception.
 - Hamilton transitioned Relay Iowa from Sprint seamlessly.
 - Hamilton underwent another RFP process in the state of Iowa and was awarded its second consecutive contract in September of 2010. The term of the second contract is from January 1, 2011 through December 31, 2013 with the possibility of one - three year extension.
- **TRS Call Volume**
 - Average of 34,193 session minutes per month.
 - The number of outgoing calls for the most recent month was 4,674.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 10,972.

State TRS: Kansas Relay Service

- **Contracting Entity**
Kansas Relay Service, Inc. (KRSI)
- **Contract Details**
 - Hamilton began providing Relay Services to the State of Kansas on May 1, 2007.
 - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Kansas Relay Center from SBC-AT&T its previous provider. The term of the contract is from May 1, 2007 – April 30, 2012.
- **TRS Call Volume**
 - Average of 48,736 session minutes per month.
 - The number of outgoing calls for the most recent month was 6,166.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 9,397.

State TRS: Montana Relay Service

- **Contracting Entity**
State of Montana Department of Public Health and Human Services (DPHHS), Montana Telecommunications Access Program (MTAP)
- **Contract Details**
 - Hamilton began providing relay to the state of Montana on February 28, 2006.
 - As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated the Montana Relay Service.
 - The term of the Contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven - one year intervals for a total period not to exceed ten years. Four renewals have been exercised.
- **TRS Call Volume**
 - Average of 11,643 session minutes per month.
 - The number of outgoing calls for the most recent month was 1,507.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 3,932.

State TRS: Massachusetts Relay

- **Contracting Entity**
State 911 Department
- **Contract Details**
 - Hamilton began providing service for Massachusetts on July 1, 2008.
 - The term of the contract is effective July 1, 2008 through June 30, 2013.
 - Hamilton was selected as the result of a competitive bidding process.
- **TRS Call Volume**
 - Average of 127,922 session minutes per month.
 - The number of outgoing calls for the most recent month was 16,265.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 16,064.

State TRS: Rhode Island Telecommunications Relay Service

- **Contracting Entity**
Public Utilities Commission of the State of Rhode Island
- **Contract Details**
 - Hamilton began providing TRS for Rhode Island on August 1, 2001.
 - Hamilton was the successful bidder as a result of a bidding process that took place in May of 2001. Hamilton transitioned the Rhode Island Relay from AT&T its previous provider on August 1, 2001.
 - The term of the contract is from August 1, 2001 – July 31, 2005 with the option to renew for the fifth year. This option was exercised.
 - Hamilton underwent a second RFP process with the State of Rhode Island and was awarded its second consecutive contract; the term of the contract is from November 1, 2006 – October 31, 2010 with one year extension periods. One renewal has been exercised.
 - Hamilton underwent yet another RFP process with the State of Rhode Island and was awarded its third consecutive contract; the term of the contract is from November 1, 2011 – October 31, 2015 with an option to renew for the fifth year.
- **TRS Call Volume**
 - Average of 19,633 session minutes per month
 - The number of outgoing calls for the most recent month was 1,752.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 3,753.

State CapTel: Pennsylvania Captioned Telephone

- **Contracting Entity**
Pennsylvania Public Utilities Commission
- **Contract Details**
 - Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
 - The term of the contract is effective August 1, 2007 through June 30, 2010 with 2-1 year options, both of which have been exercised.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 48,482.

State CapTel: Virginia Captioned Telephone

- **Contracting Entity**
Virginia Information Technologies Agency
- **Contract Details**
 - Hamilton began providing CapTel Service to the State of Virginia on April 1, 2011.
 - The term of the contract is effective April 1, 2011 through March 31, 2014 with 7-1 year options.
- **CapTel Call Volume**
 - The number of outgoing CapTel calls for the most recent month was 24,570.

As an FCC certified TRS provider for over 19 years and the provider of TRS and/or CapTel in 19 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to manage Florida Relay. Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Florida, we have the people, outstanding financial resources, and a strong

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desire to continue to deliver the best possible service to the relay and CapTel users in Florida.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the bidder should provide the telephone numbers that can be used to dial the bidder's relay service.

The contracts in place for Hamilton's relay service in other states do not allow Hamilton to place INTRAsate Florida calls. However, to make a test call using Hamilton Relay Service, please dial the appropriate toll-free number listed below. Please note that Hamilton Relay Service is an INTERstate relay and can only process calls from one state to another.

Hamilton Relay Service

TTY: 800-833-5833

Voice: 800-833-7833

Spanish: 888-797-5281

Speech to Speech: 800-242-6558

The bidder shall provide the names of the contract administrator for the active contracts requested above. Also provide a specific phone number and e-mail address for each contract administrator. The FPSC will contact these administrators for customer references.

As a provider of relay and CapTel services to users in 19 States and U.S. territories, Hamilton is able to provide numerous references, including other state PUCs, relay users, industry associations, advisory boards and commissions and more.

Mr. Bob Dunbar
Idaho TRS Administrator
2545 N. Waggle Pl.
Meridian, ID 83642
Voice/Fax (208) 846-8371
E-mail: bdunbar2@mindspring.com

(Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)

Ms. Bonnie Eades
365 Canal Street Suite 3000
New Orleans, LA 70130
Voice (504) 528-2090
Fax (504) 528-9427
E-mail: bonnie.eades@att.com

(Chair of the Louisiana Relay Administration Board and Regulatory Manager for AT&T in Louisiana)

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James E. Lanni
Associate Public Utilities Administrator
for Operations and Consumer Affairs
State of Rhode Island, Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
Voice (401) 780-2120
Fax (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

(Oversees relay contract for State of RI)

William Black, Counsel
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice (207) 287-2445
Fax (207) 287-4317
E-mail: william.c.black@maine.gov

(Oversees relay contract for State of Maine)

Tess Masga
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: 670-682-2614
Email: tess.masga@corp.pticom.com

Joni Nicoll
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
(515) 725-7340 Voice
Email: joni.nicoll@iub.iowa.gov

(Project Manager for Relay Iowa)

Mickey Breton
Innovative Telephone
PO Box 6001
St. Thomas, USVI 00804
Phone: (340) 715-8341

(Oversees Relay for the Virgin Islands)

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Connie Phelps
MTAP Executive Director
PO Box 4210
Helena, MT 59604
(406) 444-4290 voice
Email: cphelps@mt.gov

(State Contract Manager/Project Manager)

Michael Russell
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701
(404) 656-0995 Voice
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

(Contract Administrator for Georgia Relay Service)

Sherri Collins
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
100 N. 15th Ave, Suite 104
Phoenix, AZ 85007
(602) 542-3383 Voice
(602) 364-0128 TTY
Fax: (602) 542-3380
Email: sherri.collins@acdh.state.az.us

(Contract Administrator for Arizona Relay)

Joyce Hightower
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0200 Voice
(785) 234-0207 TTY
Fax: (785) 234-2304
Email: jhightower@kstelecom.com

(Contract Administrator for Kansas Relay Center)

Brenda Kelly-Frey
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-5891
Fax: (410) 767-4276
Email: Brenda.Kelly-Frey@doit.state.md.us

(Contract Administrator for Maryland Relay)

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Eric Jeschke
Pennsylvania Public Utility Commission
400 North Street
Keystone Building
Harrisburg, PA 17120
Phone: 717-783-3850
Fax: 717-787-4750
Email: ejeschke@state.pa.us

(Contract Administrator for Pennsylvania CTRS)

Monna R. Wallace
1380 Bay Street
Taunton, MA 02780
508-828-2911 Office
Email: Monna.Wallace@state.ma.us

(Contract Administrator for Massachusetts Relay)

Shannon E. Smith, MBA/HRM
Director of Technology, Training, Information & Referral
New Mexico Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
Office Phone: V/TTY/VP: 505.881.8824
Email: shannons.peinado@state.nm.us

(Contract Administrator for Relay New Mexico)

Julie Orchard
Public Service Commission
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (Voice)
Email: JORCHARD@utah.gov

(Contract Administrator for Relay Utah)

Linda Gustafson
California Public Utilities Commission
505 Van Ness Avenue, Third Floor
San Francisco, CA 94102
Office Phone: 415-703-1801
Fax: 505-881-8831
Email: llg@cPUC.ca.gov

(Supervisor, Public Programs Telecommunications Division)

Patrice N. Barner
Link-up/Lifeline Manager
Tennessee Regulatory Authority
Consumer services Division
460 James Robertson Parkway
Nashville, TN 37243
1-800-342-8359 ext. 179
615-741-8953 (Facsimile)
www.state.tn.us/tra
patrice.barner@state.tn.us

(Contract Administrator for Tennessee CapTel)

Clayton Bowen
VDDHH Relay and Technology Programs Manager
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Phone: 800-552-7917 Voice/TTY
Office: 804-662-9704
Fax: 804-662-9718
Email: clayton.bowen@vddhh.virginia.gov

(Contract Administrator for Virginia CapTel)

6. Subcontractors

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder should also indicate what experience the subcontractor has in providing the service for which it would contract with the provider.

Captioned Telephone, Inc.

Hamilton will subcontract all aspects of CapTel including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

As stated earlier in this section, Hamilton is the prime contractor. Please see **Tab 2 Section 22** for detailed information regarding Hamilton's provision of CapTel. Please see **Attachment D** for more information on CTI.

7. Bid Security Deposit

A \$500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least May 15, 2012, and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the state of Florida and shall be signed by a Florida licensed Resident Agent. Such a bond shall be accompanied by a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond. Please clearly identify the expiration date of the bond, if a bond is submitted as the bid security instrument.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

Hamilton understands and has complied with RFP requirements regarding the Bid Security Deposit. The Bid Security Deposit in the form of a bond, as contained in **Attachment H** of Hamilton's Master proposal remains intact to ensure that Hamilton can deliver a performance bond in compliance with RFP and contract requirements.

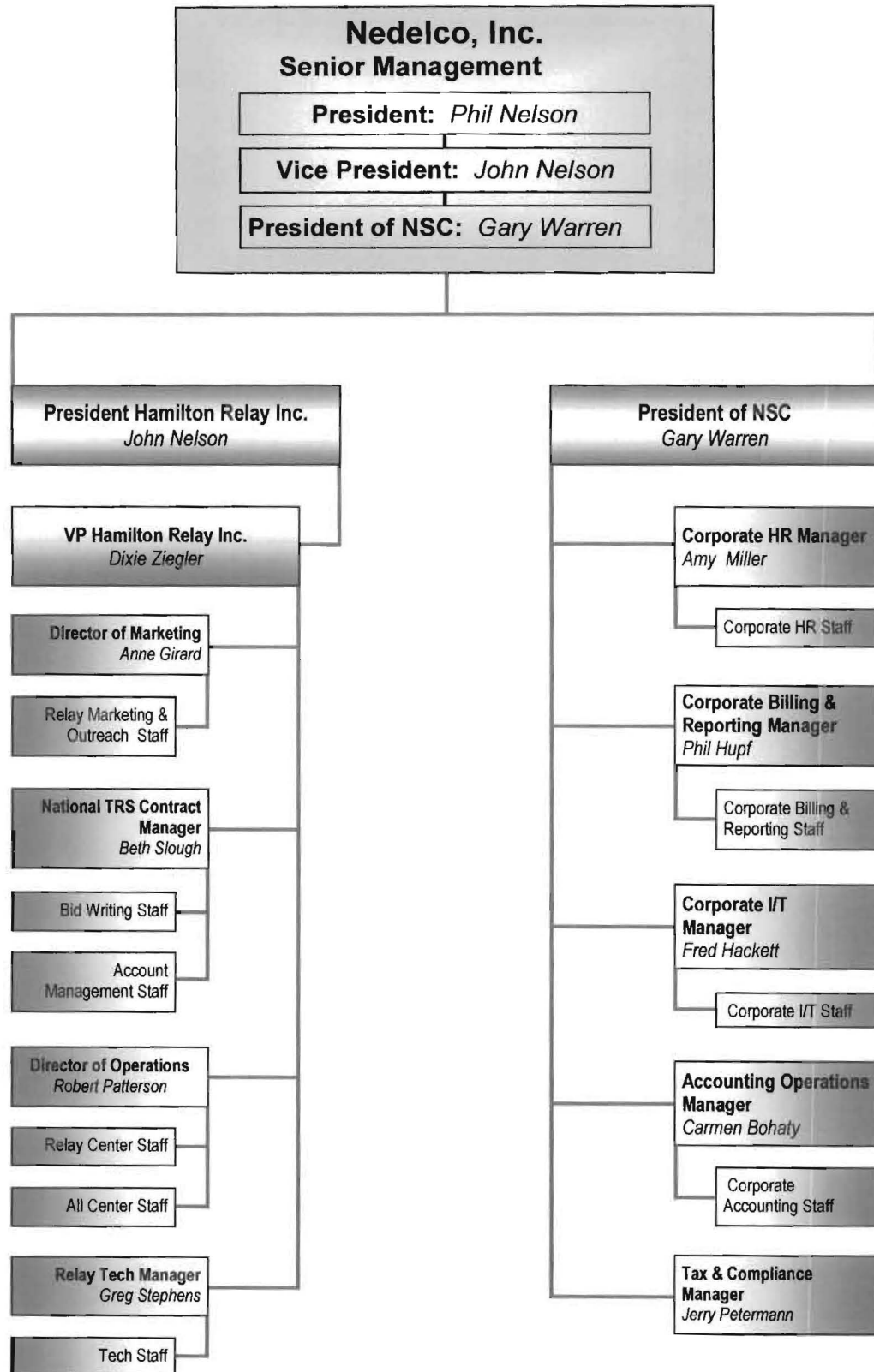
8. Check List of Proposal Content

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation checklist in Section E. In the blank beside each item on the checklist, except items requiring a Signature of Acceptance, the company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter should initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist should ensure that each item in the checklist is also contained in its proposal and in the same order as the item appears in the checklist. The bidder should also indicate beside each item in the checklist the page number in its proposal where the item in the checklist can be found.

For items requiring a Signature of Acceptance, the same person should sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

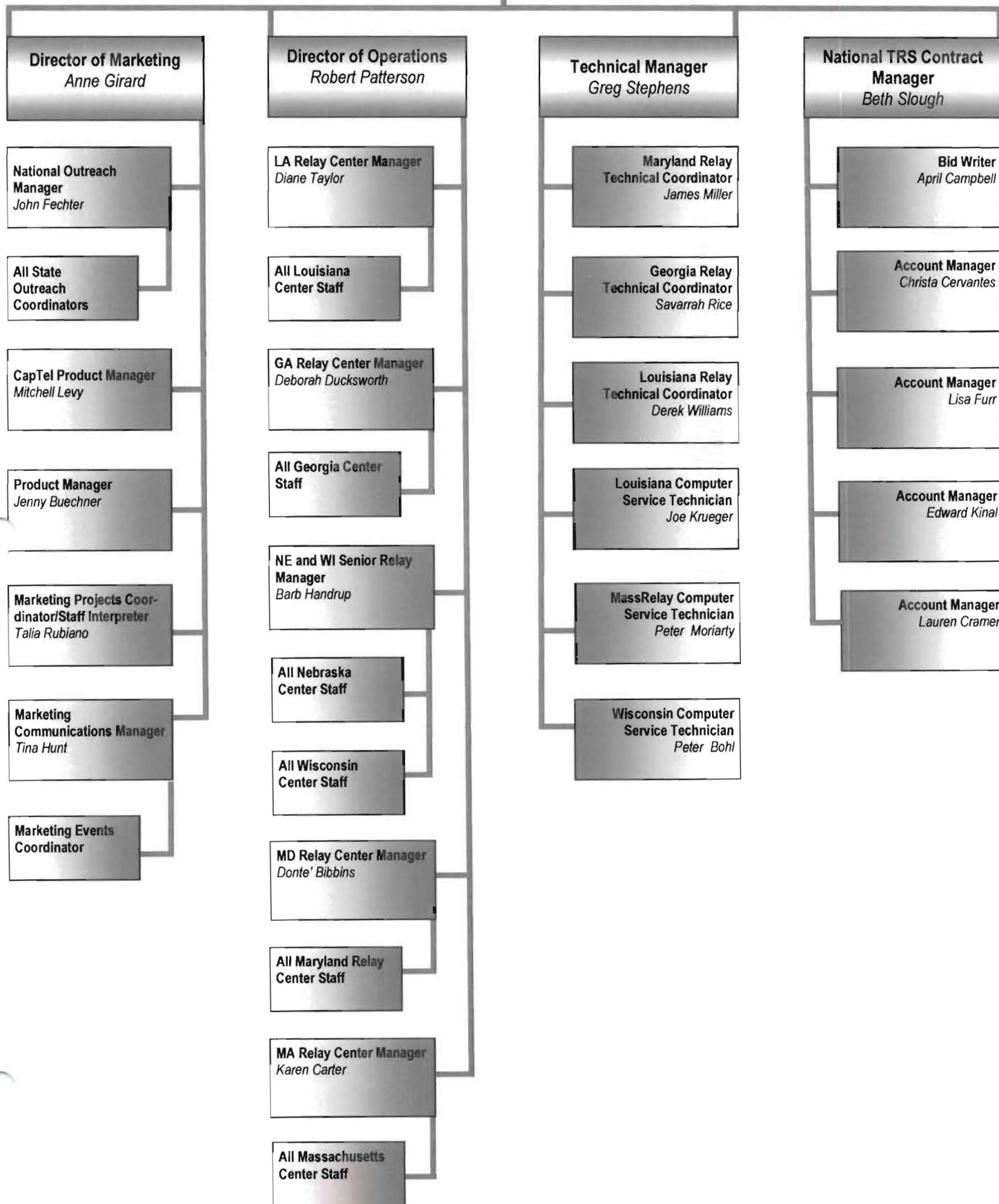
Hamilton understands and has complied. The evaluation check list can be found immediately after the transmittal letter. John Nelson has initialed or signed each item on the check list indicating that each item is contained in the proposal and in the same order as the item appears on the check list. Mr. Nelson has also indicated beside each item the page number in which the item can be found in the proposal.





Hamilton Relay Org Chart

Vice President of Relay
Dixie Ziegler



Key Personnel and Staff Directing the Relay

Hamilton Relay is managed to ensure that every employee has the necessary skills to perform their job in a manner that exceeds relay requirements and meets the high quality standards set by Hamilton. Hamilton's size ensures that senior management will be involved in all phases of the management of Florida Relay. All employees of Hamilton are committed to providing a relay service that satisfies every relay user. Florida will receive this same commitment to excellence in relay service from Hamilton.

Following is a list of the key personnel who will be involved with the operation of Florida Relay. In addition to the people listed here, there is an entire team of operations professionals that will assist as needed in the management of Florida Relay. Please see **further in this Attachment** for the organizational charts, resumes and job descriptions of Hamilton's key personnel.

Phillip C. Nelson President
 Chief Operating Officer

Phil Nelson is the president and one of the owners of Hamilton Telecommunications. He has been closely involved in the development of Hamilton Relay and continues to monitor its operations. Phil perpetuates an open channel of communication with employees and each state's regulatory bodies concerning the ongoing operation of each relay service. Phil, a graduate of the University of Nebraska, has been with Hamilton Telecommunications since 1967, serving as Hamilton's President since 1985.

John Nelson Vice President of Hamilton Telecommunications
 President of Hamilton Relay, Inc.
 Planning and coordination for relay service.

In 1998, John Nelson returned to Hamilton Telecommunications from a position as System Administrator in Breckenridge, Colorado. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. John was the on-site technical backbone of the Louisiana Relay Center for four years before moving to Aurora, Nebraska where he joined Hamilton's Senior Management team in May, 2002. An active board member and Vice President for Hamilton's parent company, John holds overall responsibility for relay at the senior management level. In addition he provides support and direction to members of the Hamilton management team and to members of technical staff.

Gary Warren

President of Services Corporation
Oversees all aspects of services and corporate development.

Gary Warren assists in the general management of Hamilton Telecommunications with a particular emphasis in development of new projects. Gary, a University of Nebraska Law School graduate, has been at Hamilton since 1988. He has served on several relay industry teams on a national basis, including the TRS Coin-Sent-Paid team, and completed eight years of service on the National Exchange Carrier Association (NECA) Relay Advisory Council, the last two years of which he served as chairman. With a past capacity for overall responsibility of relay, Hamilton continues to employ Gary's expertise in the relay industry.

Dixie Ziegler

Vice President of Relay Services
Oversees all aspects of Relay Services and manages relay operations. Primary contact throughout the relay contract.

Dixie Ziegler is Hamilton's Vice President of Relay Services. With the Company since 1994, Dixie has a strong background in communication and management. Dixie is responsible for the start up of relay services, contract management, technical development, marketing and all operations. She represents Hamilton's relay service on a national level, analyzes potential markets for new and existing products and services, and delivers new products and services to the telecommunications marketplace. She was elected to serve a second term as a council member on the NECA Relay Advisory Council and was appointed by Chairman Powell to serve a second term as a member on the Consumer Advisory Committee (CAC) of the Federal Communications Commission. In addition, Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. Dixie is a Dana College graduate with a Bachelor of Science degree in marketing and communications.

Beth Slough

National TRS Contract Manager
Responsible for ensuring contract compliance and assessing quality and customer service in State programs.

Working first as a Lead Communication Assistant then in Corporate Administration, Beth later moved to the position of Relay Communications Coordinator before being promoted to a National Contract Management Role. As a result of thirteen years experience in Telecommunications Relay Service, she possesses a well rounded, diverse knowledge of relay, CapTel and deaf culture. Beth has in-depth knowledge of federal and state TRS and CapTel requirements and utilizes that sophistication to ensure contract compliance and assess quality and customer service in Hamilton's State TRS and CapTel programs and makes recommendations that will improve any areas of potential weakness to the Vice President of Relay. Beth is responsible for the development and coordination of internal and external communication within Hamilton Relay Service. Beth keeps abreast of RFP activity in all states and obtains the needed

information to ensure Hamilton is able to submit a competitive bid response. She also assists in marketing Hamilton Relay Service to other states, along with its national services. Beth has played a key role in the growth of Hamilton Relay.

John Fechter

National Outreach Manager

Oversees outreach and customer service program and all extended functions for each Hamilton's state relay programs.

John brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than ten years, John served as President of the St. Paul Minnesota Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served as classroom consultant for Junior Achievement since 2001. John received his BA degree in Management from Gallaudet University in December 1991. He is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. John works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states. He works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states. John resides near Minneapolis, MN with his wife and two children who are all deaf.

Anne Girard

Director of Marketing, Hamilton Relay

Responsible for defining and promoting the Hamilton Relay brand, product development and offerings, as well as participating in FCC regulatory matters.

Anne has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter and her adult daughter is profoundly deaf and a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University. Anne reviews changes to the marketplace and industry and adjusts marketing plans accordingly. She is responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing and national advertising/marketing. Anne is responsible for developing and recommending modifications and improvements to Hamilton's technology.

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Robert Patterson**Director of Operations**

Directs all relay operations and related operations activities for all of Hamilton's relay centers and business lines.

Robert served as the manager of Hamilton's largest relay center for seven years before moving to his present position as Director of Operations. Robert continues to oversee the Louisiana Center. Robert has a strong background in Call Center Management and Quality Customer Service. He is responsible for ensuring that relay services, features and quality standards meet the expectations of all types of relay users. Robert has improved several programs resulting in less turnover and longer employee retention, which in turn ensures high quality.

Barbara Handrup**Senior Relay Center Manager**

Oversees all aspects of daily relay operations for Hamilton's Nebraska Relay Center.

An employee of Hamilton for 30+ years, Barb has managed Hamilton's relay division in Nebraska since its birth in 1990. She manages the development of Supervisors, Communication Assistants and other staff to ensure success of the company. She is responsible for ensuring that relay services, features and quality standards meet the expectations of relay users. Barb has played a key role in the advancement of relay communications technology and growth at Hamilton.

Deborah Ducksworth**Georgia Relay Center Manager**

Oversees all aspects of daily relay operations for Hamilton's Georgia Relay Center.

As the manager of Hamilton's Georgia Relay Center, Deborah brings a wealth of experience in business and call center management to her position. Deborah graduated from Grambling State University with a B.S. in Computer Information Systems. In her past position, Deb served as training coordinator at Hamilton's Louisiana Center. Her ability to teach material thoroughly allows Hamilton to maintain its high quality standards. Emphasizing quality and efficiency, Deb oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. She has a primary responsibility for ensuring that relay services, features and quality standards meet the expectations of relay users. Deb is responsible for working with the Public Service Commission on contract issues. She also works closely with the Georgia Relay advertising agency. Deb is responsible for enforcing the policies and procedures for the Georgia Relay.

Deb is putting her leadership skills and relay experience to work in areas of quality performance and customer service in order to effectively operate the Georgia Relay Center.

Donte' Bibbins

Maryland Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Maryland Relay Center.

Donte' has over seven years of experience in management with Hamilton. He began as a Communication Assistant in the Louisiana center. Donte was promoted to Assistant Relay Center Manager of the Maryland center by focusing on improving quality, efficiency and performance in order to exceed expectations. Most recently Donte' began serving as the Maryland Relay Center Manager. Donte' utilizes his relay knowledge and experience to instill the company's philosophy of quality and growth into the employees of the Maryland center. Emphasizing quality and efficiency, Donte' directs the development of Supervisors, Relay Operators and other staff to ensure success of the company. Donte' ensures that relay services, features and quality standards meet the expectations of relay users as well as the State of Maryland.

Karen Carter

Massachusetts Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Massachusetts Center

Karen has 14 years of experience in managing emergency communication centers. As the manager of Hamilton's Massachusetts Relay Center Karen works to develop and recommend improvements based upon the feedback of relay employees and users. Emphasizing quality, Karen supervises the implementation of quality measurement tracking systems to evaluate Relay Operator quality. In addition, Karen is responsible for monitoring the Relay Center financial statements and adhering to budgetary constraints as it relates to the management of the center.

Diane Taylor

Louisiana Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Louisiana Relay Center.

Diane has a strong background in management. She manages Supervisors and Communication Assistants within the Louisiana Relay Center with an emphasis on quality and efficient operations. She utilizes her skills to ensure an environment that will assist the CAs and supervisory staff to continue to grow. Diane serves in a dual capacity as she also is Hamilton's National Customer Service Manager. Diane oversees Hamilton's Customer Service Department and reviews every inquiry to ensure customer satisfaction. She uses her findings to ensure that the Communication Assistants are skilled to meet the expectations of relay users. Diane has family members that are in the deaf/hard-of-hearing community so she possesses a high level of understanding of deaf culture.

Brenda Malsbury

Supervisor/Training Coordinator
Supervises, prepares and teaches comprehensive training programs.

A Nebraska Relay employee since 1994, Brenda serves as a Supervisor and Trainer. With her vast experience, Brenda displays a thorough knowledge of relay policies and procedures in her teaching methods. Brenda utilizes this knowledge to train CA and has assisted with CA training in the start-up of new Hamilton facilities. She prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing Communication Assistants. Brenda also supervises, and evaluates communication assistants.

Michelle Mikkelsen

Staffing Supervisor
Supervises all aspects of staffing, call traffic and service standards monitoring for all Hamilton Relay Centers. Assists with customer service database management and reporting.

As the Staffing Supervisor for Hamilton Relay, Michelle has a great deal of Relay experience. Starting as a Communication Assistant, Michelle worked her way up to a Lead and most recently to her present position as Staffing Supervisor. Emphasizing efficiency, Michelle oversees the staffing of Communication Assistants to ensure compliance with regulatory and contractual answer performance. Michelle tracks suggestions for improvement regarding answer performance and develops new scheduling techniques to meet the needs of the company.

Ola Terrell

Georgia Assistant Relay Center Manager
Assists in the management of Hamilton's Georgia Relay Center.

Ola Terrell is the Assistant Relay Manager in our Georgia Center. She is from the Albany, Georgia area and has experience in Management and Customer Service. Demonstrating commitment and understanding of relay policies and procedures, she supervises, assists with training programs and evaluates Communication Assistants. Ola collaborates with the Center Manager in staffing and general performance and operations of the relay floor and also promotes the activities of the relay service to customers.

Taryn Soza

Supervisor/Training Coordinator
Prepares and teaches comprehensive training programs

A Hamilton Relay employee since January 2009, Taryn Soza has worked in a variety of roles including Communication Assistant, Supervisor and Training Coordinator. She supervises, prepares and teaches comprehensive training programs designed to maximize the effectiveness of new and existing Communication Assistants in Hamilton's Bilingual Wisconsin Center. She also assists the Specialized Services Coordinator by preparing staffing documents and creating schedules.

Crystal Lang

Training Coordinator

Prepares and teaches training comprehensive training programs.

Crystal has extensive experience as a trainer. Prior to her employment with Hamilton, Crystal was a trainer for a large realty and investment company. She also has a wealth of knowledge in instruction design and adult learning theories. Crystal handles all aspects of training in the Louisiana Center with a design towards maximizing the effectiveness of new and existing Communication Assistants in Hamilton's Louisiana Relay Center.

Bridget Fry

Training Coordinator

Prepares and teaches training comprehensive training programs
In Hamilton's Maryland Relay Center.

Bridget has many years of experience working with individuals who are Deaf and Hard of Hearing as an interpreter. Bridget strives to use her knowledge and experience to instill a greater understanding of Deaf Culture to all Communication Assistants. She prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing Communication Assistants.

Carla Wester

Training Coordinator

Prepares and teaches comprehensive training programs

Carla Wester serves as Training Coordinator in our Georgia Center. With her extensive background in training, management, customer service and quality assurance, Carla strives to prepare and teach comprehensive training programs that are designed to maximize the effectiveness of new and existing Communication Assistants.

Kristany Skorput

Training Coordinator

Prepares and teaches comprehensive training programs

Kristany Skorput joined the Hamilton Relay Team in 2008 as a Communications Assistant, was promoted to Lead CA, Supervisor, and in June of 2011 became Training Coordinator in our Massachusetts Center. She uses her existing training skills and her extensive knowledge of Relay processing to provide effective training for new and existing CAs.

Naomi Kowalski

CapTel Training Coordinator

Prepares and teaches comprehensive training programs

Naomi Kowalski is Hamilton's CapTel Training Coordinator in our Nebraska CapTel Center. She prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing CapTel Captioning Assistants. She also trains, supervises, and evaluates Captioning Assistants and Supervisors. Naomi has experience in the call center field

having performed in administrative positions since 2001 and more recently served as the Facility Operations Manager of the Hamilton Contact Center Services.

Thomas Gardner

Specialized Services Coordinator

Oversees training and supervises Hamilton's specialty call types such as Speech to Speech and Spanish.

Thomas Gardner began his career with Hamilton as a Relay Supervisor in the Maryland center. Thomas later relocated to our Wisconsin center where he took a lead role in development of Hamilton's STS and Spanish programs. Thomas manages staffing for both STS and Spanish for all Hamilton facilities and also develops STS program training materials and coordinates internal communication between relay operations and senior management. Thomas possesses tremendous leadership skills in his ability to lead, train and further develop Hamilton's STS team of operators.

Mitchell Levy

CapTel Product Manager

Ensures that policies and procedures for statewide CapTel service are followed.

Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell served for three years as Hamilton's Outreach/Account Manager before his promotion to his current position. Mitchell ensures that the policies and procedures for CapTel services are followed. He also manages Hamilton Relay's strategy for CapTel service to develop and coordinate marketing tactics for all national markets. Mitchell is responsible for finding ways to enhance the overall quality of TRS and CapTel relay services by making suggestions that improve call experiences for relay users. Fluent in ASL, Mitchell possesses diverse communication skills.

Christa Cervantes

Account Manager

Responsible for working with the regulatory bodies of designated states on issues related to contract compliance. Also acts as the Hamilton point of contact with a variety of State Relay Administrators.

An employee of Hamilton since 1990, Christa has a diverse knowledge of relay. Christa Cervantes worked in the relay as a CA and as a Lead CA for three years proving her leadership and training abilities. For eleven years Christa served as a Lead Supervisor where she continued to gain experience in the areas of sign language and deaf culture. Following her years as a Lead Supervisor, Christa was promoted to Outreach Specialist for all national and state outreach events. In 2007, Christa transitioned to the role of Account Manager/Marketing Project Coordinator, where she continued to develop her deaf culture and sign language knowledge.

Christa used her expanded understanding to train CAs and provide guidance to the Outreach Coordinators in a variety of states served by Hamilton. In 2008 Christa shifted to Account Management exclusively. Christa works along side the regulatory bodies of designated states to oversee the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement. She is currently responsible for managing several State TRS contracts.

Edward Kinal

Account Manager

Ensures that policies and procedures for statewide relay service are followed.

Edward has more than 15 years of experience in the TRS industry in a variety of positions such as project management, outreach and account management. Edward also served three years as the Arizona Telecommunications Relay Service Administrator. In addition, Edward worked at Arizona Commission for the Deaf and Hard of Hearing, as Special Projects Coordinator. In his present role at Hamilton Relay, Edward manages the contracts between Hamilton and several states, and oversees the actions of all parties involved to ensure contract compliance.

Jennifer (Jenny) Buechner Internet Based Services Product Manager

Responsible for product management of Hamilton Relay Internet-based products/services.

Jenny graduated from Wisconsin School for the Deaf and earned a B.A. in Social Work from Gallaudet University, Washington, DC. Jenny brings a variety of skills to her position. Her work experiences include counselor at Youth Leadership Camp, various positions within Gallaudet University, including serving as a Hearing Coordinator for Judicial Affairs, and her position as Customer Service Representative for the Wisconsin Telecommunications Relay System. Now bringing her experience with Relay to technical projects, she coordinates development projects with technical and operations to enhance Internet Based Services for a positive relay experience for the customers. Jenny has many years experience in researching and studying Deaf culture; using this knowledge, she develops and implements curriculum for Hamilton's culture training program. Jenny is active in the Deaf community.

Jerry Petermann

Tax and Compliance Manager

Provides coordination of all tax and government filing requirements for payroll and accounting.

Jerry Petermann joined Hamilton Telecommunications in 1995 with sixteen years of experience in high growth companies. He was recruited by Hamilton to provide accounting leadership and to take the company to the next level of revenue growth. Jerry holds a B.S. in Business Administration with an accounting emphasis from Kearney State College. In this position, Jerry provides coordination of all tax and government filing requirements for payroll and accounting.

He is responsible for all federal and state tax filings, all state utility commissions, state corporate division reporting, property tax filings and FCC filings. Jerry also manages fixed asset reporting, asset management record keeping and cash management.

Carmen Bohaty

Accounting Manager

Provides support services to relay in the areas of accounting.

With eleven years of accounting experience, Carmen Bohaty joined Hamilton Telecommunications in 2008. Bringing to Hamilton a background in Telecommunications Accounting, Carmen holds a B.S. in Business Administration with an emphasis in Accounting and Finance from the University of Nebraska – Lincoln. Carmen provides direction and coordination of financial and accounting functions for Hamilton's related companies. She directs and supervises assigned tasks which accomplish the department's goals and objectives including the internal financial reporting and budgeting processes, general and property accounting, payroll and benefits accounting, accounts receivable and accounts payables, internal auditing, cost accounting and budgetary controls.

Phillip Hupf

Billing and Reporting Manager

Responsible for all aspects of Hamilton's Billing and Reporting Department.

Phillip Hupf actively works with internal and external customers to produce the necessary reports which fulfill operational questions and statistical needs. He also leads team efforts on audits, special projects, investigative inquiries and system automation. A graduate of the University of Nebraska, Phillip has been with Hamilton Telecommunications since June of 2006. He works to plan, coordinate and implement corporate wide billing and reporting projects.

JoAnne Lambert

Billing and Reporting

Provides support services to relay in the areas of reporting and billing.

JoAnne Lambert prepares the monthly relay billing and statistical information provided to the various state relay commissions and NECA. JoAnne also works closely with the LAN Administrator and the Vice President of Relay in developing and maintaining procedures for TRS reporting. JoAnne's analytical skills are a valuable asset to Hamilton. Joanne has been with Hamilton since 1980.

Florida Relay

State of Florida / Docket No. 110013-TP

Wayne Hahn**LAN Administrator**

Performs implementation and support of switching and workstation technology at the Nebraska and Louisiana Relay Centers.

Wayne Hahn provides Hamilton Telecommunications with extensive experience in computer system networking, switch management, software development and maintenance and telecommunications technology management. Wayne is responsible for implementing relay technologies at Hamilton's relay centers. Wayne has been employed by Hamilton since 1988.

Greg Stephens**Relay Technical Manager**

Responsible for technical operations at assigned Relay Centers.

With extensive experience in programming/analysis and software development, Greg Stephens puts his knowledge to use in application support, information security and networking support. Greg is responsible for resolving technical support issues and the development of new programs. He directs and coordinates activities of the Relay Information Technology Department and is responsible for providing effective computer service to all Relay employees. A Hamilton employee since 2006, Greg is responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

Cecil Smalley**Programmer/Analyst**

Develops and maintains applications for a variety of PC and server platforms.

Cecil earned his Electronic Data Processing degree from Kansas State University in Salina. Using his vast experience, Cecil is also responsible for the creation and implementation of the peer review process and the software change management process that utilizes CVS and Bugzilla. Managing the development of access point for CapTel utilizing both internal and external resources is also a task taken on by Cecil. Cecil has been with Hamilton since 2007.

Fred Hackett**Information Technology Services Director**

Manages personnel and projects of the Information Technology Services Department.

Earning his Masters in Business Administration from the University of Iowa, Fred recommends to Senior Management and Business Line Managers system modifications, enhancements, software/hardware solutions and integration of technology solutions into the business strategy. Fred is also responsible for managing financial aspects of Information Technology Services department including overseeing project management of major Information Technology projects. Fred has been employed by Hamilton since May of 2003.

Florida Relay

State of Florida / Docket No. 110013-TP

Brad Snyder

Technician

Installs equipment and provides technical support for software and hardware for both relay and Central Office equipment.

Central Office and switching technician, Brad Snyder works to install, repair, test and maintain equipment for relay, including back-up power systems. Brad has been employed by Hamilton since 1995.

Pat Shaw

General Manager, Hamilton Telephone

Oversees plant facilities and switching for Hamilton's LEC.

Pat Shaw, a Hamilton Telecommunication's employee since 1988, contributes numerous years of experience in telecommunications engineering and planning. Pat currently supervises all plant and central office personnel by overseeing the installation, maintenance and repair of telephone cable and switching facilities. Pat is responsible for overall management of Hamilton Telephone Company's business, regulatory, plant and other technical operations. He is responsible for the supervision of the personnel for these operations, as well as customer relations and short and long term planning of plant operations.

Keith Penner

Central Office Manager

Oversees Central Office switch system for Hamilton's LEC division.

Keith Penner, a Hamilton Telecommunication's employee since 1968, supervises Hamilton's Central Office and switching functions. This position includes the supervision of several exchanges and the associated fiber and copper facilities. Keith supervises T1 span equipment, central office equipment data lines, analog circuits and toll-voice circuits. He supervises installation and maintenance as well as scheduling and pay time.

Dixie Ziegler, Vice President of Relay, will hold primary responsibility for Florida Relay.

Dixie Ziegler

Vice President of Relay

Hamilton Telecommunications

1001 12th Street

Aurora, NE 68818

Voice/TTY: 402 694 3656

FAX: 402 694 5037

E-mail: dixie.ziegler@hamiltonrelay.com

Project Implementation/Staff Organization

Following is a chart of the activities each of Hamilton's key personnel will perform specifically for Florida Relay throughout the term of the contract.

Phillip Nelson	<ul style="list-style-type: none"> Oversees all work to be accomplished
John Nelson	<ul style="list-style-type: none"> Hands-on involvement in day to day management as needed
Gary Warren	<ul style="list-style-type: none"> Contract negotiations
Dixie Ziegler	<ul style="list-style-type: none"> Holds primary responsibility for Florida Relay Ongoing management responsibilities
Beth Slough	<ul style="list-style-type: none"> Overall contract management Coordination of internal and external communication
Edward Kinal	<ul style="list-style-type: none"> Account management
John Fechter	<ul style="list-style-type: none"> Oversees outreach and education programs
Anne Girard	<ul style="list-style-type: none"> Defines and promotes Hamilton Relay brand, product development and offerings Participates in FCC regulatory matters
Robert Patterson	<ul style="list-style-type: none"> Overall Operations Management
Barb Handrup, Karen Carter, Diane Taylor, Deborah Duckworth, Donte' Bibbins,	<ul style="list-style-type: none"> Relay Center Management Operations support
Tauna Seals, Jodi Davis, Ola Terrell, Brenda Malsbury, Michelle Mikkelsen	<ul style="list-style-type: none"> Assists in the management of Supervisors and CAs
Thomas Gardner	<ul style="list-style-type: none"> Oversees STS and Spanish
Brenda Malsbury Bridget Fry, Crystal Lang, Carla Wester, Taryn Soza, Kristany Skorput, Naomi Kowalski	<ul style="list-style-type: none"> CA Training
Michelle Mikkelsen	<ul style="list-style-type: none"> Manages staffing, call traffic and service standards for Hamilton Relay Centers
Mitchell Levy	<ul style="list-style-type: none"> CapTel Product Manager
Christa Cervantes	<ul style="list-style-type: none"> Account Management
Jenny Buechner	<ul style="list-style-type: none"> Management of Hamilton Relay Internet-based products/services
Amy Miller	<ul style="list-style-type: none"> Human Resource Management

Florida Relay

State of Florida / Docket No. 110013-TP

Jerry Petermann	• Tax and Compliance Manager
Carmen Bohaty	• Accounting Manager
Phillip Hupf	• Billing and Reporting Manager
JoAnne Lambert	• Billing and Reporting
Greg Stephens	• Technical Operations Manager
Cecil Smalley	• Programmer/Analyst
Fred Hackett	• Manages technical project management
Technical Staff	• Technical Project Manager • Installation and purchase of relay equipment • Testing of relay equipment
Central Office Technician	• Back-up power • Technical Installation • Testing

Hamilton has included detailed resumes for management, supervisory and key personnel to be assigned to this contract **further in this Attachment**. The resumes of Hamilton's key personnel are structured to emphasize relevant qualifications and experience of these individuals in successfully completing contracts of a similar size and scope to those required by this RFP.

Affirmative Action Policy Statement and Plan

Hamilton Telecommunications is committed to the equal treatment and equal opportunities of all applicants and current employees. We will continually strive to make employment decisions based strictly on qualifications and to foster the participation of all protected groups within the hiring and promotion process. In undertaking affirmative action, Hamilton Telecommunications will not practice reverse discrimination by giving undue preferential treatment to any protected group, by using quotas or other unequal opportunity devices. Rather, the affirmative action program has been developed to reinforce and enhance a merit based employment concept which ensures that all segments of our community have an equal opportunity to enter employment on the basis of open and fair competition and to gain advancement according to their proven ability and fitness.

Hamilton Telecommunications maintains a comprehensive affirmative action plan which was developed to remove discriminatory employment barriers from all facets of our personnel policies and practices whenever and wherever they are found to exist. This affirmative action plan is designed solely to enable all applicants and employees to compete for employment opportunities on an equal basis regardless of race, color, national origin, age, sex, disability, or religious affiliation, unless there exists a bona fide occupational qualification.

Management and supervisory personnel are expected to become aware of, and all employees are expected to abide by, Hamilton Telecommunications policies and efforts concerning equal employment and affirmative action. Specifically, management is expected to cooperate with the development of valid job descriptions and selection tests; to be responsible for making objective employment decisions and to report any condition that has the appearance or effect of discrimination solely on the basis of an individual's race, color, national origin, religion, age (over 40), sex, marital status, pregnancy, or physical disability.

As a supplement to Hamilton Telecommunication's policy on equal employment opportunity, Hamilton Telecommunications additionally adopts this policy on affirmative action measures that may be taken from time to time as a means of ensuring that all people have reasonable access to, and consideration from, Hamilton Telecommunications. In recognition to the potential of all individuals who wish to gain entrance into the active work force, Hamilton Telecommunications has adopted this policy.

In carrying out its affirmative action efforts, Hamilton Telecommunications shall regularly take the following steps as a means of making jobs known to the greater pool of perspective applicants who may be qualified for employment, and to continuously improve upon any practice that is found to be discriminatory in any respect:

- Continually develop and recommend any policies, procedures, or programs that are in Hamilton Telecommunications best interest to consider as a means of strengthening equal employment opportunities and the validity of employment decisions.
- Development of recruiting sources that would provide information about current and future job openings to as many sectors of the labor market as possible.
- Develop and use selection testing methods and standards that are clear, concise and valid.
- Review and update job descriptions to ensure that they are relevant in all respects to actual job duties, requirements and qualifications.
- Quickly, fairly and effectively investigate all internal complaints of discrimination and take the appropriate corrective action when warranted.
- Continually monitor hiring decisions to evaluate the effectiveness of current policies.

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Phillip C. Nelson

Education

University of Nebraska

Bachelor of Arts, 1965

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1967 to Present

President and Chief Operating Officer

President of Mid-State Community TV

President of Hamilton Telephone Company

- Oversees all services which Hamilton provides including cable television, internet services, and telecommunications relay services.

Pennsylvania State University • 1965 to 1967

Producer/Director – Educational Television Station WPSX-TV

Activities

- Past member of the Board of Directors for OPASTCO
- Past President and past Chairman of the Board of Directors for Nebraska Telephone Association
- Member of the Board of Directors and founding President of Nebraska Cellular Telephone Company
- USTA Board of Directors
- Past Chairman USTA Member of Benefits Committee
- Past Chairman USTA Insurance Trust
- President of Edgerton Educational Center

John A. Nelson

1001 Twelfth Street • Aurora, Nebraska • (402) 694-5101 (Via Voice through relay) •
john.nelson@hamiltontel.com

Education

Southern Methodist University
Bachelor of Arts, History 1991

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2002 to Present

Nedelco Vice President of Operations

- Provide support and direction to members of Hamilton Telecommunications management
- Provide support and direction to members of technical staff
- Strategic Planning and management

Hamilton Telecommunications • Baton Rouge, Louisiana • 1998 to 2002

Computer Telephony Systems Specialist

- Provide on-site support for all equipment and software related to Hamilton's Baton Rouge, Louisiana relay center and all administrative hardware and software
- Assist in developing and troubleshooting software for Hamilton's relay services

The Village at Breckenridge, a Wyndham Resort • Breckenridge Colorado • 1991 to 1998

System Administrator

- Maintained IBM RS-6000 Unix based file server
- Provided first-line software support for server including interfaces to in-room video system, video check-out system, PBX system, call accounting system and point of sales system in the resort's bars and restaurants.
- Served as the primary liaison to the software and hardware vendors who provided the system
- Provided software solutions to management and training to users
- Provided support as needed for PBX switch
- Produced short range occupancy forecasts to assist in the development of staffing projections
- Facilitated booking and scheduling of ground transfers and car rentals
- Developed and maintained company web site
- Maintained resort's return guest database

PBX Supervisor

- Supervised four to eight hotel switchboard operators
- Arranged schedules, answered phones, and provided special customer support as needed

Hamilton Telephone Company • Aurora, Nebraska • 1987 to 1991

Computer Programmer/Consultant

- Developed and implemented a CAD/CAM system
- Researched existing systems, purchased equipment and customized software to render it compatible with established mapping formats
- Developed a dBase IV application shell to provide an on-line database system that enabled telephone operators to provide enhanced directory information services

Gary Warren

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 V/TTY •
gary.warren@hamiltontel.com

Education

University of Nebraska College of Law
Law Degree, 1974

University of Nebraska
Bachelor of Science Degree, 1971

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1988 to Present
Vice President of Corporate Development, Executive Vice President and now President of Services Corporation

Whitney, Newman, Mersch, Otto and Warren Law Firm • Aurora, Nebraska • 1975 to 1988
Lawyer, general practice

Activities

- Active in a variety of relay industry teams including the Coin Sent Paid Team
- Served on NECA Relay Advisory Council for eight years, Chairman for two years
- Participant in numerous relay forums, NASRA activities and FCC meetings and filings over the past 10 to 12 years
- Past President and Board Member of Nebraska Diplomats, Ambassador Plenipotentiary
- Executive Board Member, Nebraska Chamber, Past Chairman, Economic Development Council
- Nebraska Industrial Competitive Alliance, Board Member
- University of Nebraska President's Advisory Council
- Kiewit Institute of Technology Advisory Board Member
- Past Board Member of Aurora Chamber of Commerce
- Fund for Rural Education and Development, Past Board Member and President
- Past Member Community Council, Information Technology Commission
- Past Board Member Nebraska Community Foundation
- Aurora Development Corporation, Board Member and Past President
- Aurora Housing Development Corporation, Past Board Member and Secretary/Treasurer
- Edgerton Explorit Center, Board Member
- Hamilton County Information Technology Corporation, Board Member and Past President
- Past President and Board Member of Nebraska Independent Telephone Association

Dixie J. Ziegler

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
dixie.ziegler@hamiltonrelay.com

Education

Dana College

Bachelor of Science in Marketing, Organizational Communications, and Print Media Communications (Valedictorian)

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1994 to Present

Director, then Vice President of Relay Services

- Responsible for all relay operations
- Manage contract relations for State Relay Contracts
- Coordinate relay outreach activities with state relay representatives
- Represent Hamilton's relay service on the national level
- Coordinate the development of educational and promotional relay materials
- Analyze potential markets for new and existing products and services
- Deliver new products and services to the telecommunications marketplace
- Develop proposals, bids, and sales materials for all Hamilton business areas
- Manage all external and internal communication medias
- Act as Special Project Coordinator as applicable

HunTel Systems • Blair, Nebraska • 1992 to 1994

Marketing Assistant

- Designed marketing campaigns for new products and services
- Edited sales presentations and produced supporting materials
- Wrote and designed newsletters, bill inserts, advertisements, and brochures
- Coordinated telephone promotions and service projects
- Wrote procedures and policies for employees
- Informed customers of changes in the telephony industry

Activities

- Serves on the National Exchange Carrier Association (NECA) Relay Advisory Council
- Serves on the Consumer Advisory Committee (CAC) of the Federal Communications Commission
- Aurora Chamber of Commerce member
- Edgerton Educational Center Volunteer
- Aurora Jaycee
- Information Technology Task Force member

Robert J. Patterson

9107 Bluebonnet Centre Blvd. • Baton Rouge, Louisiana 70809 • (225) 291-4500 V/TTY •
robert.patterson@hamiltonrelay.com

Education

Southeastern Louisiana University
Bachelor of Arts in Psychology, 1995

Experience

Hamilton Telecommunications • Baton Rouge, Louisiana • 2000 to Present

Director of Operations, 2007 to Present

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on the financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.

Senior Manager, 2000 to 2007

- Oversee quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Monitor compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Review relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Develop incentive programs that allows us to meet the needs of our customers as well as motivate employees.
- Participate in outreach activities to gain feedback form relay user community.

Magellan Behavioral Health • Baton Rouge, Louisiana • 1996 to 2000

Account Manger

Manager of Member & Provider Services/Operations Manager

Contract Liaison/Information Systems

Customer Service Representative

Meadow Wood Hospital • Baton Rouge, Louisiana • 1995 to 1996

Mental Health Technician

Beth Slough

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
beth.slough@hamiltonrelay.com

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1998 to Present

National TRS Contract Manager, 2006 to Present

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

Relay Communications Coordinator, 2001 to 2006

- Assists the Director of Relay and Contract Manager in marketing Hamilton Relay Service to other states.
- Designs presentations to prospective clients using presentation skills, visual aids and written proposals.
- Writes, designs, and edits internal and external company newsletters, brochures, and other related communication, including videos.

- Writes and edits bid packages and proposals for new business. This includes coordinating the bid process, writing bid documents according to each state's requirements and completing bid documents within the designated time constraints.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Responsible for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Coordinates outreach activities and materials between all of Hamilton's outreach personnel. Increases outreach activities and effectiveness in all of Hamilton's states.
- Assesses quality and customer service in the Relay Services area.

Administrative Assistant, 2000 to 2001

- Assists management in the completion of company projects.
- Prepares cover letters, notices, agendas and minutes for all Corporate Board and Stockholder Meetings and properly files each.
- Assists Director of Relay in the completion of bid packages and proposals.
- Coordinates travel and meeting arrangements for key members of management.
- Maintains the Hamilton Filing System
- Coordinates a variety of marketing related projects.

Lead Communication Assistant, 1998 to 2000

- Conveys messages of all types to TTY users from voice users and vice versa.
- Solves routine problems and directs non-routine problems to the relay supervisor.
- Sets and assures conformance of standard policy and procedure.
- Understands the use of computer work stations used to relay conversations, including call routing related to equal access.
- Assists in comprehensive training of Communications Assistants.
- Provides leadership and motivation for Communications Assistants.
- Stresses quality in all work situations

Barbara A. Handrup

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY • relay@hamiltonrelay.com

Education

Aurora Chamber of Commerce

Leadership Program, 1993

University of Nebraska

Management Development Certification Program, 1992

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1978 to Present

Senior Manager

- Oversee relay services at the Aurora, Nebraska center
- Carry out policies and procedures for the statewide relay service established by the Nebraska Relay Advisory Committee and the Nebraska and Idaho Public Service Commissions
- Directs and coordinates the development of personnel with sensitivity to the needs and desires of the hearing and speech impaired communities
- Maximizes quality of departmental outcomes while adhering to budgetary concerns
- Oversees the startup of new projects including staffing, operational procedures, and projections
- Recruits, screens and hires necessary personnel with the assistance of the Human Resource Department
- Interfaces with senior management on a regular basis, participates in staff meetings, company meetings, and planning sessions
- Represents the relay services department at Public Service Commission, Advisory Committee, and other association meetings as related to relay user communities

Diane Taylor

9107 Bluebonnet Centre Blvd. • Baton Rouge, LA 70809 • Voice/TTY: 888-699-6869
diane.taylor@hamiltonrelay.com

Education

Centennial High School

High School Diploma, 1978

Continuing Education – Seminars

How to Supervise People – 1994

How to be a More Effective Team Leader – 1995

One Minute Manager – 1997

Coaching to Top Performance - 1998

Experience

Hamilton Telecommunications • Baton Rouge, LA • August 2011 to -Present

Louisiana Relay Center Manager

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Communication Assistant quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.
- Monitors compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance. Acts as Account Manager.

Hamilton Telecommunications • Aurora, Nebraska • 2004 to August 2011

Assistant Relay Manager

- Assisted the Senior Relay Manager in all aspects of daily activity.
- Scheduled staff to ensure the needs of relay traffic are met/forecasts future human resource needs.
- Reviewed and analyzed statistics on a daily basis to monitor compliance with federal and state requirements.
- Provided a team atmosphere while working on continued quality improvements on the relay floor and continued development of skills of Supervisors and Communications Assistants.

United Farmers Cooperative • Hampton, Nebraska • 1996 to 2004

Store Manager

- Worked with employees with continual training for expansion of skills and careers.
- Scheduling, human resources, bookkeeping, daily/monthly/yearly statistics.

Hamilton Telecommunications • Aurora, Nebraska • 1992 to 1996

Telemarketing Supervisor

- Continual quality assurance with phone representatives through daily monitoring, coaching and training.
- Reviewed/analyzed statistics on a daily basis with management staff and clients.

Deborah Ducksworth

2231-T Dawson Road • Albany, Georgia 31707 • (229) 435-5185 V/TTY •
deb.ducksworth@hamiltonrelay.com

Education

Grambling State University

B.S. Computer Information Systems, 1995

Experience

Hamilton Telecommunications • Albany, Georgia • June 2006 - Present

Georgia Relay Center Manager

- Oversee quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Monitor compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Review relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Develop incentive programs that allows us to meet the needs of our customers as well as motivate employees.
- Participate in outreach activities to gain feedback form relay user community.

Hamilton Telecommunications • Baton Rouge, Louisiana • 2000 – June 2006

Training Coordinator

- Construct training programs designed to provide Communication Assistant trainees with the skills and knowledge necessary to succeed in their positions.
- Gain and maintains a strong understanding of all relay related information relevant to Communication Assistants and the training of Communication Assistants.
- Utilize existing presentation and training materials in creative and effective manner and creates new training materials aimed at improving training relevance and effectiveness.
- Train on a multitude of topics such as Deaf Culture, relay procedures, and company policies.
- Work with Supervisors and Quality Assurance Department to identify training needs and will assist Supervisors and Quality Assurance personnel in training Communication Assistants as call handling weaknesses are identified.

Lodgian Revenue Center • Baton Rouge, Louisiana • 1997 to 2000

Director of QA, Training and Development

Research and Development Supervisor

Research and Development Traffic Specialist

Karen L. Carter

703 W. Housatonic Street Suite 148 • Pittsfield, Massachusetts 01201 • (413) 395-0830 (Via Voice through relay) • karen.carter@hamiltonrelay.com

Education

University of Utah

Experience

Hamilton Telecommunications • Pittsfield, Massachusetts • February, 2010 to Present *Center Manager*

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Relay Operators quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.

Menands Police Department • 2009 to Current

Emergency Communications Dispatcher PT

- Received and dispatched general and emergency calls using multiple telephony and CAD applications.

CarterViz • 2007 to Current

Project Manager, Freelance Digital Graphics and Photography

- Accounts and billing coordinator.
- Responsible for contract negotiations, supply and invoicing.
- Contributing digital graphic artist on a college-level textbook, developmental artist for an on-going children's book manuscript.
- Freelance photographer and volunteer for local Historical Society.

Park City Police Department • 2003 to 2007

Emergency Communications Coordinator

- Coordinated all aspects of a citywide Communications Center through operations and personnel management of 14 employees.
- Acted as liaison between internal divisions, community businesses, city, state and federal government agencies.
- Responsible for overseeing all personnel relations including recruitment and development, training, progressive review, writing and implementation of solid policies and procedures, and payroll.
- Coordinated operations and technical support to ensure integrity and highly functional quality control.

University of Utah Public Safety • 1993 to 2003

Emergency Communications Coordinator

- Managed and directed all facets of a day-to-day operation for a multi-. Communications Center and bridged external agency support.
- Acted as liaison between internal divisions, community businesses, city, state and federal government agencies.
- Directed all aspects of personnel management for a staff of 10 including recruitment, hiring, development review, training, corrective action, writing and implementing solid policies and procedures, and payroll.
- Developed and instructed community based education programs.
- Facilitator in multi-agency disaster planning and drills. Assessed on site building security for multilevel alarm systems campus-wide.

Activities

- Member of Tri-County Communications Committee, 2003-2007, Park City Police Representative
- Member of Olympic Communications Committee, 2000-2002, University of Utah Department of Public Safety Representative
- Member of University of Utah Disaster Response and Recovery, 1998-2002, Emergency Communications Representative
- Member of University of Utah Alarm Control Committee, 1995-2003, Emergency Communications Representative

System Experience

- MS Office Suite
- iWork: Pages, Keynotes, Numbers
- TimeNet
- Billable
- Kronos
- Time-Keeper
- Peoplesoft
- Shoretel
- AXIS CAD
- Net CAD & RMS
- Millennium CAD & RMS Systems
- Spillman CAD
- Cody CAD
- Eventide Audio, CCTV
- Adobe Photoshop, Illustrator
- Corel Painter.

Donte' Bibbins

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Education

Southern University and A&M College – Baton Rouge, LA

Studied Physics, Computer Science, Management and Marketing (1996-1999)

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1999 to Present

Communication Assistant, Supervisor, Assistant Center Manager, Center Manager

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Relay Operators quality on a continual basis.
- Manage team of CAs including disciplinary, quality assurance and growth development
- Provide customer service to customers
- Plan and organize various company functions
- Plan and organize meetings with members of management team
- Identify areas in the company that could be improved and implement action plans to improve these areas
- Perform other duties as assigned
- Manage team of supervisors
- Ensure efficient operation of relay floor activities
- Ensure efficient management of quality assurance program

Skills

- Proficient in various Microsoft software applications including Word, Excel, Access and Outlook. Background in various curriculums from a higher level scholastic institution including computer science, management, and marketing courses.
- Seven years of management experience in the relay division of Hamilton Telecommunications, a company that provides quality relay services to the deaf, hard of hearing and speech disabled community.

Michelle Mikkelsen

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Experience

Hamilton Telecommunications • Aurora, Nebraska • 1995 to Present

Staffing Supervisor, 2006 to Present

- Monitors the relay centers statistical information in real-time and uses such information to increase the efficiency of the center by making changes at the local and network level.
- Monitors answer service compliance with regulatory and contractual related to relay system performance in real-time and develops corrective action in areas that are not compliant.
- Responsible for evaluating, maintaining and updating the Schedule, including volunteer hours, on an as-needed basis to ensure answer performance compliance.
- Responsible for working with Relay Center Management to ensure that staffing requirements are met and maintained.
- Develop new scheduling techniques to meet demands of employees and needs of the company.
- Tracks absenteeism and work with the Senior Relay Managers to ensure that absenteeism is kept to an acceptable standard.
- Tracks suggestions for improvement regarding answer performance and provides that information to the appropriate department, i.e. technical, operations, management, etc.
- Assists in the startup and development of new projects, including staffing and operating estimates and projections. Supervises the development of tools and implementation of plans used to ensure adequate staffing levels at all times.

Lead Communication Assistant, 2005 to 2006

- Solves routine problems and directs non-routine problems to the relay Supervisor.
- Sets and assures conformance of standard policy and procedure.
- Assists in comprehensive training of Communication Assistants.
- Provides leadership and motivation for Communication Assistants.
- Assists in the organization and management of the Relay Floor
- Understands hourly reports and reader board to ensure answer performance compliance

Communication Assistant, 1995 to 2005

- Conveys messages of all types to TTY users from voice users and vice versa.
- Adheres to strict confidentiality rules and standards.
- Stresses quality in all work situations.
- Relays calls in a conversational manner using voice inflection, speech patterns, tone of voice, and user intent.

Bridget L. Fry

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• bridget.fry@hamiltonrelay.com

Education

Mount Aloysius College – Cresson, PA

Interpreting for the Hearing Impaired (1992-1994)

Experience

Hamilton Telecommunications • Aurora, Nebraska • December 2007 to Present

Training Coordinator

- Responsible for all training provided to relay operators
- Construct training programs designed to provide Operator trainees with the skills and knowledge necessary to succeed in their positions.
- Gain and maintains a strong understanding of all relay related information relevant to Operators and the training of Operators.
- Utilize existing presentation and training materials in creative and effective manner and creates new training materials aimed at improving training relevance and effectiveness.
- Train on a multitude of topics such as Deaf Culture, relay procedures, and company policies.
- Work with Supervisors and Quality Assurance Department to identify training needs and will assist Supervisors and Quality Assurance personnel in training Operators as call handling weaknesses are identified.
- Creates and edits all procedural changes
- Facilitates all refresher training

NPC Inc. • Roaring Spring, Pennsylvania • 2005 to 2007

Document Processor

- Proofread and formatted government patent documents for publication
- Assisted training efforts by mentoring trainees. Monitored trainees work and provided feedback to help improve their work.

Mount Aloysius College • Cresson, Pennsylvania • 1995 to 1999

Interpreter for the Hearing Impaired

- Interpreted for deaf students for college coursework, doctors appointments and various on and off campus activities
- Provided tutoring and other academic support services
- Taught one semester of ASL I for non-majors

Anne Girard

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Education

Antioch University – Santa Barbara, CA

M.A. Clinical Psychology, 1997-1999 (Degree Pending)

Antioch University – Santa Barbara, CA

B.A. Liberal Studies, Clinical Psychology, 1994-1997

Other Education:

Extensive Landmark Education Leadership, Development and Communication Training

Various professional and personal development courses, seminars, mentorship

Experience

Hamilton Telecommunications, Aurora, NE • 2004 to Present

Director of Marketing, 2007 to Present

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

Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.

- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.

Product Development/Regulatory Manager, 2004 to 2007

- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services.
- Responsible for making Hamilton a leader in the development of new relay features, enhancements, and services, which meet the needs and desires of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services and for communicating those recommendations to the technical team.
- Responsible for all market research activities within Hamilton Relay.
- Gathers information from a variety of sources to ensure technical development meets the needs and desires of the relay community. This is done by contacting existing outreach staff and making use of those outreach networks, surveys, focus groups, involvement in national relay activities, and a variety of other ways.
- Uses information gathered to present statistics and facts as to why product development is needed for specific services.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communications Assistants and Video Interpreters.
- Responsible for leading product development teams within the division to ensure progress and communication between all required departments, including but not limited to technical, marketing and operations.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.
- Monitors the competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President of Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists with a variety of marketing responsibilities as needed.
- Monitors and assesses reports on relay service quality from users.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

GoAmerica Communications, Hackensack, NJ • 1998 to 2004

Director of Sales

- Creating and executing strategy/tactics to drive sales and increase revenue through varied sales channels.
- Developing forecasts, managing departmental budget.
- Analyzing customer data/market research/financial modeling informing collaborative planning and administration of promotions and programs designed to increment customer base, transform customer experience, reduce churn, and increase customer loyalty.
- Planning/leading tradeshow exhibits.
- Establishing departmental and individual goals, managing projects and key accounts.
- Team building/coaching/mentoring.
- Creating/administering channel sales programs.
- Recruiting, developing and managing external sales partners.
- Creating and presenting training.
- Selling enterprise wireless solutions through effective needs analysis and consultative sales.

Cuesta Community College, San Luis Obispo, CA • 1989 to 1998

Academic Support Services Coordinator

- Directing delivery of academic support services for students with disabilities in accordance with federally mandated regulations (including the Americans with Disabilities Act).
- Developing and facilitating departmental policies and procedures for the provision of services.
- Recruiting and supervising staff.
- Organizing and managing external volunteer group.
- Serving as departmental liaison to faculty community.

Skills

- Certified Sign Language Interpreter, NAD Level III, 1991
- Excellent oral and written communication
- Proficiency with client relationship management tools and databases
- Proficiency with Microsoft Office

Membership in Professional Organizations

- National Association of the Deaf
- National Association of Female Executives

John V. Fechter

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Education

Gallaudet University, Washington, DC – December 1991

Bachelor of Science, Business Management

General Seminars/Workshops

- CAP Writing- Wells Fargo University- Minneapolis, MN- July 2004
- Loan Structure, Wells Fargo University- Minneapolis, MN - November 2003
- Business Writing- Stan Berry Seminar- Minneapolis, MN – June 2002
- Grant writing Workshop- NAD State Conference- Sioux Falls, SD – April 2001
- Wow Your Customers- Wells Fargo University- St. Paul, MN – March 2001
- Financing of Closed End Business- Wells Fargo University- Texas – September 2000

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2006 to Present

National Outreach Manager

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

- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.
- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.
- Manages a host state office, out of their home, and a telephone number for the purpose of assisting those who need to make contact concerning the relay service with someone in Idaho. Responsible for all communication and interface with relay users from this office, including customer service. Performs related office duties. Performs all outreach activities in Idaho as described above.

**Wells Fargo & Company, BBRC (Business Banking Resource Center) •
Minneapolis, Minnesota • 2005 to 2006**

Lending Underwriter

- Underwrite loans with aggregated credit exposure of up to \$1 million. This involves analyzing complex financial and credit information for Commercial business loan packages, including loan data, financial statements, credit risk, borrower and property information, and related background. Investigates credit standards and determines credit worthiness of business loans. Occasionally cross-sell products and services. Regularly meet all performance goals.

Wells Fargo & Company, BBRC • Minneapolis, Minnesota • 1999 to 2005

Credit Analyst II

- Prepare and review all financial statements (business and personal financial statements) in accordance with established standards, for credit analysis functions. Act as resource to business bankers. Regularly met and exceeded performance goals.

Wells Fargo & Company, St. Paul Branch • Saint Paul, Minnesota • 1996 to 1999

Personal Banking Officer

- Promoted and sold a full line of retail/small business banking products, loans, deposits, annuities, retirement and investments as well as provide customer service for all banking products. Established and maintain long term relationships with customers. Regularly met and exceeded performance goals, especially for loans.

Activities

- Board President - Metro Deaf School- June 2004 – present
- Board President- One House Two Hands LLC (real estate holding company)- September 2005- present
- Classroom Consultant- Junior Achievement – September 2001- present
- Budget Chair - USA Deaf Sports Federation (USADSF)- December 2002-present

- Project Leader- Minnesota Association for Deaf Citizens- March 2001-November 2005
- Board Member- DEAF-MADC- December 2002- July 2005
- Council Member of Wells Fargo Funding Community Council- May 2001- Dec. 2002
- Board Member of the Metro Deaf School – July 1997 – May 1999
- Board President of Doorways - July 1997- April 1999
- Participated as a guest speaker at National Association of the Deaf at Youth Leadership Camp (YLC) Stayton, Oregon - July 2005. Presented on Financial Lessons for Life.
- Participated as a guest speaker at the National Leadership Literacy Camp (NLLC) at CSD Camp Lakodia, (Madison, SD) – July 2004. Presented on Basic Money Management.
- Develop and wrote five grants proposals for Minnesota Association for Deaf Citizens (MADC).
- The focus of the grant was to obtain funds for feasible study on land development/community center project.
- Coordinated land sale for MADC - the land was sold in November 2005.
- The funds will be used for deaf community development focus.
- Have been a volunteer in many ways at Metro Deaf School (MDS) for several years;
- Taught money management classes
- Co-chair of school's Parents/Teachers Group
- Soccer Coach for 4 years
- Project leader for 2006 MDS school relocation committee.
 - Successfully finalized the purchase of a 30,000 sq. foot building with potential of expansion for future use- the total project is at \$2.1 million.
- Launched capital campaign project with a goal of \$400,000 for MDS.
 - This will be an ongoing project -- the purpose of the campaign is to provide growth funds for the school and reduce debt for the purchase of the building.

Mitchell S. Levy

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Education

Rochester Institute of Technology – Rochester, New York
Bachelor of Science, Major: Information Systems

Experience

Hamilton Relay • Middleton, Wisconsin • June, 2007 to Present

Wisconsin Contract Manager/CapTel Product Manager

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

Hamilton Relay • Providence, Rhode Island • 2005 to 2007

Outreach/Account Manager

- Directs and arranges Rhode Island and Maine TRS outreach program
- Oversees and supports an agency, Maine Center on Deafness (MCD), providing Maine Relay Outreach Program

- Supports Hamilton Relay in promoting products and services at tradeshows
- Maintains relationships with TRS users, state relay administrators, and state TRS advisory council members

AT&T • Morristown, New Jersey • 1996 to 2004

Account Manager

- Managed Telecommunications Relay Service (TRS) contracts to ensure contract compliance, billing, reporting, auditing and marketing. Over the last 8 years, have managed 14 state contracts with total value of \$42M annually and currently responsible for managing the contracts for Georgia, Pennsylvania, U.S. Virgin Islands, West Virginia, Saipan, and SBC account
- Managed day-to-day relationships between state-contracted customers and AT&T for the provision of TRS, including the negotiation, development, and delivery of new service features
- Planned and directed new and existing outreach program to promote customer awareness, customer satisfaction and stimulate usage of state relay programs
- Partnered with advertising agencies, photographers, graphic designers and printers in the creation and production of highly successful promotional pieces
- Built and maintain relationships with state advisory boards and TRS user communities
- Supported marketing director in exhibiting products and services at TRS industry events and directed the technical operation of TRS services during the event
- Responded, analyzed and resolved customer issues in a timely manner
- Fluent in American Sign Language

Basking Ridge, New Jersey • 1992 to 1995

Marketing Manager • 1995

- Led cross-functional team to identify, analyze and develop new TRS products and services
- Held strategic and tactical marketing management responsibility, providing decisive courses of action to accelerate revenue, market growth, and competitive differentiation
- Managed and directed the activities of an external marketing firm in conducting customer satisfaction surveys

Consumer Relations Manager • 1992 to 1994

- Increased revenue through strategic consumer relation initiatives, including TRS demonstrations and networking with key stakeholders
- Managed marketing and community relation projects for Pennsylvania and Delaware TRS consumers
- Conducted TRS awareness and training for businesses, hospitals, human service agencies, schools, and community groups
- Served as AT&T liaison on TRS issues with national and state consumer advocates and community organizations
- Collaborated with TRS center management on improving current services and developing new applications
- Conducted comprehensive diversity training programs for new TRS managers and occupational employees

Jennifer Buechner

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jenny.buechner@hamiltonrelay.com

Education

Gallaudet University • Washington, District of Columbia
Bachelor of Arts, Social Work May 2002

Experience

Hamilton Telecommunications • Aurora, NE • January 2008 to Present

Internet Based Services Product Manager

- Perform product management responsibilities related to Internet Relay including operations, technical development and support, call experience, marketing.
- Evaluate and recommend modifications and improvements to Hamilton Relay's Internet Relay technology, marketing and service.

CSDVRS, LLC • Rochester, NY • September 2007 to December 2007

Sales Manager

- Manage promotion of CSDVRS in northeast region, including New England and New York.
- Arrange sponsorships, exhibits and presentations in northeast region.
- Supervise Outreach Specialists who represent CSDVRS at tradeshow and add CSDVRS on customer equipment.
- Recruit customers to use video relay service.

Hamilton Telecommunications • Aurora, NE • July 2005 to September 2007

Hamilton Relay VRS Manager, August 2006 to September 2007

- Perform product management responsibilities related to VRS including operations, technical development and support, call experience, marketing, partner relationship.
- Manage marketing and operations budgets related to VRS; responsible for growing revenues and cutting expenses to ensure profitability.
- Evaluate and recommend modifications and improvements to Hamilton Relay's VRS technology, marketing and service delivery, and work with technical and marketing management as well as contracted service provider to implement agreed upon improvements.
- Manage all aspects of product testing including communication flow between testers and technical staff.
- Manage contracted third-party mystery shopper program related to VRS.
- Develop marketing programs/materials designed to increase Hamilton Relay's VRS market share.
- Organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services, analyze user input and make recommendations for modifications/improvements/enhancements.
- Interface with current relay users to help determine current and future relay needs.
- Maintain awareness of industry competitors and their technological advances.

- Manage job performance of VRS Technician.
- Manage outreach activities of the District of Columbia Relay Service through direction of the part-time Outreach Coordinator/Intern.

District of Columbia Outreach/VRS Coordinator, July 2005 to August 2006

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

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

Customer Service Representative

- Customer Service for Hamilton Relay.
- Provide and schedule presentations, home visits, and referrals to new and existing relay customers statewide.
- Represents WTRS on various external events related to Relay for communities that may benefit from Relay Services.

National Association of the Deaf Youth Leadership Camp • Sioux Falls, SD • July, 2003 to August, 2003

Camp Counselor

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

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

Community Facilitator

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

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

Peer Health Advocate

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

Gallaudet University Judicial Affairs • Washington, DC • May 2001 to May 2002

Hearing Coordinator

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

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

Social Work Internship

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

Skills

- Teaching Skills
- Leadership Skills
- Microsoft Office
- Knowledge of Deaf Culture
- Computer Literate
- Quick Learner
- Community Involvement
- Public Speaking Skills
- Native ASL Fluent

Presentations

- Drug and Alcohol Awareness
- Judicial Board Duties
- First Year Experience

Community Involvement

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

Talia Rubiano

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Education

East-West Healing Arts Institute, Madison, WI
Certificate in Eastern Holistic Massage Therapy

A SpiriTouch Institute, Madison, WI
Certificate in Western Theory & Massage Therapy

RID/NIC Certified, Madison, WI (Licensed in WI)

Experience

Hamilton Relay • September 2010 to Present

Marketing Projects Coordinator/Staff Interpreter

- Supports Hamilton Marketing Management Team through the coordination, development and production of marketing materials and advertising efforts in order to meet strategic business objectives.
- Coordinates public relations activities.
- Interprets onsite and/or offsite meetings and phone calls involving Hamilton staff.
- Maintain and adhere to strict confidentiality; be guided by RID's Code of Conduct.
- Maintain valid NAD or RID Certification.

Hamilton Relay • 2008 to 2010

Staff Interpreter/Administrative Assistant

- Interpreted on-site during meetings and phone calls involving Hamilton staff.
- Maintained and adhered to strict confidentiality.
- Performed a variety of office and word processing jobs.
- Actively participated in job appropriate meetings and/or trainings.
- Traveled with staff to meetings and/or events to interpret and assist as needed.

Hamilton Relay • June 2008 to August 2008

Video Relay Interpreter

- Processed video relay calls between deaf/hard of hearing and hearing consumers in a call center.
- Used sign language to interpret calls and used voice to represent what was being signed by the video relay user.

East-West Healing Arts Institute • 2006 to 2008

School Administrator/Education Coordinator/Teacher

- Performed administrative duties to ensure that the school adhered to state guidelines/requirements.
- Designed, developed and implemented documents to increase productivity within the office and student body.
- Created and maintained class schedules.
- Coordinated and supervised student massage clinics.
- Increased positive awareness of the school within the community.
- Motivated and recruited potential students to continue their education as a working adult.
- Organized and led meetings with faculty and staff.
- Taught therapeutic massage and deep tissue massage techniques.
- Maintained licensure as a Massage Therapist.

Wisconsin Relay Service • 2005 to 2006

Communications Assistant

- Processed relay calls between deaf, hard of hearing, deaf-blind, and hearing consumers
- Mentored new employees in processing relay calls on the floor.

Massage Therapist • 2002 to 2006

Independent Contractor

- Built clientele base and maintained same clients on an ongoing basis.
- Operated own business providing professional massage therapy services.
- Maintained confidentiality in client issues and notes.
- Worked with other professionals to ensure the proper care of clients.

Christa Cervantes

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Education

Kearney State College

Business Major, 1983-1985

Central Community College

Sign Language Classes I – III, 1993-1998

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1990 to Present

Account Manager, July 2008 to present

- Manages the contracts between Hamilton Telecommunications and multiple state customers.
- Oversees the actions of all parties involved to ensure contract compliance.
- Carries out or enforces, as may be applicable, the policies and procedures for the TRS and Captioned Telephone programs established by the Regulatory Bodies, the Contract Administrators and as contained in the contracts and RFPs.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Responsible for representing Hamilton at regulatory meetings with Advisory Boards and the Contract Administrators required staff meetings as needed and at other outreach functions across the States served that may be applicable.
- Responsible for tracking quality within the center (i.e. Operator procedures, consistent language, typing, spelling, etc.) to determine that Hamilton's internal quality standards and all contract requirements are being met.
- Monitors the Outreach Programs for compliance with RFP and contract requirements in the states served. Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity.

Account Manager/Marketing Project Coordinator, 2007 to Present

- Responsible for working with the regulatory bodies of designated states on issues related to contract compliance. Shall act as the Hamilton POC with the State Relay administrators.
- Ensures that all information requested by and provided to the Administrators and/or regulatory bodies is provided in an expeditious and efficient manner.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Coordinates and contributes to special marketing projects including, but not limited to RFP activity, print ad development and placement, tradeshow coordination, newsletter development, and national marketing projects as assigned.

- Participates in national marketing efforts, including tradeshows, etc. as required.
- Responsible for tracking quality within the centers processing designated states' calls (i.e. Communication Assistant procedures, consistent language, typing, spelling, etc.) to ensure that Hamilton's internal quality standards and all contract requirements are being met.
- Responsible for determining and recommending how best to improve overall quality of relay services, along with assisting in implementation of recommendations that improve call procedures and call processing for relay users.
- Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Responsible for representing Hamilton Relay at regulatory meetings with the TRS Advisory Councils and the Contract Administrators.
- Responsible for developing and recommending to the Operations/Center Manager new features, enhancements and services desired within the relay community based on contact and communication with relay users. Responsible for assisting Hamilton in its leadership in the development of new relay features within the relay industry.

Relay Outreach Specialist, 2004 to 2007

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

Lead Supervisor, 1999 to 2004

- Interprets American Sign Language.
- Schedules appropriate number of Communications Assistants.
- Attends and represents the relay service at Public Utility Commissions, relay advisory committees, and appropriate national associations related to relay services.
- Develops and supervises start up and development of new projects, including staffing and projections.
- Monitors and reports on relay service quality from employee and users perspectives.

- Communicates with employees and relay users, new development and service enhancements.
- Monitors compliance with federal and state regulations related to relay system performance and develops corrective action in areas that are non-compliant.

Supervisor, 1995 to 1999

- Coaches others on the use of computer workstations used to relay conversations.
- Insures Communication Assistant compliance with relay center policies and procedures.
- Aids in providing consumer training and public awareness related to relay services.
- Attends and makes presentations at relay related meetings.
- Develops and conducts evaluations of Communications Assistants based on their performance.

Communications Assistant, 1990 to 1995

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

Gregory E. Stephens

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Education

Academy X, San Francisco, CA

Java Fundamentals, 2005

New Horizons Training Center, Lincoln, NE

Microsoft's Course 1013 Mastering Visual Basic, 1999

Breanau University, Gainesville, GA

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

University of Nebraska, Lincoln, NE

BS, Physics

Experience

Hamilton Telecommunications • Aurora, NE • 2000 to Present

Relay Technical Manager, April, 2006 to Present

- Responsible for technical operations at assigned Relay Centers

Software Developer, February, 2000 to April, 2006

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

Baldwin Filters • Kearney, NE • 1995 to 2000

Programmer/Analyst

- Project management: worked with a software vendor bringing a multi million dollar warehouse expansion on-line. Duties ranged from initial design and vendor selection to implementation as Microsoft SQL DBA and working with the vendor on resolving problems and conflicts.

- Designed and implemented an application (full Life cycle responsibilities) that is used by sales fleet (100+ salesmen) for surveying end users equipment for potential sales, using Visual basic and Access, and the WIN 32 API.
- Report writing for various manufacturing needs.
- WAN administration on legacy system. 3 Remote sites-responsible for communications between sites and all HP peripherals. Also dealt with System management functions for legacy systems, such as determining need for memory and disk upgrades. As well as planning for disaster recovery, backups/restores etc.

Tools/Platforms

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

Cecil D. Smalley

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Education

Kansas State University of Salina

Associate of Technology Degree: Electronic Data Processing, 1987

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2007 to Present

Programmer/Analyst

- Create and implement peer review process
- Create and implement software change management process utilizing CVS and Bugzilla
- Manage the development of access point for CapTel utilizing both internal and external resources

Boeing – Integrated Defense Systems - Wichita • Wichita, Kansas • 2000 to 2007

Software Engineer

- Designed and developed communication planning software for the B-52 CONECT program using .NET 2005
- Served as Peer Review Focal and chaired the Software Engineering Process Group CMM effort
- Designed and developed imbedded flight software for the B-52 MALD program using ADA95
- Performed Software Engineering Environment functions including UNIX and ClearCase administration, maintenance of software build scripts and installation of AFMSS software
- Designed and developed imbedded flight and mission planning software for the B-52 AMI program using ADA95 and ADA83

Softbrands (formerly Eltrax Hospitality Group) • Wichita, Kansas • 1996 to 2000

Programmer/Software Updates Specialist

- Performed remote updates/upgrades of property management systems
- Setup and installed Windows based workstations and Microsoft Office products
- Designed and developed software for property management systems using Delphi3.0/4.0
- Performed test procedures on newly developed and changed programs for property management systems

Lodgistix (International) Inc. • Wichita, Kansas • 1992 to 1996

Quality Assurance Analyst

- Designed user interfaces for and performed test procedures for property management systems.

Fred Hackett

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fred.hackett@hamiltontel.com

Education

University of Iowa, Iowa City, IA
Masters in Business Administration, May 1995

Minnesota State University, Mankato, MN
Bachelor of Science (Double Major) - Computer Science and Electronic Engineering Technology, June 1984

Experience

Hamilton Telecommunications, Aurora, NE • 2003 to Present
Information Technology Services Director

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

Independent Contractor • 2002 to 2003

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

Mutual of Omaha, Omaha, NE • 2000 to 2002
Senior Project Manager

- Developed new processes, procedures and testing that reduced the failure rate of automated software deployments from 30% to less than 2%.
- Created new processes to manage the migration of software into a 6,000 machine environment reducing errors by more than 80%.
- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Manage projects utilizing formal project management methodologies.
- Instrumental in developing standards for hardware and software.

ConAgra Foods, Omaha, NE • 1997 to 2000
Information Technology Manager

- Managed the team responsible for 60 NT file, print and application servers and 2,000 Windows 95 and NT machines at numerous remote sites. This included

responsibility for a 13-server farm running Citrix Metaframe to provide application services to 400 internal and dial up users.

- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Negotiated and approved purchases of computer equipment and consulting services ensuring conformance to corporate and business standards.
- Planned and implemented infrastructure upgrades, changes and new installations to meet the computing needs of the business.
- Integrated two division technical support staffs and their functions into one department as part of a corporate wide re-organization.

NCS - Pearson, Iowa City, IA • 1984 to 1997

Technical Support Manager, 1994 - 1997

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

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

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

Wayne Hahn

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Education

Central Community College - Hastings

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

Associate of Applied Science Degree in Digital Electronics, August 1988

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1988 to Present

Network Administrator

PBX Technician

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

Skills

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

Amy Miller

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amy.mchargue@hamiltontel.com

Education

Nebraska Wesleyan University

Bachelor of Science, May 2003

Major: Business Administration, Minor: Communication

Emphases: Marketing, Management & Human Resource Management

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2007 to Present

Human Resource Manager

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

Information Technology, Inc. • Lincoln, Nebraska • 2003 to 2007

Human Resources Coordinator

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

Lincoln Benefit Life • Lincoln, Nebraska • 2002 to 2003

Retention Analyst • January 2003 – May 2003

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

Human Resources Intern • June 2002 – December 2002

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

Dillard's • Lincoln, Nebraska • February 2001 to June 2002

Sales Associate

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

Nebraska Wesleyan University • Lincoln, Nebraska • Oct 2000 - Feb 2001

Phonathon Representative

- Contacted alumni seeking donations for NWU

Activities & Honors

- Outclass the Competition Training – Information Technology, Inc.
- Chosen to speak at Information Technology, Inc.'s Annual Business Meeting
- Wellness Committee – Information Technology, Inc.
- Nebraska Wesleyan University Student Ambassador
- Collegiate Business Association
- Wesleyan Communication Association
- Founding member of NWU's Society for Human Resource Management Chapter
- Nebraska Wesleyan University Academic Honors List
- Nebraska Wesleyan University Leadership Nominee
- Volunteered & attended 2002 State Society for Human Resource Management Conference

Jerry D. Petermann

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Education

Kearney State College

Bachelor of Science in Business Administration, 1978

Central Community College

Associates of Applied Science in Business Administrations, 1975

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1995 to Present

Tax and Compliance Manager – January 2009

- Provide coordination of all tax filings
- Manage fixed asset reporting and asset management
- Financial analysis and cash management

Accounting Manager - August 1995 to December 2008

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

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

Controller

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

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

Financial Reporting Manager

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

Carmen Bohaty

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Carmen.bohaty@hamiltontel.com

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2008 to Present

Accounting Operations Manager

- Direct and coordinate the preparation of financial statements and all related activity.
- Supervise the documentation of accounting policies and procedures.
- Participate in year-end audit preparation.
- Interface with departmental managers and senior management on a regular basis.

Assistant Accounting Manager

- Supervise, coach, evaluate, and guide the development of personnel in the accounting department.

Sprint/Embarg • Overland Park, Kansas • 2004 to 2008

Financial Analyst II

- Produced analysis associated with budgets, forecasts, and monthly results used by management to make business decisions and provide street guidance.
- Assisted in preparation of executive presentations.
- Managed budget process and consolidated budget/forecast submissions.
- Developed a "Budget Accuracy Scorecard." Presented to Vice President and Director levels as well as Chief Financial Officer prior to implementation.
- Acted as team lead on company initiative to develop a new planning and forecasting tool, designed to increase process efficiencies.

Sprint • Overland Park, Kansas • 2000 to 2004

Finance Service Analyst

- Prepared account reconciliations for various balance sheet and income statement accounts.
- Completed monthly journal entries and variance analysis.
- Organized multiple projects and ad hoc data requests for process partners and upper management.

Schwendiman Funds • Lincoln, Nebraska • 1997 to 2000

Accountant

- Tracked stock portfolio and fund performance.
- Communicated with fund administrator to ensure trade settlement.

Pat Shaw

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pat.shaw@hamiltontel.com

Education

Aurora High School

High School Diploma, 1982

Experience

Hamilton Telecommunications, Aurora, NE • 1998 to Present

Plant Manager 2004 to Present

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

Central Office and Transmission Technician, 1995 to 2004

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

Troubleshooter/Installer, 1988 to 1995

- Communicated with internal and external customers to resolve service concerns and service questions
- Installed, tested, repaired and maintained outside plant facilities for telephone
- Installed, repaired and maintained copper and fiber facilities
- Installed, repaired, operated and maintained necessary test equipment for the testing of the outside plant

- Obtained schooling and attended seminars relating to technical skills, customer service skills and management skills
- Installed, tested, repaired and maintained cable TV facilities
- Bonded and grounded all types of telephone and coaxial cable
- Participated and developed understanding of quality of service concepts in conjunction with overall company continuous improvement efforts
- Responsible for buildings and grounds maintenance and appearance

Activities

- Aurora Public Schools, Board Member
- Aurora Optimist Club, Member

Keith L. Penner

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keith.penner@hamiltontel.com

Education

Aurora High School

High School Diploma, 1964

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1968 to Present

Central Office Supervisor

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

Central Office Member

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

Line Crew Member

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

United States Marine Corps

Honorable Discharge, 1967

Naomi Kowalski

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Education

Central Community College

Paralegal Studies, 2001-2004

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2006 to Present

CapTel Trainer, 2011 to Present

- Prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing CapTel Captioning Assistants. Train, supervise, and evaluate Captioning Assistants and Supervisors.

Facility Operations Manager. Hamilton Contact Center Services

- Overseeing all aspects of the call center operations within a fast pace environment including supervision and training.
- Ensured compliance with all state and federal regulations.
- Ensured proper staffing in line with projected call volume forecasts.
- Worked with clients to achieve program goals and drivers
- Managed a staff of over 50 employees

Timberline Telemarketing Services • 2001 to 2006

Call Center Manager, 2006

- Manage a team of over 25 employees with a strong focus on both consumer and B2B sales
- Coaching and development of employees to develop good sales skills
- Focus all staff on key program metrics to achieve program goals and drivers

HR/Trainer, 2005-2006

- Responsible for hiring and human resource matters within a fast paced call center environment
- Conduct all training and development of staff with an emphasis on sales and compliance
- Possessed a thorough knowledge and understanding of various products and services from clients in order to teach others

Account Service Representative, Corporate Compliance Coordinator, Administrative Assistant, 2001-2005

- Account Service representative--called on both consumer and B2B sales campaigns
- Corporate Compliance Coordinator—wrote new compliance policies for the call center due to new legislation that affected our industry and maintained compliance files and records
- Administrative Assistant—helped with all administrative duties including, but not limited to payroll and office file management

Position title: Vice President of Relay

Department: Relay

Reports to: President of Hamilton Relay

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

Essential Functions:

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

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

Other Requirements:

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

Preferred education, experience and knowledge:

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

Position title: Director of Operations

Department: Relay

Reports to: Vice President of Relay

Location: Baton Rouge, LA

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

Essential Functions:

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on the financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.
- Conducts and assists with performance evaluations and wage calculations.
- Responsible for decreasing employee turnover.
- Works with Technical manager to improve workstation functionality with the end goal of higher efficiency.

- Analyze report data and recommend improvements.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.
- Be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.
- Ability to work a flexible schedule when needed.
- Assume other duties and responsibilities as assigned.

Preferred education, experience and skills:

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

Position title: National TRS Contract Manager

Department: Relay

Reports to: Vice President of Relay

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

Essential functions:

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

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

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: Senior Relay Center Manager

Department: Relay

Reports to: Director of Operations

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

Essential Functions:

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

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

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: Enterprise Account Representative

Department: Relay

Reports to: Director of Marketing

Position summary: Coordinates accounts and programs that promote Hamilton CapTel on a national level

Essential functions:

- Supports Hamilton CapTel Marketing Management Team in the implementation, execution and ongoing maintenance of programs and relationships that promote Hamilton CapTel at a national level in order to meet strategic business objectives
- Serves as day to day operational point of contact (POC) to distribution partners and is responsible for working closely with established relationships to ensure that all needed information and materials are delivered in an expeditious and efficient manner
- Works with Hamilton CapTel Marketing Management Team, other Hamilton departments, as well as distribution partners to identify, implement and coordinate internal and external procedures for the fulfillment and accounting functions required to support partner distribution of Hamilton CapTel resulting in increased sales
- Represents Hamilton CapTel at distribution partner visits & events, outreach functions and national marketing events, including tradeshows as applicable
- Coordinates special project teams as needed to ensure progress, communication and to meet deadlines related to distribution programs
- Resolves issues/problems related to distribution partners or programs and makes recommendations for program modification or enhancements intended to increase sales
- Interfaces with Hamilton CapTel Marketing Management Team on a regular basis through participation in staff meetings, company meetings, and planning sessions
- Displays strength in attention to detail, creativity and stresses quality in all work situations

Other responsibilities:

- Travel to distribution partner locations, tradeshows and events required
- Possesses an ability, willingness and desire to obtain education and attend seminars related to enhancing account management skills

- Performs other work-related duties as assigned.

Preferred education, experience and skills:

- Bachelor's Degree in Business Administration, Communications, Marketing, Public Relations or related field or three to five years related work experience is required
- Strong communication skills, including outstanding writing skills required
- Knowledge and/or experience working with individuals or organizations within the senior citizen and/or hard of hearing communities is helpful
- Ability to understand and carry out instructions
- Knowledge of software such as Microsoft Word, Microsoft Excel, Microsoft Access and Microsoft Publisher
- Effectively organizes and prioritizes multiple deadlines and projects
- Deaf and hard of hearing individuals are encouraged to apply
- Must possess a valid drivers license and be willing and able to travel alone

Position title: Assistant Relay Center Manager

Department: Nebraska Relay Center

Reports to: Senior Relay Center Manager

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

Essential Functions:

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

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

Other responsibilities:

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

Preferred education, experience and skills:

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

Position Title: Staffing Supervisor

Department: Hamilton Relay

Reports To: Nebraska Senior Relay Center Manager

Position Summary: Manages all aspects of staffing, call traffic and service standards monitoring all Hamilton Relay Centers (GA, LA, NE, WI). Assist with customer service database management and reporting.

Essential Functions:

- Monitors the relay centers statistical information in real-time and uses such information to increase the efficiency of the center by making changes at the local and network level.
- Monitors answer service compliance with regulatory and contractual related to relay system performance in real-time and develops corrective action in areas that are not compliant.
- Responsible for evaluating, maintaining and updating the Schedule, including volunteer hours, on an as-needed basis to ensure answer performance compliance (minimum of once per week).
- Responsible for working with Relay Center Management to ensure that staffing requirements are met and maintained.
- Develop new scheduling techniques to meet demands of employees and needs of the company.
- Tracks absenteeism and work with the Senior Relay Managers to ensure that absenteeism is kept to an acceptable standard.
- Tracks suggestions for improvement regarding answer performance and provides that information to the appropriate department, i.e. technical, operations, management, etc.
- Assists in the startup and development of new projects, including staffing and operating estimates and projections. Supervises the development of tools and implementation of plans used to ensure adequate staffing levels at all times.
- Stresses quality in all work situations.

Other responsibilities:

- Provides direct assistance to the relay managers.
- Assists customer service with maintaining databases and generating reports related to customer service.

- Performs other work-related duties as assigned.

Preferred education, experience and skills:

- Proficient in the operation of computers and accompanying computer programs.
- Associate Degree or two years work experience at a relay center or comparable work experience.
- One year experience working with telephone networks or call center telecommunications environment.
- Ability to read, write, speak and understand English.
- Strong written, verbal, analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

Position title: Training Coordinator

Department: Louisiana Relay

Reports to: Relay Center Manager

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

Essential functions:

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

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

Other Responsibilities:

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

Preferred education, experience and skills:

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

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

Position Title: Monitoring Supervisor

Department: Louisiana Relay

Reports to: Assistant Relay Center Manager

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

Essential Functions:

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

Other Responsibilities:

- Will work weekdays and will work every other weekend and every other holiday. Hours on weekends and holidays to be set by the Assistant Relay Center Manager.
- Performs other work-related duties as assigned by the Senior Relay Manager or Assistant Relay Center Manager.

- Acts as a Communication Assistant as needed.
- Acts as a Supervisor when working weekends and holidays if needed.

Preferred education, experience and skills:

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

Position Title: Senior Supervisor

Department: Louisiana Relay

Reports to: Relay Center Manager

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

Essential Functions:

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

- Monitors compliance with state and federal guidelines related to relay service performance standards.
- Develops measurement tools designed to monitor the relay services quality and satisfaction from the user perspective.
- Design and implement plans related to increasing relay services quality and customer satisfaction.

Other responsibilities:

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

Position Title: Supervisor

Department: Relay

Reports to: Assistant Relay Center Manager

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

Essential functions:

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

Other responsibilities:

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

Preferred education, experience and skills:

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

Position Title: Lead Communication Assistant

Department: Relay Services

Reports to: Relay Supervisor

Position Summary: Assists Supervisors and Communication Assistants.

Essential Functions:

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

Other responsibilities:

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

Preferred education, experience and skills:

- High school education or equivalent.

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

Position title: Communication Assistant

Department: Relay

Reports to: Relay Supervisor

Position summary: Relay TTY and voice telephone calls.

Essential functions:

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

- Uses “down time” to review procedures and languages, and to construct tools to help understand and reference procedures and languages.
- Offers solutions and options when presenting problems or concerns to supervisors.
- Displays a willingness to make necessary adjustments as we change or add services to relay.
- Handles crisis and emotional upset in a professional manner.
- Resolves conflict directly, quickly and completely and discuss unpleasant issues with courtesy and tact.

Other responsibilities:

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

Education, experience and skills:

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

Position title: Director of Marketing

Department: Relay Service

Reports to: Vice President of Hamilton Relay, Inc.

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

Essential functions:

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

- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.
- Monitors and assesses reports on relay service quality from users.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: National Outreach Manager

Department: Relay

Reports to: Director of Marketing

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

Essential functions:

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

- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.
- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: Account Manager

Department: Relay

Reports to: National TRS Contract Manager

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

Essential functions:

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

- May assist in the development of materials, newsletters, give-aways, etc. in the states served.

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: Captioned Telephone Sales Manager

Department: Relay Service

Reports to: Director of Marketing

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

Essential functions:

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

- Provide sales team leadership on complex projects.
- Apply independent judgment and advise management on applications, procedures, practices and business conditions.
- Update and manage customers in company CRM database.
- Stresses quality in all work situations.

Other responsibilities:

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

Preferred education, experience and skills:

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

Position title: CapTel Product Manager

Department: Relay

Reports to: Director of Marketing

Position summary: Manages Hamilton Relay's strategy for CapTel service.

Essential functions:

- Perform product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- Serves as local liaison to CapTel, Inc.
- Develops and coordinates marketing strategies for all national markets and executes said strategies with the end goal of increasing the number of CapTel minutes.
- Responsible for finding ways to enhance the overall quality of CapTel relay services by making suggestions that improve call experiences for relay users.
- Responsible for developing and recommending to the Senior Relay Manager new features, enhancements and services desired within the relay community through involvement with CapTel users on a nationwide basis.

Preferred education, experience and skills:

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

Position title: Internet Based Relay Services Product Manager

Department: Relay Service

Reports to: Director of Marketing

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

Essential functions:

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

Preferred education, experience and skills:

- Familiarity with technology along with an interest in building a bridge between consumers and technology development.

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

Position title: Customer Service Representative - Relay

Department: Nebraska Relay

Reports to: Senior Relay Manager

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

Essential functions:

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

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

Other responsibilities:

- Performs similar work related duties as assigned.

Preferred education, experience and skills:

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

Position Title: Administrative Support

Department: Louisiana Relay

Reports to: Relay Center Manager

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

Essential Functions:

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

Other Responsibilities:

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

Preferred education, experience and skills:

- High school education or equivalent.
- Ability to communicate and/or interpret using American Sign Language is helpful.

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

Position Title: Relay Technical Manager

Reports to: Vice President of Relay

Location: Aurora, Nebraska

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

Essential Functions:

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

- Must be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.
- Responsible for monitoring all technical related line items on the financial statement and adhering to budgetary constraints as it relates to the technical management of all centers and specific projects.
- Assume other duties and responsibilities as assigned.
- Hold a valid driver's license and have the ability to travel alone.

Supported systems and services include:

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

Minimum Qualifications:

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

Physical Requirements:

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

Position title: Programmer/Analyst
Department: Information Technology Services
Reports to: IT Services Director
Location: Aurora, NE

Position summary: Develop and maintain applications for a variety of PC and server platforms in support of multiple businesses. Activities include application enhancements and problem fixes, writing, testing, implementing and documenting applications, requirements analysis and systems design. Work is in a professionally challenging telecommunications environment and involves extensive interaction with IT and business area employees. The industry is highly competitive; innovative solutions and time to market are crucial to successful implementations.

The position will develop using Visual Basic, ASP.NET Java, C#, or C++ executing under Windows 98/XP operating systems utilizing database management systems, IIS and Apache Tomcat web servers. Primary support will be of systems that provide communication solutions to hearing and speaking impaired individuals, interfacing LAN, Internet and telephone networks, including voice and video applications (TTY, IP Relay, wireless Relay, IM Relay and VRS).

Essential Functions:

- Assist with the maintenance and continuing development of in-house and vendor applications. Primary support will be for systems written in Visual Basic utilizing COM objects, API's and relational databases. Other systems supported are in Java, C# and C++.
- Identify and implement new technologies for multiple lines of business. Applications include telephony, multimedia and Internet deployments using a variety of protocols, telecommunication services and other functions.
- Support multiple remote locations during and outside of normal work hours, traveling to these locations as needed.
- Interact effectively with internal and external customers to resolve service concerns and questions.
- Communicate technical concepts clearly with technical and non-technical personnel as well as senior management.
- Range of projects requires the ability to work both collaboratively with a multi-discipline team and independently.
- Ability to conceive and/or develop creative solutions and upgrades.
- Strong problem solving skills

Other responsibilities:

- Perform other work related duties as assigned.

- Possesses the ability, willingness, and desire to stay current with existing and new technologies appropriate for the position and the businesses supported.
- Must have the ability to act promptly and consistently in accomplishing assigned responsibilities.

Preferred education, experience and skills:

Required: Two or more years experience with Visual Basic

Desired: ASP.NET, Java, JavaScript

Desired: Administration and development of Sybase, MS SQL and/or MySQL databases

Desired: Chat Server, Application Server, Database Server experience or administration

Required: BS degree in Computer Science or related field or equivalent experience

Required: Proven application development skills

Desired: Experience developing applications in a telephony and Internet environment including protocols for data, audio and video

Required: An understanding of data communications including telephony concepts

Required: A willingness and ability to work outside of or beyond normal hours depending on circumstances, such as deadlines, problems or testing

Required: The ability to organize and prioritize work in order to meet deadlines

Desired: An understanding of wireless, Internet capable device protocols.

Required: Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other Hamilton employees.

Required: Must have the ability to communicate effectively in both oral and written English.

Physical Requirements:

- Ability to hear and see auditory and visual signals and commands from equipment and co-workers.
- Ability to hear and understand audio and video transmitted electronically, both digital and analog

Position title: Information Technology Services Director

Department: Information Technology Services

Reports to: President of Services and Corporate Development

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

Essential functions:

- Management of Information Technology Services personnel, including recruiting, hiring, reviewing, mentoring and coaching of personnel except as appropriately delegated to other management or supervisory personnel within the department
- Develops and prepares Information Technology Services budget(s) which includes budgeting for the various areas of responsibility within the department as well assisting business line managers with developing the Information Technology Services line items in their respective business line budgets
- Develops with the appropriate input from Information Technology Services personnel project plans for major Information Technology projects which include appropriate action items, timelines and cost budgets
- Monitors and reports progress on all Information Technology Services financial budgets, including regular operating budgets for corporate operations, the Information Technology Services budget for individual business lines and Information Technology projects
- Interfacing with business line managers and senior management on business strategy as it relates to Information Technology Services or where appropriate delegating that function to designated IS personnel in order to insure inclusion of the appropriate technical resources to fully evaluate the alternatives
- Works with business line managers in evaluating and forming recommendations for systems solutions and where appropriate delegates that function to other Information Technology Services personnel

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

Other responsibilities:

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

Preferred education, experience and skills:

- Bachelors or Associates of Art Degree in Business Administration, Business System Management or Computer Science
- Five plus years experience in Information Technology Services Management

- Information Technology Services project management experience
- Significant experience in multiple technology environments
- Familiarity with basic networking concepts
- Basic software programming skills or strong conceptual understanding of programming methodology
- Ability to read, write, speak and understand English well
- Strong verbal and interpersonal skills

Position title: LAN Administrator

Department: Administrative

Reports to: Information Technology Services Director

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

Essential functions:

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

Other responsibilities:

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

Preferred education, experience and skills:

- Bachelors or Associates of Art Degree in Computer Science.
- Two years experience in LAN administration.

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

Position title: Telecommunications/Data Network Lead

Department: Relay

Reports to: Relay Technical Manager

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

Essential Functions:

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

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

Other Responsibilities:

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

Physical Requirements:

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

Preferred Education, Experience and Skills:

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

Position title: Computer Systems Technician

Department: Louisiana Relay

Reports to: Relay Technical Manager

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

Essential functions:

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

Other responsibilities:

- Participates and develops an understanding of quality service in conjunction with overall continuous improvement efforts.
- Assists in the maintenance and entry of data in various database tables.

- Prepares or reviews necessary software and hardware modification requests and coordinates with LAN/Network Managers.
- Possesses the ability, willingness, and desire to obtain schooling, attend seminars, and work with others relating to on the job training.
- Performs similar work related duties, as required.

Preferred Education, Experience and Skills:

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

Position title: Human Resource Manager

Department: Human Resources

Reports to: President of Services and Corporate Development

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

Essential functions:

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

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

Other responsibilities:

- Performs similar work related duties as assigned.

Preferred education, experience and skills:

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

Position title: Human Resource Representative

Department: Human Resources

Reports to: Relay Center Manager/Human Resource Manager

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

Essential functions:

- Provides input related to prevailing wage rates associated with the area.
- Coordinates and plans external advertising of job openings.
- Advertises and posts internal job openings.
- Develops sources for qualified applicants.
- Assures applicants receive job description and application.
- Accepts, reviews and evaluates completed applications.
- Recommends applicants for interview based on work history, education, training, job skills, and other qualifications.
- Coordinates and schedules interviews between applicants and managers; performs initial interview when requested.
- Informs applicants about job duties, responsibilities, wage and benefits, hours and working conditions, company policies and other related information.
- Performs reference checks on applicants work history and arranges applicable tests for applicants job related skills.
- Performs follow-up on applicants not selected for employment.
- Plans and conducts new employee orientation to introduce new employees to company policies and practices.
- Collects, files and forwards biweekly payroll data such as employee timesheets, bonus/incentive information and pay rate change forms in a highly confidential manner.
- Insures employees completely and correctly fill out all employee enrollment cards during orientation process.

- Completes EEO-1 and various other reporting forms for the Louisiana facility and forwards to Human Resources Manager.
- Assists in the day to day implementation and administration of benefit programs.
- Aids in employee benefit awareness; communicates benefits available, answers benefit related questions, and informs employees of any changes to existing programs.
- Reports hours statistics used to determine eligibility for company provided benefit plans and referral bonuses.
- Provides information needed to complete quarterly and end of year reports for 401k and profit sharing programs.
- Maintains employee personnel files, insures all necessary documentation is included, and releases only to authorized individuals.
- Disburses and collects 401k and cafeteria plan election forms.
- Assists in monitoring compliance with Federal and State laws pertaining to the human resource field.
- Oversees the design and implementation of employee special awards and length of service awards.
- Assists in education and training program; informs managers of available training, arranges travel and seminar registration, sets up on site seminars, and evaluates seminars based on attendee input.
- Maintains training evaluation spreadsheet.
- Supports in the updating of various human resources related forms including the employee handbook and applications.
- Sets up and oversees each employees six month orientation.
- Develops strong working relationship with company management and strives to meet their human resource needs efficiently.
- Stresses quality in every work situation.

Other responsibilities:

- Makes recommendations to Human Resource Manager related to the maximization of departmental effectiveness and efficiency.

- Attends recommended training seminars and strives to expand personal human resource related knowledge.
- Performs similar work related duties as assigned.

Preferred education, experience and skills:

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

Position title: Tax and Compliance Manager

Department: Accounting

Reports to: President of Nedelco Services Corporation Development

Position summary: A management position which will provide coordination of all tax and government filing requirements for payroll and accounting. Position is responsible for all federal and state tax filings, all state utility commissions, state corporate division reporting, property tax filings and FCC filings. Position will also manage fixed asset reporting, asset management record keeping and cash management. Position will also provide financial analysis for senior management as needed.

Essential functions:

- Ensures the correct and accurate accounting classification of all expenditures and documents including those required, if any, by regulatory entities such as the FCC (Part 32) and the Public Service Commission for telecommunications related operations including local telephone service, long distance and cable television.
- Supervises the maintenance of the company accounts; assigns new account classification as required.
- Oversees integrity of general ledger and payroll software.
- Oversees monthly reconciliations of payroll bank accounts with general ledger payroll cash accounts.
- Work with HR department and oversee processing of weekly payroll direct deposit file activity.
- Oversee application process for various state tax incentive programs and ensures compliance with those programs and collection of incentives
- Oversees the preparation of any necessary reports to government including those reports necessary for governmental entities which regulate or oversee telecommunications operations.
- Communicates with internal and external customers as necessary to resolve questions and service concerns.
- Assists marketing with tariffs and price list development for telecommunications services.
- Develops financial data and analysis necessary for the preparation and evaluation of business plans, future projects and the allocation of funds as required.

- Coordinates cash management at the direction of senior and business line management
- Coordinates and directs the work of any personnel assigned to the above work efforts
- Establishes and implements related methods, procedures, controls and the documentation of the same.

Other responsibilities:

- Performs similar work related duties as assigned.

Preferred education, experience and skills:

- Bachelor's Degree in Accounting, Finance or Business Administration or related field, along with a minimum of five years experience in accounting and finance.
- Three to five years experience in a management or supervisory role.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Thorough knowledge of all accounting and tax related legislation, regulations and reporting procedures.
- Thorough understanding of all financial functional areas.
- Proficiency at computer terminals, keyboards, spreadsheet and word processing programs plus a basic understanding of computer technology.
- Knowledge of accounting requirements for telecommunications companies.
- Knowledge and background in telecommunications industry settlements process is helpful.

Position Title: Accounting Operations Manager

Department: Accounting

Reports to: President of Nedelco Services Corporation

Position Summary: A management position which will provide direction and coordination of financial and accounting functions for a group of related companies. Direct and supervise assigned tasks which accomplish the department's goals and objectives including the internal financial reporting and budgeting processes, general and property accounting, payroll and benefits accounting, accounts receivable and accounts payables, internal auditing, cost accounting and budgetary controls.

Primary Responsibilities:

- Establish reporting procedures for financial reporting needs of business lines and internal support departments.
- Direct and coordinates the preparation of budgets, financial statements and all related activity
- Oversees the preparation of statistics for financial statements, including the analysis and reporting of results to provide forecasts and identify problem areas.
- Supervise the documentation of accounting policies and procedures.
- Oversee year end financial audit preparation working with accounting staff and other internal parties.
- Maintain inter-company accounting transactions including reconciling inter-company receivables and payables and eliminations.
- Recruits, screens and hires necessary personnel for accounting department with assistance of human resource department and Tax and Compliance Manager.
- Supervises, coaches, motivates, trains, evaluates and generally guides the development of personnel in the accounting department.
- Interfaces with managers from other departments, the business lines and senior management on a regular basis
- Establishes and implemented related methods, procedures, controls and the documentation of the same.

Additional Responsibilities:

- Other duties as assigned.

Preferred education, experience and skills

- Bachelor or Associate Degree in Business Administration or Accounting, or possess equivalent work experience for the duties described.
- Proficiency with computer terminals, keyboards and calculator.
- Ability to organize and prioritize work and to meet deadlines.
- Proficiency with computer spreadsheet programs (e.g. Microsoft Excel).
- Strong written, verbal, analytical and interpersonal skills.
- Ability to read, write, speak and understand English well.

Position title: Billing Assistant

Department: Billing and Reporting

Reports to: Billing and Reporting Manager

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

Essential Functions:

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

- Prepare & transmit data for CASS updates, verify addresses in error file for CASS.

Other responsibilities:

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

Preferred education, experience and skills:

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



Experience and Proven Capabilities

Hamilton has a well-established record of success and will meet and exceed the FPSC's and Florida Relay users' expectations for relay service. Below is a checklist of qualifications that Hamilton brings to Florida Relay.

1. Hamilton is operating FCC certified telecommunications relay and captioned telephone services in 19 states and U.S. territories. We also provide Internet Relay (including Wireless Internet Relay), Web CapTel and Mobile CapTel nationally.
2. Hamilton has been providing telecommunication relay service for over **20 years**.
3. When CapTel was first introduced, several states participated in a trial of CapTel Service. **Hamilton was the first TRS provider to trial CapTel Service.**
4. Hamilton is a facility-based telecommunications relay provider. The equipment used by Hamilton, and its network and switching configuration are thoroughly explained in this response. Hamilton owns and operates all of its own relay equipment.
5. Hamilton has received consecutive contract awards and renewals from many of its states.
6. In the past six years Hamilton has been awarded **sixteen new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes.
 1. Hamilton began providing TRS to Iowa on January 2, 2005.
 2. Hamilton began providing TRS to the Virgin Islands on August 25, 2005.
 3. Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
 4. Hamilton began providing TRS to Georgia on April 1, 2006.
 5. Hamilton began providing CapTel services for Iowa on January 1, 2007.
 6. Hamilton began providing TRS and CapTel to Arizona on February 1, 2007.
 7. Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
 8. Hamilton began providing TRS and CapTel to Maryland on June 1, 2007.
 9. Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
 10. Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
 11. Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
 12. Hamilton began providing TRS and CapTel to Utah on January 28, 2010.
 13. Hamilton was selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
 14. Hamilton began providing CapTel service to Massachusetts on August 1, 2010.
 15. Hamilton began providing CapTel service to Tennessee on September 1, 2010.
 16. Hamilton began providing CapTel services to Virginia on April 1, 2011.

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Hamilton is more than qualified to manage Florida Relay for the FPSC. Florida Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize its programs to meet the needs of relay users. In addition, Hamilton has all the resources needed to be successful in Florida; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to TRS and CapTel users in Florida.

Louisiana Relay Center

9107 Bluebonnet Centre Blvd., Baton Rouge, LA 70809

Hamilton provides relay service under contract for the States of Louisiana, California, Arizona, Maine and the Virgin Islands from this Center.

Hamilton handles an average of **427,776 session minutes per month** from this center.

State TRS: Louisiana Relay Service

- **Contracting Entity**
Relay Administration Board of the State of Louisiana
- **Contract Details**
 - Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.
 - Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint.
 - Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998.
 - The term of the first contract was January 15, 1998 - January 14, 2001 with the possibility of two one-year renewals.
 - The RAB exercised both renewals, with the final renewal expiring January 14, 2003.
 - Hamilton underwent another RFP process with the State of Louisiana and was awarded its second consecutive contract, the term of which was January 15, 2003 to January 14, 2006 with the possibility of two two-year renewals, both of which were renewed.
 - Hamilton underwent yet another RFP process with the State of Louisiana and was awarded its third consecutive contract, the term of which is January 15, 2010 to January 14, 2013 with the possibility of two, two-year renewals.
- **Call Volume**
Average of 81,828 session minutes per month

State TRS: Arizona Relay Service

- **Contracting Entity**
Arizona Commission for the Deaf and Hard of Hearing
- **Contract Details**
 - Hamilton began providing Relay Services to the State of Arizona February 1, 2007.

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- Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Arizona Relay from MCI-Verizon its previous provider. The term of the contract is from December 28, 2006 – December 27, 2009 with the possibility of two one year renewal options, both of which have been renewed.
- **Call Volume**
Average of 68,675 session minutes per month

Virgin Islands Relay Service

- **Contracting Entity**
Innovative Solutions
- **Contract Details**
 - Hamilton began providing relay to the U.S. Virgin Islands on August 25, 2005.
 - The term of the contract is from August 25, 2005 to August 25, 2008 with the possibility of renewals, which have continued to renew.
- **Call Volume**
Average of 2,833 session minutes per month

State TRS: Maine Relay Service

- **Contracting Entity**
TRS Advisory Council, State of Maine
- **Contract Details**
 - Hamilton began providing TRS for Maine on April 20, 2004. The term of the contract is from April 18, 2004 for a period of three years and may be extended for additional one-year periods. Five renewals have been exercised.
 - Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider.
- **Call Volume**
Average of 17,846 session minutes per month

State TRS: California Relay

- **Contracting Entity**
California Public Utilities Commission
- **Contract Details**
 - As a result of a competitive bidding process, Hamilton was selected as one of two providers for California TRS and was selected as the exclusive provider for California CapTel. Hamilton began providing service on June 2, 2010. The term of the contract is from June 2, 2010 for a period of three years and may be extended for two additional one-year terms.
- **Call Volume**
Average of 256,594 session minutes per month.

Georgia Relay Center

2231-T Dawson Road, Albany, GA 31707

Hamilton provides relay service under contract for the States of Georgia, Idaho, Utah and the Island of Saipan from this Center.

Hamilton handles an average of **128,159 session minutes per month** from this center.

State TRS: Georgia Telecommunications Relay Service

- **Contracting Entity**
George Public Service Commission
- **Contract Details**
 - Hamilton began providing service for Georgia on April 1, 2006.
 - The term of the contract is three-years beginning on April 1, 2006 and ending on March 31, 2009, with one possible two-year extension, which has been exercised.
 - Hamilton underwent another RFP process with the State of Georgia and was awarded its second consecutive contract, the term of which was January 18, 2011 to January 17, 2014 with the possibility of a two-year renewal.
- **Call Volume**
Average of 95,366 session minutes per month

U.S. Territory TRS: Saipan Relay Service

(The Island of Saipan is a United States Territory).

- **Contracting Entity**
Micronesian Telecommunications Corporation d/b/a Pacific Telecom, Inc. (PTI)
- **Contract Details**
 - Hamilton began providing relay to the Island of Saipan on October 1, 2004.
 - The term of the initial contract was for two years.
 - The term of the second contract is from October 1, 2006 to September 30, 2008, with additional one year extension periods, three of which have been renewed.
- **Call Volume**
Average of 28 session minutes per month

State TRS: Idaho Relay Service

- **Contracting Entity**
Public Utilities Commission of the State of Idaho
- **Contract Details**
 - Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
 - The other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on Dec. 1, 1992. The Idaho Relay Service start-up was accomplished in less than 90 days from date of award.
 - The term of the first contract with the State of Idaho was from December 1, 1992 – November 30, 1995.
 - Hamilton then underwent a second RFP process with the State of Idaho and was awarded the contract, the term of which was December 1, 1995 through November 30, 1998 with a renewal for two additional one-year terms.
 - The Idaho PUC exercised both renewals.
 - Hamilton then underwent yet another RFP process with the State of Idaho and was awarded its third consecutive contract. The term of the third contract is from December 1, 2000 through November 30, 2003 with the possibility of two one-year renewal terms.
 - Both of the renewal terms have been exercised.
 - Hamilton underwent another RFP process with the State of Idaho and was awarded its fourth consecutive contract on October 17, 2005. The term of the fourth contract is from December 1, 2005 through November 30, 2008 with the possibility of two one year renewal terms, both of which have been renewed.
 - Hamilton underwent another RFP process in the State of Idaho and was awarded its fifth consecutive contract in September of 2010. The term of the fifth contract is from December 1, 2010 through November 30, 2012 with the possibility of two one year renewal terms.
- **Call Volume**
Average of 10,008 session minutes per month

State TRS: Utah Telecommunications Service

- **Contracting Entity**
Utah Public Service Commission
- **Contract Details**
 - Hamilton underwent a competitive bidding process with the Utah Public Service Commission and was awarded the contract to provide TRS and CapTel and began providing service for Utah on January 28, 2010.
 - The term of the contract is three years, beginning on January 28, 2010 and ending on January 27, 2013 with one possible two-year extension.
- **Call Volume**
Average of 22,757 session minutes per month

Maryland Relay Center

*1 Science Park, Frostburg Business Park, Frostburg, Maryland 21532
Hamilton provides relay service under contract for the States of Maryland,
New Mexico, Iowa, Kansas and Montana from this Center.*

Hamilton handles an average of **261,429 session minutes per month** from this center.

State TRS: Maryland Relay

- **Contracting Entity**
Maryland Department of Information Technology
- **Contract Details**
 - Hamilton began providing service for Maryland on May 31, 2007.
 - The term of the contract is effective March 1, 2007 through May 31, 2012.
 - Hamilton was selected as the result of a competitive bidding process.
- **Call Volume**
Average of 142,947 session minutes per month

State TRS: Relay New Mexico

- **Contracting Entity**
New Mexico Commission for Deaf and Hard of Hearing Persons
- **Contract Details**
 - Hamilton began providing service for New Mexico on July 1, 2009.
 - The term of the contract is effective July 1, 2009 through June 30, 2010, with three additional one-year renewals, the first of which has been exercised.
 - Hamilton was selected as the result of a competitive bidding process.
- **Call Volume**
Average of 23,910 session minutes per month

State TRS: Iowa Telecommunications Relay Service

- **Contracting Entity**
Iowa Utilities Board

- **Contract Details**

- Hamilton began providing service for Relay Iowa on January 1, 2005.
- The term of the contract is three-years beginning on January 1, 2005 and ending on December 31, 2007, with one possible additional three-year extension, which has been exercised.
- Hamilton was selected as the result of competitive bidding process over Sprint, who had operated Relay Iowa since its inception.
- Hamilton transitioned Relay Iowa from Sprint seamlessly.
- Hamilton underwent another RFP process in the state of Iowa and was awarded its second consecutive contract in September of 2010. The term of the second contract is from January 1, 2011 through December 31, 2013 with the possibility of one - three year extension.

- **Call Volume**

Average of 34,193 session minutes per month.

State TRS: Kansas Relay Service

- **Contracting Entity**

Kansas Relay Service, Inc. (KRSI)

- **Contract Details**

- Hamilton began providing Relay Services to the State of Kansas on May 1, 2007.
- Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Kansas Relay Center from SBC-AT&T its previous provider. The term of the contract is from May 1, 2007 – April 30, 2012.

- **Call Volume**

Average of 48,736 session minutes per month.

State TRS: Montana Relay Service

- **Contracting Entity**

State of Montana Department of Public Health and Human Services (DPHHS), Montana Telecommunications Access Program (MTAP)

- **Contract Details**

- Hamilton began providing relay to the state of Montana on February 28, 2006.
- As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated the Montana Relay Service.
- The term of the Contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven - one year intervals for a total period not to exceed ten years. Four renewals have been exercised.

- **Call Volume**

Average of 11,643 session minutes per month.

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Massachusetts Relay Center

703 West Housatonic Street, Suite 148, Pittsfield, Massachusetts 01201-6634

Hamilton provides relay service under contract for the States of Massachusetts and Rhode Island from this Center.

Hamilton handles an average of **147,555 session minutes per month** from this center.

State TRS: Massachusetts Relay

- **Contracting Entity**
State 911 Department
- **Contract Details**
 - Hamilton began providing service for Massachusetts on July 1, 2008.
 - The term of the contract is effective July 1, 2008 through June 30, 2013.
 - Hamilton was selected as the result of a competitive bidding process.
- **Call Volume**
Average of 127,922 session minutes per month.

State TRS: Rhode Island Telecommunications Relay Service

- **Contracting Entity**
Public Utilities Commission of the State of Rhode Island
- **Contract Details**
 - Hamilton began providing TRS for Rhode Island on August 1, 2001.
 - Hamilton was the successful bidder as a result of a bidding process that took place in May of 2001. Hamilton transitioned the Rhode Island Relay from AT&T its previous provider on August 1, 2001.
 - The term of the 1st contract was from August 1, 2001 – July 31, 2005 with the option to renew for the fifth year. This option was exercised.
 - Hamilton underwent another RFP process with the State of Rhode Island and was awarded its second consecutive contract; the term of the contract is from November 1, 2006 – October 31, 2010 with one year extension period which has been exercised.
 - Hamilton underwent yet another RFP process with the State of Rhode Island and was awarded its third consecutive contract; the term of the contract is from November 1, 2011 – October 31, 2015 with an option to renew for the fifth year.
- **Call Volume**
Average of 19,633 session minutes per month

Florida Relay

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Nebraska Relay Center

1006 12th Street, Aurora, NE 68818

Hamilton provides Internet Relay and overflow from this Center.

Hamilton handles an average of **79,334.40 session minutes per month** from this center.

As an FCC certified TRS provider for over 20 years and the provider of TRS and/or CapTel in 19 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project. Hamilton also provides Internet Relay (including Wireless, Internet Relay), Web CapTel and Mobile CapTel service nationally.

In the past 6 years Hamilton has been awarded 16 new state contracts for the provision of TRS and/or CapTel, resulting from RFP processes.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to manage Florida Relay. Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Florida, we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the Relay and CapTel users in Florida.

List of References of State TRS Administrators

Following is a complete list of Hamilton's TRS customers. All of these customers procured Telecommunications Relay Service and are very similar to the services requested in the State of Florida's RFP.

The name and phone number of the contact person in the contracting entity for each of Hamilton's customers are listed below.

Idaho Relay Service

Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
Hamilton has provided CapTel Service to the State of Idaho since June 1, 2006.

The name and phone number of the contact person in the contracting entity follows:

Mr. Bob Dunbar Idaho TRS Administrator 2545 N. Waggle Pl. Meridian, ID 83642 Voice/Fax (208) 846-8371 E-mail: bdunbar2@mindspring.com	(Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)
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Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mr. Wes Maynard, MBC, CI/CT 1720 Westgate Drive, Suite A Boise, Idaho 83704 Voice (208) 334-0879 TTY (208) 334-0803 Fax (208) 334-0952	(Executive Director Idaho Council for the Deaf and Hard of Hearing)
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Mr. Jonas (Sonny) Cabbage 668 W. Waterbury Dr. Meridian, ID 83642 TTY (208) 888-2385	(Relay user)
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Mr. William Andrew P.O. Box 112 Gooding, ID 83330 TTY/Voice (208) 934-4457	(Superintendent, School for the Deaf also Co-Chairman for the Idaho State Council)
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Louisiana Relay Service

Hamilton has provided Relay Services to the State of Louisiana since January 15, 1998.
Hamilton has provided CapTel Service to the State of Louisiana since August 1, 2009.

The name and phone number of the contact person in the contracting entity follows:

Ms. Bonnie Eades
365 Canal Street Suite 3000
New Orleans, LA 70130
Voice (504) 528-2090
Fax (504) 528-9427
E-mail: bonnie.eades@att.com

(Chair of the Louisiana Relay
Administration Board and Regulatory
Manager for AT&T in Louisiana)

Thelma Covello
205 Herring Street
Leesville, LA 71446
TTY (337) 239-7056
Fax (337) 239-3817
E-mail: Lsucajunlady@aol.com

(Vice President of the Louisiana Relay
Administration Board)

Naomi DeDual,
Executive Director
Louisiana Commission for the Deaf
P.O. Box 44008
Baton Rouge, LA 70804
Phone: (225) 219-2404
V/TTY Toll-Free: 1-800-256-1523
VP: 225-341-4837
Fax: (225) 219-2949
E-mail: naomi.dedual@la.gov

(Secretary of the Louisiana Relay
Administration Board)

Julia Thornton
19475 Kelly Wood Court
Baton Rouge, LA 70809
Voice: (225) 751-6651
Email: julia.thornton@centurytel.com

(Member of the Louisiana Relay
Administration Board)

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Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Ann Boyd
P.O. Box 61743
Lafayette, LA 70596
Phone: 337-235-5804
Email: boydea@cox.net

(Past Member of the Louisiana Relay
Administration Board and CapTel user)

Mr. Larry Henning
Louisiana RAB
7266 Tom Drive, Suite 205
Baton Rouge, LA 70806
Voice (225) 927-1377
FAX (225) 927-1378
E-mail: larryh@ltassn.org

(Former President of the Louisiana Relay
Administration Board, the regulatory
Body over the relay in Louisiana,
and Former Member of NASRA)

Daphne R. Washington, M.A., CCC/SLP
Speech Language Pathologist
Louisiana Tech University
711 South Vienna
Ruston, LA 71270
Phone: (318) 257-2539
Fax: (318) 257-4492

(Acting Assistant Professor
Department of Speech
Louisiana Tech University)

Ken Zangla
Training, Resource and Assistive
Technology Center (TRAC)
Lakefront Campus
P.O. Box 1051
New Orleans, LA 70148
Phone: (504) 280 5709

(Director of TRAC)

Rhode Island Relay

Hamilton has provided Relay Services to the State of Rhode Island since August 1, 2001.
Hamilton has provided CapTel Service to the State of Rhode Island since November 2006.

The name and phone number of the contact person in the contracting entity follows:

James E. Lanni
Associate Public Utilities Administrator
for Operations and Consumer Affairs

(Oversees relay contract for State of RI)

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State of Rhode Island, Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
Voice (401) 780-2120
Fax (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Travis R. Zellner
RI CDHH
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice (401) 256-5511
Fax (401) 222-5736
def4zellner@gmail.com

(Chairperson Rhode Island Commission on the Deaf
and Hard of Hearing)

Pam Zellner
RI CDHH
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice (401) 222-1204 or TTY (401) 222-1205
Fax (401) 222-5736
E-mail: cdhh@cdhh.ri.gov

(Program Manager, RI Commission on the Deaf
and Hard of Hearing)

Maria Okwara
100 Houghton Street
Providence, RI 02904
TTY (401) 431-0465 (h)
V/TTY (401) 222-3525 (w)

James Litvack
500 Prospect Street
Pawtucket, RI 02860-6259
jelitvack@gmail.com
(401) 725-1966 Voice / TDD
(401) 725-2104 Fax

(PARI Independent Living Center
Representative)

Denise Corson (ATEL Program Coordinator)
Adaptive Telephone Loan Equipment Program
c/o Office of Rehabilitation Services
40 Fountain Street
Providence, RI 02903
(401) 421-7005 x357
(401) 222-1679 (TTY)
(401) 222-3574 (Fax)
Email: DCorson@ors.ri.gov

Maine Relay Service

CapTel has provided Relay Services to the State of Maine since April 20, 2004.
CapTel has provided CapTel Service to the State of Maine since July 2004.

The name and phone number of the contact person in the contracting entity follows:

William Black, Counsel (Oversees relay contract for State of Maine)
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice (207) 287-2445
Fax (207) 287-4317
E-mail: william.c.black@maine.gov

William H. Nye (Chair Maine Relay Service Advisory Council)
253 Bruce Hill Road
Cumberland Center, ME 04021-9714
Voice/Fax (207) 829-3051
Email: wpyne@maine.rr.com

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Barbara Keefe (Maine Relay Service Advisory Council)
63 Applegate Lane
Falmouth, MA 04105
Voice (207) 781-6209
Email: barbara.keefe@mecdhh.org

Saipan Relay Service

Hamilton has provided Relay Services to Saipan since October 1, 2004.

The name and phone number of the contact person in the contracting entity follows:

Tess Masga
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: 670-682-2614
Email: tess.masga@corp.pticom.com

Libby Carpenter
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 306
Saipan, MP 96950
Email: libby.carpenter@corp.pticom.com

Relay Iowa

Hamilton has provided Relay Services to the State of Iowa since January 1, 2005.

Hamilton has provided CapTel Service to the State of Iowa since January 1, 2007.

Joni Nicoll (Project Manager for Relay Iowa)
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
(515) 725-7340 Voice
Email: joni.nicoll@iub.iowa.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Amy Christensen
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
(515) 725-7309 Voice
Email: Amy.Christensen@iub.iowa.gov

Nancy Brady
PO Box 130
Johnston IA 50131
Phone: (515) 242-5357
Fax: (515) 242-5471
Email: Nancy.Brady@iowa.gov

(Telecommunicator Training Coordinator
Iowa Law Enforcement Academy)

Betty Hebard
2909 Woodland Ave., #215
Des Moines, IA 50312
Phone: (515) 279-5248
Email: Achebard@hotmail.com

(Hearing Loss Association of Central
Iowa President)

Wendie Solomon
Email: Solomon1@Iowatelecom.net
Renee Coppock
6925 Hickman Road
Des Moines, IA 50322
Phone: (515) 282-5099
E-mail: Teleiowa@aol.com

(Hamilton Relay Consumer)

(Telecommunications Access Iowa)

Virgin Islands Relay Service

Hamilton's Contract with the Virgin Islands became effective on August 25, 2005.

The name and phone number of the contact person in the contracting entity follows:

Mickey Breton
Innovative Telephone
PO Box 6001
St. Thomas, USVI 00804
Phone: (340) 715-8341

(Oversees Relay for the Virgin Islands)

Montana Relay Service

Hamilton has provided Relay Services to the State of Montana since February 28, 2006.

Hamilton has provided CapTel Service to the State of Montana since February 28, 2006.

The name and phone number of the contact person in the contracting entity follows:

Connie Phelps
MTAP Executive Director
PO Box 4210
Helena, MT 59604
(406) 444-4290 voice
Email: cphelps@mt.gov

(State Contract Manager/Project Manager)

Florida Relay

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Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Ron Bibler
518 Deer Drive
Great Falls, MT 59404
Phone: (406) 727-7814 TTY
Email: ron@biblerfinancial.com

(Montana Telecommunications Access Program
Committee)

Char Harasymczuk
1950 Phoebe Drive
Billings, MT 59105
Phone: (406) 248-7064 TTY
Email: charh@liftt.org

(Montana Telecommunications Access Program
Committee)

Julie Saylor
554 3rd Street
Helena, MT 59601
Phone: (406) 461-6233 (leave a message)
Email: jmsayl@gmail.com

(Montana Telecommunications Access Program
Committee)

Alice and Derald Guilbert
5404 6 St S
Great Falls, MT 59405
VP (406) 452-1882
Email: daguilbert@bresnan.net

(Hamilton Relay Consumer)

Betty Van Tighem
5309 7 Ave S
Great Falls, MT 59405
VP (406) 761-0769
Email: vantighembe@bresnan.net

(Hamilton Relay Consumer)

Bev LeMieux
3424 12 Ave S
Great Falls, MT 59405
VP (406) 761-3962

(Hamilton Relay Consumer)

Brenda LeMieux
4024 4 Ave N
Great Falls, MT 59405
VP (406) 761-3962

(Hamilton Relay Consumer)

Florida Relay

State of Florida / Docket No. 110013-TP

Theresa Dubois
1155 Pinebutte Rd
Bozeman, MT 59718
(406) 599-6044

(Hamilton Relay Consumer)

Georgia Relay Service

Hamilton has provided Relay Services to the State of Georgia since April 1, 2006.
Hamilton has provided CapTel Service to the State of Georgia since January 1, 2008.

The name and phone number of the contact person in the contracting entity follows:

Michael Russell
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701
(404) 656-0995 Voice
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

(Contract Administrator for Georgia Relay Service)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Henry Carter
GACHI / GATEDP
4151 Memorial Drive, Suite 103-B
Decatur, GA 30032
(404) 297-9461 V/TTY (Front Desk)
(888) 297-9461 Toll Free V/TTY (Front Desk)
(866) 915-1682 Direct VP & Direct Voice
(404) 297-9465 Fax
<http://www.gachi.org/gatedp>

(TEDP Outreach Specialist)

Arizona Relay

Hamilton has provided Relay Services to the State of Arizona since February 1, 2007.
Hamilton has provided CapTel Service to the State of Arizona since February 1, 2007.

The name and phone number of the contact person in the contracting entity follows:

Sherri Collins
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
100 N. 15th Ave, Suite 104

(Contract Administrator for Arizona Relay)

Florida Relay

State of Florida / Docket No. 110013-TP

Phoenix, AZ 85007
(602) 542-3383 Voice
(602) 364-0128 TTY
Fax: (602) 542-3380
Email: sherri.collins@acdh.state.az.us

Sherry Appleby (Chairperson, Board of Commissioners)
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
100 N. 15th Ave, Suite 104
Phoenix, AZ 85007
(602) 542-3323 Voice
(602) 364-0990 TTY
Fax: (602) 542-3380
Email: sappleby@digitaldune.net

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Jeanne Hollabaugh (Hamilton Relay Consumer)
Secretary, Arizona Hands & Voices
Guide By Your Side-Program Coordinator
(520) 407-1464
toll free 1-866-685-1050
FAX (520) 843-2070
Email: jeanehollabaugh@gmail.com

Kansas Relay Center

Hamilton has provided Relay Services to the State of Kansas since May 1, 2007.
Hamilton has provided CapTel Service to the State of Kansas since June 1, 2007.

The name and phone number of the contact person in the contracting entity follows:

Joyce Hightower (Contract Administrator for Kansas Relay Center)
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0200 Voice
(785) 234-0207 TTY
Fax: (785) 234-2304
Email: jhightower@kstelecom.com

Florida Relay

State of Florida / Docket No. 110013-TP

David Rosenthal
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0307 Voice
(785) 272-0002 TTY
Fax: (785) 234-2304
Email: drosenthal@kstelcom.com

(President Kansas Telecommunications Industry Association)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Dick Hosty
11917 W 109th St. Apt #208
Overland Park, KS 66210
Phone: (913)322-1213
Email: dhosty@kc.rr.com

(KRSI Advisory Council Member)

Austin (Gene) Norris
16117 W. 153rd Terrace
Olathe, KS 66062
Phone: 785-883-3983
Email: GKNorris@gmail.com

(KRSI Advisory Council Member)

Pam Spohn
3115 Clark
Parsons, KS 67357
Phone: (620)421-6152
Email: pspohn@cableone.net

(KRSI Advisory Council Member)

Maryland Relay

Hamilton has provided Relay Services to the State of Maryland since May 31, 2007.
Hamilton has provided CapTel Service to the State of Maryland since May 12, 2007.

The name and phone number of the contact person in the contracting entity follows:

Brenda Kelly-Frey
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-5891
Fax: (410) 767-4276
Email: Brenda.Kelly-Frey@doit.state.md.us

(Contract Administrator for Maryland Relay)

Florida Relay

State of Florida / Docket No. 110013-TP

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Pam Stewart (Project Manager for Maryland Relay)

MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-6970

Fax: (410) 767-4276

Email: Pam.Stewart@doit.state.md.us

Rebecca Ladew (Governor's Advisory Board for
Telecommunications Relay)

1608 Round Road
Baltimore, MD 21218-2213

Email: rebecca.ladew@verizon.net

James A. Stevenson (Governor's Advisory Board for
Telecommunications Relay)

108 Washington Street
P.O. Box 1724
Cumberland, Maryland 21501-1724

Phone: (301) 759-2047 Voice

Fax: (301) 759-2014

Email: james.stevenson@acps.k12.md.us

Paula Holbrook (Hamilton Relay Consumer)

9487 Cameldriver Ct
Columbia, MD. 21045

Email: paulaholbrook188@hotmail.com

Debbie Ropiski (Hamilton Relay Consumer)

708 MacPhail Court North
Bel Air, MD 21014

Email: debropiski@yahoo.com

Pennsylvania Captioned Telephone Relay Service

Hamilton began providing CapTel Service to the State of Pennsylvania on August 6, 2007.

The name and phone number of the contact person in the contracting entity follows:

Eric Jeschke (Contract Administrator for Pennsylvania CTRS)

Pennsylvania Public Utility Commission
400 North Street
Keystone Building

Florida Relay

State of Florida / Docket No. 110013-TP

Harrisburg, PA 17120
Phone: 717-783-3850
Fax: 717-787-4750
Email: ejeschke@state.pa.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Leslie A. Kelly 1658 Princeton Road Altoona, PA 16602 TTY 814-949-1912	(Center for Independent Living of South Central Pennsylvania)
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Massachusetts Relay

Hamilton has provided Relay Services to the State of Massachusetts since July 1, 2008.
Hamilton began providing CapTel Service to the State of Massachusetts on August 1, 2010.
The name and phone number of the contact person in the contracting entity follows:

Monna R. Wallace 1380 Bay Street Taunton, MA 02780 508-828-2911 Office Email: Monna.Wallace@state.ma.us	(Contract Administrator for Massachusetts Relay)
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Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Marilyn Benoit MassRelay Special Projects Manager P.O. Box 848 Marlborough, MA 01752 508-480-1484 Voice Email: mlbenoit@comcast.net	(Past Contract Administrator for Massachusetts Relay)
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Stephanie Wallace
MassRelay Quality Assurance Manager
603-475-2077 Cellular
Email: wallace362@msn.com

David W. Swanson 101 Depot Street Dennisport, MA 02639 Email: davew.swanson@verizon.net	(Hamilton Relay Consumer)
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Florida Relay

State of Florida / Docket No. 110013-TP

Lenore R. Hill
1111 Avalon Drive
Sharon, MA 02067

(Hamilton Relay Consumer)

Anne Marie Killilea, MSN, RN
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129
Email: amkillilea@hotmail.com

(Hamilton Relay Consumer)

Jayne Badore
344 Washington Street
Whitman, MA.02382
Email: roger1944@comcast.net

(Hamilton Relay Consumer)

Relay New Mexico

Hamilton began providing Relay Services to the State of New Mexico on July 1, 2009.
Hamilton began providing CapTel Service to the State of New Mexico on July 1, 2009.

The name and phone number of the contact person in the contracting entity follows:

Shannon E. Smith, MBA/HRM (Contract Administrator for Relay New Mexico)
Director of Technology, Training, Information & Referral
New Mexico Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
Office Phone: V/TTY/VP: 505.881.8824
Email: shannons.peinado@state.nm.us

Relay Utah

Hamilton began providing Relay Services to the State of Utah January 28, 2010.
Hamilton began providing CapTel Service to the State of Utah January 28, 2010.

The name and phone number of the contact person in the contracting entity follows:

Julie Orchard (Contract Administrator for Relay Utah)
Public Service Commission
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (Voice)
Email: JORCHARD@utah.gov

Florida Relay

State of Florida / Docket No. 110013-TP

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mary Beth Green (Relay Utah Equipment Distribution Program)
Public Service Commission
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (Voice)
Email: Mbgreen@utah.gov

Kelli Toohill (Relay Utah Telecommunications Consultant)
Telecommunications Consultant
124 Wyoming Ave.
Billings, MT 59101
Email: Kellitoohill@hotmail.com

California Relay

Hamilton began providing Relay Services to the State of California on June 2, 2010.
Hamilton began providing CapTel Service to the State of California on June 2, 2010.

The name and phone number of the contact person in the contracting entity follows:

Linda Gustafson (Supervisor, Public Programs Telecommunications
California Public Utilities Commission Division)
505 Van Ness Avenue, Third Floor
San Francisco, CA 94102
Office Phone: 415-703-1801
Fax: 505-881-8831
Email: llg@cPUC.ca.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Shelley Bergum (Deaf and Disabled Telecommunications Program)
CRS Department Manager
DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
TTY: 510-735-8588
Fax 510-271-8234
Phone: (510) 302-1105
Email: sbergum@ddtp.org

David Weiss
CRS Department Manager
DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
TTY: 510-735-8588
Fax 510-271-8234
Email: dweiss@ddtp.org

(Deaf and Disabled Telecommunications Program)

Tennessee CapTel Enhanced Relay Services

Hamilton began providing CapTel Service to the State of Tennessee on September 1, 2010.

The name and phone number of the contact person in the contracting entity follows:

Patrice N. Barner
Link-up/Lifeline Manager
Tennessee Regulatory Authority
Consumer services Division
460 James Robertson Parkway
Nashville, TN 37243
1-800-342-8359 ext. 179
615-741-8953 (Facsimile)
www.state.tn.us/tra
patrice.barner@state.tn.us

(Contract Administrator for Tennessee CapTel)

Virginia CapTel

Hamilton began providing CapTel Service to the State of Virginia on April 1, 2011.

The name and phone number of the contact person in the contracting entity follows:

Clayton Bowen
VDDHH Relay and Technology Programs Manager
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Phone: 800-552-7917 Voice/TTY
Office: 804-662-9704
Fax: 804-662-9718
Email: clayton.bowen@vddhh.virginia.gov

(Contract Administrator for Virginia CapTel)

Following are some of the comments that our relay users have made about our relay service in the last several months:

- ◆ “Hamilton has operated Louisiana’s relay system in a manner that is not only responsive to the needs of the deaf/hard of hearing, speech disabled and hearing community, but in an efficient, innovative and professional manner. Hamilton has been very responsive to the Relay Board’s requests and has been easily accessible to the Board on a daily basis.” Julia Thornton, Secretary/Treasurer Louisiana Relay Administration Board.
- ◆ “Hamilton Relay has demonstrated exemplary ethics and service to the State of Maryland. We have found that they truly live up to their motto of “Relay Your Way” and provide quality relay services to our citizenry. They remain on time, within scope, and on budget for both contracts [TRS and Captioned Telephone].” Brenda Kelly-Frey, Director MD Relay. State of Maryland, Dept of Information Technology, Telecommunications Access of MD.
- ◆ “Hamilton Relay’s service has been top-notch. Commission staff have mentioned that it has been a pleasure to work with Hamilton personnel, who are very friendly and easily accessible. Hamilton has done a wonderful job in ensuring that the Arizona Relay Service (AZRS) maintains its identity and branding. Outreach efforts have been tremendously effective in promoting AZRS and its services throughout the State. I wholeheartedly endorse Hamilton Relay as a wonderful TRS provider.” Sherry Appleby, Chairperson, Board of Commissioners, Arizona Commission of the Deaf and the Hard of Hearing.
- ◆ “The Hamilton team has great expertise and knowledge, led by Dixie Ziegler. Dixie is involved at every level of the service. She is on key committees nationally and looked to as the expert. She brings that knowledge to her staff. We have found Hamilton provides excellent service. They are responsive and any issues are handled in a timely manner, often through collaboration. I have found Hamilton’s customer service to treat our consumers with respect and friendliness. MTAP has recently extended our contract with Hamilton because we are so pleased with their service.” Connie Phelps, Director, Montana Telecommunications Access Program.
- ◆ “...Hamilton Relay’s customer service is the highest I have witnessed during my tenure as the Relay Administrator! Hamilton Relay’s Communications Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very high standards for quality. Hamilton Relay’s professionalism also extends to their management team. The Hamilton Relay team’s upbeat demeanors and can do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude.” Shannon E. Smith, MBA/HRM, Director of Telecommunications & Technical Assistance/Relay Administrator.

- ◆ “I am an analyst in the Telecommunications Group of the TRA’s Bureau of Fixed Utility Services. In that capacity, I work directly with Hamilton staff on issues such as reporting, billing and outreach, and I serve with the Hamilton representative on the Pennsylvania Relay Service Advisory Board. I have found Hamilton to be responsive and timely in addressing the needs of PA CTRS users and in interacting with the Pennsylvania equipment program administrator. I have found Hamilton staff to be courteous, friendly and knowledgeable about CTRS issues. I believe Hamilton and its staff are committed to providing CTRS in Pennsylvania.” Eric V. Jeschke, Fixed Utility Financial Analyst.
- ◆ “Hamilton Relay has always strongly supported the outreach efforts of the ATEL Program, and is an invaluable resource for the Deaf and Hard of Hearing of Rhode Island. I highly recommend Hamilton Relay Services, and know that Rhode Islanders will continue to receive outstanding customer service.” Denise M. Corson, (Rhode Island) ATEL Program Coordinator
- ◆ I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue. James Litvack, PARI Independent Living Center Representative
- “We have found the services provided by Hamilton Relay Services to be so amazing and we hope to remain in partnership with them in the future.” Pam Welch, Tennessee Consumer
- ◆ “It is so important that people know about what is available. That is why outreach services are so valuable. Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has been instrumental for me personally. I am now a user of the CapTel 800i.” Mary Ann Tindle, Tennessee Consumer
- “I would like to commend Hamilton Relay Service for their friendliness and excellent quality of services. Their information about the service is very professional orientated and accessible. Hamilton has excellent different kinds of accessible communication needs for everyone making telecommunication calls. I can’t think of any better provider like Hamilton does.” Jerrod W. Keim, President Wisconsin Association of the Deaf.
- “I am very impressive with their overall quality. I can claim Hamilton an A for caring about service to us among others. Why, even the founder of Hamilton personally came to ACDHH to address us. Never have I seen this being done by any other companies who tends to send someone else expert in relay service on their behalf. Not Hamilton! Founder knows his staff about relay and asks us to please if we need anything to contact him. We really do need to look for QUALITY of service and I rank Hamilton up there.” Michael N. Ubowski, President CAZAD, Connecting Arizona Advocates, Inc.

- ◆ “Hamilton Relay Service’s customer service is personal, direct and very hands on. They go to great lengths to ensure that their services are of the highest quality. Their staff is professional yet friendly and approachable. They regularly and actively seek and act upon customer input regarding their services.” Steven R. Smart, President Professional Interpreting Enterprise.
- ◆ “I am just thrilled that Hamilton Relay Service still provides our needed services in Wisconsin. Staff has always been quick to respond to my requests. The staff was always pleasant and ready to provide an answer for me. We just can’t believe that Hamilton Relay just gets better every time there is something new. Denise A. Johnson, consumer.
- ◆ “The professionalism, promptness and kindness of the [Hamilton] communication assistants allow me to function in a hearing society. In the world of large companies with a long list of menus, the communications assistants ensure that I am in touch with the correct person.” Jean M. Laux, M.A. Adjunct Instructor, Northeast Wisconsin Technical College, consumer.
- ◆ “The [Hamilton] Relay Operators are actually professional and I have always felt comfortable with them on communication with my hearing callers.” John Dreyson, consumer.
- ◆ “Hamilton Relay has consistently supported the Deaf Community and acknowledged the importance of their customers. I applaud the outstanding service and commitment of Hamilton Relay.” Daniel Houlihan, consumer.
- ◆ “The Customer Service Representatives as well as the CA’s have always treated me with respect and gone out of their way to help whenever I have had a question or concern.” Janet L. Sims, STS/2-Line HCO consumer.
- ◆ “I am a 60 year old non-speaking quadriplegic. Hamilton Relay has given me an additional way to keep in touch with my family and friends even though I cannot speak. Hamilton Relay has always been prompt, courteous, and helpful if you have a problem; should ever the need arise.” Michael Brunet Sr., consumer.
- ◆ “I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet.” Ann Boyd, consumer
- ◆ “They [Hamilton] have done an excellent job of keeping abreast of the latest technology and informing the public of what is available. As an assistive technology provider, we have been very pleased at how proactive Hamilton Relay has been in working with other agencies, institutions, organizations, along with the Deaf and Hearing Impaired community.” Kenneth R. Zangla, Director, TRAC, The University of New Orleans
- ◆ “Today Hamilton has help me achieve my goals by giving me the power to access any telecommunication with their service.” Danny Theaux, President of Hearing Loss Association of New Orleans

- ◆ “I would like to recommend Hamilton Relay Service be allowed to continue servicing the deaf/hearing impaired in Louisiana as I’ve seen their service in action & they are second to none.” Debbie LeBlanc, Cued Speech Transliterators for the Deaf and Hard of Hearing in Ascension Parish
- ◆ “Communication is only a fingertip away with Hamilton Relay Services and I am proud to support them in their re-bid to continue providing relay services in our state.” Marsha Domingue, Program Specialist, Hearing Impaired Program, East Baton Rouge Parish School System
- ◆ “They [Hamilton] have truly been receptive to the needs of the deaf by continuing to seek out new services.” Jennifer Gaudet, Associate Director of Individual & Family Assistance, Catholic Charities Diocese of Houma Thibodaux
- ◆ “Because of this excellent and reassuring connection with the company and the exceptional service the relay provide, I believe Louisiana’s deaf population is in good hands with this company [Hamilton].” Deputy Susie Cambre, Director of Elderly Services/Community Relations, Tangipahoa Parish Sheriff’s Office
- ◆ “As a resident of Louisiana and a person with a hearing loss, I would like to emphasize how valuable I have found the expertise of those who are employed by Hamilton especially during my tenure as State Coordinator for Hearing Loss Association of America.” Peggy Thompson, consumer
- ◆ “The staff [Hamilton] has been extremely friendly as well as knowledgeable of their technology devices and services and more than willing to help provide support at all levels and settings.” Paula Huckabee, Speech/Language Pathologist-Augmentative Communication Specialist, Caddo Public Schools

Through the detailed information above regarding Hamilton’s organization, personnel, experience and references, Hamilton has demonstrated its qualifications and capabilities to perform the services required by this RFP.

As an FCC certified TRS provider for over 20 years and the provider of TRS and/or CapTel in 19 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Florida Relay

State of Florida / Docket No. 110013-TP

Hamilton is more than qualified to manage Florida Relay. Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Florida, we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the relay and CapTel users in Florida.



STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

ELLIOT SCHLANGER
Secretary

March 28, 2011

To Whom It May Concern:

Hamilton Relay was awarded the Maryland contracts for the provision of both traditional Telecommunications Relay (TRS) and Captioned Telephone Service through the competitive sealed proposal process. Service for both contracts began on or about June 1, 2007 and will conclude on May 31, 2012.

Hamilton Relay has demonstrated exemplary ethics and service to the state of Maryland. We have found that they truly live up to their motto of, "Relay Your Way," and provide quality relay services to our citizenry.

They remain on time, within scope, and on budget for both contracts.

Sincerely,

Brenda Kelly-Frey, Director MD Relay
State of Maryland, Dept. of Information Technology
Telecommunications Access of MD
410.767.5891 (V/TTY) or 800.552.7724 (V/TTY/VP)
Brenda.Kelly-Frey@doit.state.md.us



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

DIVISION OF PUBLIC UTILITIES AND CARRIERS

89 Jefferson Boulevard
Warwick, R.I. 02888
(401) 941-4500

FAX (401) 941-9248
TDD (401) 941-4500

April 20, 2011

IN RE: Recommendation Letter for Hamilton Telecommunications

To Whom It May Concern:

Hamilton Communications ("Hamilton") recently inquired whether the State of Rhode Island would be interested in submitting a reference letter regarding its relay services in our State and we are delighted to submit such a recommendation on their behalf.

My name is James E. Lanni and my title is Public Utilities Associate Administrator for Operations and Consumer Affairs with the Rhode Island Division of Public Utilities and Carriers. In my job capacity, I am the representative of the Rhode Island Public Utilities Commission for most telephone relay matters that include the issuance of a Request for Proposal (RFP) for relay service, evaluation of competitive bids proposals, recommendations on the relay bidders, and in addition, the daily tasks associated with the relay service such as quality standards, service complaints, etc.

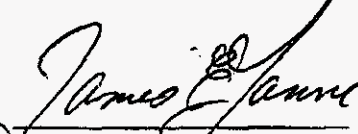
Hamilton has been the successful competitive bidder for two successive five-year contract periods and has been the relay vendor in Rhode Island for the last nine plus years since August 1, 2001. During that timeframe, Hamilton has continually met all mandatory administrative and operational requirements as delineated through our contracts. More importantly, Hamilton has exceeded our expectations in providing assistance in all facets of its relay service including annual compliance reporting to the FCC. In its initial bid, Hamilton offered a unique pricing plan to Rhode Island that no other bidders put forth. The proposal consisted of a single price per relay minute for multiple relay service offerings through the life of the agreement. Rhode Island eventually opted for the one-price proposal to avoid the escalating minute prices that occur each contract year.

Furthermore, the 2001 relay contract was approved late and generally a relay vendor would require a minimum of four-six months to establish the transition of the service with advanced public outreach promotions. Although the relay contract became active only a few months before the cutover date of August 1st, Hamilton performed admirably in implementing the service to Rhode Islanders. The service conversion from the previous relay vendor to Hamilton Telecommunications was successful and seamless and such an effort, in itself, showed this agency that Hamilton is a well-prepared organization and would be a dependable relay vendor.

The State of Rhode Island is currently on its second five-year contract with Hamilton Communications and has been extremely pleased with its relay operations since its inception. Hamilton's continuous efforts in outreach and service promotions are exemplary. Hamilton is exceptionally responsive to the needs of our relay users and is consistent in sharing information regarding new relay technologies with our agency. In addition, Hamilton maintains the services of a full-time account manager who resides in the State and provides assistance to our many diverse organizations through community meetings and events.

In closing, our agency is extremely satisfied with Hamilton Telecommunications' personalized effort of outreach to our deaf, hard of hearing and speech disabled communities and would recommend, without hesitation, their experiences and quality relay service to other governmental entities.

Respectfully submitted,



James E. Lanni
Associate Public Utilities
Administrator for Operations and
Consumer Affairs

(401) 780-2120
jlanni@ripuc.state.ri.us

Janice K.
Brewer
Governor



Sherri L.
Collins

November 22, 2011

Kevin Bloom,
c/o Ms. Ann Cole,
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 110013-TP

Dear Mr. Bloom:

Hamilton Relay has been providing relay services for the State of Arizona since February 1, 2007. Their service has been top-notch. Commission staff have mentioned that it has been a pleasure to work with Hamilton personnel, who are very friendly and easily accessible. Hamilton has done a wonderful job in ensuring that the Arizona Relay Service (AZRS) maintains its identity and branding. Outreach efforts have been tremendously effective in promoting AZRS and its services throughout the state.

Per the above comments, I wholeheartedly endorse Hamilton Relay as a wonderful TRS provider for your state's consideration.

Sincerely,

Sherri Collins

Sherri Collins, Executive Director

602-364-0990 TTY * 602-542-3323 V/VP * 800-352-8161 V/TTY * 602-542-3380 FAX * info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.

November 28, 2011

John D. Cosner
1213 Hilltop Court
Gillette, Wyoming 82718

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Hamilton Relay

Hamilton Relay has served the State of Wyoming as our Telecommunications Relay provider service for the hearing impaired. As a past member of the Advisory Board appointed by Governor Freudenthal, Hamilton Relay provided information to the advisory board to assess and monitor both quality and response time at our bi-annual meetings. In areas of concern or improvement suggestion, Hamilton has responded.

I have also experienced Hamilton's service personally through conversations with my deaf parents, which would be difficult without their service. When we experienced difficulty in connecting to the relay service, Hamilton was available to assist even though the problem really was not in their equipment.

Hamilton has taken a very active role in "spreading the word" about the services provided by Wyoming Relay through an advertising campaign along with providing staff to promote and inform the public about relay. The Hamilton provided staff to attend community events such as Health Fairs, County Fairs, and many other events over the years where the public could be reached and informed.

Hamilton has shown that they are responsive to our needs, provide a quality service and bring to the State of Wyoming a company unique like the people of Wyoming who are independent and yet caring.

Sincerely,

John D. Cosner

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 6, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole,
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Letter of Reference for Hamilton Relay

Dear Mr. Bloom

The California Relay Service (CRS) is part of the Deaf and Disabled Telecommunications Program (DDTP). The DDTP, under the authority of the State of California's Public Utilities Commission (CPUC) provides telephone access and equipment to California residents with disabilities.

CRS has two vendors who provide relay services, one of which is Hamilton Relay. Their contract began on June 2nd, 2010 and will continue through June 1st, 2013 with the possibility of two one-year extensions.

As a relay service provider for the state of California, Hamilton Relay, along with the other vendor, provides Traditional Relay (TRS) and Speech to Speech Relay (STS). Hamilton Relay is the sole contractor to provide the Captioned Telephone service for California CapTel users as well.

In addition to these services, Hamilton Relay has been involved with the CPUC, DDTP and California's other relay provider with the development and implementation of the Speech to Speech Training Line that was launched in the fall of 2010. Currently, Hamilton Relay is involved in the development of an additional service, Visually Assisted Speech to Speech, which is in the initial stages of development.

Since their contract inception, Hamilton Relay has satisfied all of the requirements of the RFP and their contract. Hamilton Relay has always been responsive to requests from the CPUC involving DDTP.

Please do not hesitate to contact Jonathan Lakritz (415-703-1590; jonathan.lakritz@cpuc.ca.gov) or Linda Gustafson (415-703-1801; linda.gustafson@cpuc.ca.gov) of the CPUC Communications Division if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Jack Leutza".

Jack Leutza, Director
Communications Division

12/6/11

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Mr. Bloom:

I was on the RFP selection committee when the state of Kansas was in the process of choosing the next provider for its relay service. I was very impressed with Hamilton Relay from the beginning of the search. The staff with Hamilton are very professional, knowledgeable about their business and truly care about their customers and the services they are providing them. I am a part of the KS Relay Service Advisory Board. When we have those board meetings we invite the public (relay users) to join us so that they may express concerns or praises regarding the provider &/or their services. Once the change over to Hamilton was complete and customers became used to the change I have heard very few negatives about the company or their service.

Yours truly,

Pam Spohn

3115 Clark

Parsons, KS 67357

January 11, 2009

To Whom It May Concern;

I am writing this letter in support of Hamilton Relay Services. The organization of which I am a member is the Hearing Loss Association of Central Iowa, a Chapter of the National Hearing Loss Association of America.

Within our HLA-CI membership we have persons with all types of hearing loss, from mild to severe/profound. The Hamilton Outreach Manager provided for the State of Iowa provides information, education, and hands-on training in the use of technology appropriate for our needs. The current Outreach Manager is Lori Sporrer, and she attends our meetings frequently, alerting us to ways we can enhance our daily lives through telecommunications. The CapTel phone, for example, allows the person with hearing loss to communicate by reading the text of the conversation.

The CapTel phone does require education and training. The multi-media approach used by Lori Sporrer and her colleague from the Telecommunications Access for Iowa, is very successful. Using power-point, captioning, and interpreters, all persons in attendance are able to understand the information presented.

In the State of Iowa, Hamilton Relay Services are under the jurisdiction of the Iowa Utilities Board. Those of us in the Deaf, and Hard of Hearing community, have found the services outstanding. There are many other services provided by Hamilton Relay other than the phone above mentioned, and we are truly grateful for those who work on our behalf.

Sincerely,



Betty Hebard
Member of Hearing Loss Association of Central Iowa
Consumer

Rebecca Ladew
1608 Roundhill Road
Baltimore MD 21218-2213
rebecca.ladew@verizon.net

May 10, 2009

To Whom It May Concern:

I am Rebecca Ladew, an advocate for the speech disabled community and a speech disabled representative on the Maryland Governor's Advisory Board for Telecommunications Relay. My speech disability is unintelligible to most people. People with speech disabilities were not able to communicate outside of their world until Telecommunications Relay Services came along, and made the use of the telephone possible for them. Now they can take care of routine matters such as making doctor's appointments, making business calls, calling friends and relatives, etc. Hamilton Relay provides two excellent services (STS & HCO) which enables me to effectively communicate with others. These two services have made a difference in my life, as well as other individuals with speech disabilities. It has definitely broadened our world.

By being on the Maryland Governor's Advisory Board, I have come to, personally, know and work with the Hamilton Relay staffers in the state of Maryland. They are the most friendly people oriented group that I know. They care about their relay customers and listen to their suggestions to try to see what will work and won't work. Whenever there is a problem Hamilton Relay staffers troubleshoot for a solution to the satisfaction of their relay customers.

I know you will not be disappointed should you select Hamilton Relay to provide relay services for the deaf, hard of hearing, and speech disabled in communicating with standard telephone users in your state.

I am one highly satisfied Hamilton Relay customer.

Sincerely,



Rebecca Ladew



6925 Hickman Road • Des Moines, Iowa 50322

515.282.5099 Voice/Relay • 515.282.5130 TTY • 1.800.606.5099 Toll-Free

TELEIOWA@aol.com • www.relayiowa.com/tai • FAX 515.237.3917

May 19, 2009

April Campbell
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818

Dear April:

I am writing this letter in support of Hamilton Relay TRS in the State of Iowa.

As Program Manager for the Telecommunications Access Iowa (TAI), the telephone voucher program within the State of Iowa, I work very closely with Lori Sporrer, Hamilton Relay Iowa Outreach Manager.

Together, in the past year, we have done tremendous outreach statewide to various agencies/organizations/businesses and to the deaf and hard of hearing population. At the same time, we have educated the general (the hearing community) on how to communicate with the deaf and hard of hearing citizens. Jointly, we have done presentations and exhibits on the Relay Iowa services and the Telecommunications Access Iowa program.

Lori Sporrer has been exceptional to work with in educating and supporting "every" Iowa citizen by either teaching businesses how relay services work or by providing one-on-one consultation on a piece of telephone equipment out in the rural counties.

She has definitely opened up the world of communication in the State of Iowa. Her ambition and willingness to make sure everyone's communication needs are met are very impressive.

It's been a pleasure partnering with her and Hamilton Relay.

Sincerely,

A handwritten signature in black ink that reads 'Renee M. Coppock'. The signature is written in a cursive, flowing style.

Renee M. Coppock
Program Manager
Telecommunications Access Iowa

cc: Lori Sporrer, Relay Iowa Outreach Manager



**Assistive Technology
Center**

July 12, 2011

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services on behalf of Signal Centers Assistive Technology Center.

Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has worked with us in providing the first Deaf/Hard of Hearing Expo ever to be held in Southeast Tennessee. Carolyn sponsored a booth and provided valuable information to expo participants on the excellent services provided by her corporation. Many of the participants as well as clients we serve in the Assistive technology Center, use or have used the CapTel telephone and found it to be most beneficial. Carolyn herself was excellent to work with and was very upbeat and enthusiastic about the event. She also provided a wonderful presentation to the audience outlining Hamilton Relay's services and inviting participants to stop by the booth for more detailed information.

We hope to remain in partnership with Hamilton Relay for our future expos and services to the deaf and hard of hearing community.

Sincerely,

Steve Powell
Assistive Technology Professional



**Division of
Rehabilitation Services**

November 19, 2011
531 E. Roger Road
Tucson, AZ 85705

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir:

As mother of two children who are deaf, I rely on Hamilton Relay service to call my sons: one away at college; the other in high school. They, in turn, use the relay service to call me. We have been very pleased with the service that Hamilton has provided.

In addition, through our state chapter of Hands & Voices, I organize events for families of children who are deaf and hard of hearing. Hamilton has always been willing to participate and provide information to families and answer questions. Hamilton has provided this wonderful public service for our families and the professionals who serve them.

I wholeheartedly recommend Hamilton as a company to provide relay service along with its excellent customer support and community involvement

Sincerely,

Jeanne Hollabaugh
Secretary, Arizona Hands & Voices
Guide By Your Side-Program Coordinator
(520) 407-1464

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

November 20, 2011

Subject: Reference Letter – Hamilton Relay/Arizona Relay Services

Dear Mr. Bloom:

My name is Louis A. Touchette. I am on the board of the Adult Loss of Hearing Association (ALOHA) in Tucson Arizona. We've had an excellent working relationship with Arizona Relay Service 7-1-1 and Hamilton Telecommunications over the past years. In our 25-years in operation, we have seldom worked with any company with such high professional etiquette.

ALOHA has a satellite chapter in Green Valley, 25 miles south of Tucson. In addition to giving frequent presentations to the Tucson group, Hamilton/Arizona Relay Service has given two professional presentations to the Green Valley Chapter in the past 12-months. The presentations are directed toward educating the public on how Hamilton Relay provides traditional relay services for the state of Arizona including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech, Spanish-to-Spanish and CapTel. There is nothing more effective than actual hands on demonstrations using Analog and Internet communications.

I can only offer the highest of recommendations for this company.

Sincerely,

Louis A. Touchette
Member of BOD/Leader Green Valley Chapter
Adult Loss of Hearing Association (ALOHA)
2255 S. Buried Rock Place
Green Valley, AZ 85614



**VALLEY
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of the DEAF**

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Cindy Walsh
Agency Director

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COMMUNITY
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of Southern Arizona, Inc.

United Way Member Agency

**Kevin Bloom,
c/o Ms. Ann Cole,
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

RE Docket No. 110013-TP

November 21, 2011

Dear Mr. Bloom and Ms. Cole:

Valley Center of the Deaf is an agency which provides services for individuals who are Deaf, Hard of Hearing, and Deaf Blind. Our agency is the only not for profit organization serving the Deaf community in the Phoenix metropolitan area, and we serve the most needy of the Deaf community. Our clients are customers of Arizona Relay service as provided by Hamilton Relay.

Our experience with Arizona Relay Service has been positive. AZRS seems to have a strong commitment to provide outreach to its customers. AZRS has been a valued supporter of Valley Center of the Deaf, as well as other Deaf organizations in the Valley. AZRS outreach staff are friendly and highly visible within the Deaf community, demonstrating support to diverse groups within the Deaf and Hard of Hearing communities. AZRS makes the effort to be in touch with its consumer base to be aware of its needs and concerns.

Valley Center of the Deaf has not experienced any problems or concerns with AZRS. If you have any questions, please do not hesitate to contact me.

Sincerely,

Cindy Walsh
Agency Director

EACH PERSON MATTERS



Connecting Arizona Advocates, Inc.

Michael N. Ubowski, CEO

**PMB #173, 3638 E. Southern Ave., Suite C-105
Mesa, Arizona 85206-2502**

EIN 05-0525385

November 23, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir:

My organization is an umbrella organization working with some venues that includes business, education, government, non-profit professional organization and organization such as clubs. As best to my recollection, I had some working relationship with all seven relay services from my days in here, Oregon and then back here, again. Here are my experiences with all places, and as standard protocol, all sites are not open to me due to the privacy rules, but I did have an access to the information and working relationship with all administrative folks as follows:

- 1) Arizona Relay Service through Valley Center for the Deaf (VCD)'s independent service and I happened to have my office in VCD, so I had some business contacts and ideas with what they are doing. We were satisfied with their quality of service with my own usage experiences.
- 2) Oregon Relay Service through Tri-Counties Service for the Deaf and Hard of Hearing (TCSDHH, a Portland based independent relay services whose director happen to be from VCD as she moved several months to Oregon before I did for unrelated job). Eventually I was elected President of TCSDHH where I had a direct involvement with ORS by overseeing them. Same quality of service were satisfied by the communities except for billings part which was somewhat problematic due to phone company that billed us which conflicts with our long distance billing claims.
- 3) Oregon Relay Service through Sprint -- this one Oregon's PUC decided to hand over relay's contract to Sprint with strong disagreement from the communities and TCSDHH because our state money would go out of the state (going to the national service in Kansas) not going back to our local community. Also, because local people usually knew local wordings whereas national relay operator do not. At first, my own experiences showed that Sprint started off fairly okay as expected, and then improved to satisfactory level. Although I did not have a direct relationship with Sprint when my presidency term with TCSDHH was over, but TCSDHH's hired Executive Director during my time shared in general with me his experiences and that was how I knew their serving quality.
- 4) Arizona Relay Service through MCI -- I happen to know a local guy who is now a director of AzRS and visited local relay center in Tempe, AZ from time to time when I was President of Arizona Association of the Deaf. Same expected quality of services from them.

Connecting Arizona Advocates, Inc.

501(c)(3) nonprofit umbrella organization • Promoting Teamwork Among Organizations

5) Arizona Relay Service through Sprint -- We were surprised when ACDHH decided to award Sprint despite fine service by MCI including extending another 2 years of their service to us. This time Sprint has a relay center in Tucson which is good because it remains in the state of Arizona. Again, Sprint started off slowly (just same experiences we had in Oregon), and steadily becomes good again. We were satisfied with them that ACDHH also extended another 2-year extension on their contract. However, just before I joined ACDHH as its Commissioner (Board), ACDHH now award to next and different vendor. That was when Sprint had resisted in surrendering its service and tried to employ me in giving testimony before legislators in opposite to this transition. Although I am comfortable with their overall services, has friends from there, I walked fine line in worming myself out of this hassle because I am also friend of MCI's folks so I remains neutral by offering third options which never fly.

6) Arizona Relay Service through MCI (and then latter Verizon bought MCI's relay rights) -- This time I am now ACDHH board member and eventually becomes its Chair for next 2 years after freshman year. During that time, MCI's service from Chandler, AZ was very satisfactory after delayed start due to #5's slow transition and same slow start as expected with any new shift. We also granted MCI's contract with another 2-year extension.

7) Arizona Relay Service through Hamilton -- As an ACDHH member, based on my personal experiences with local vs national services, I was not too happy about granting Hamilton the contract because it now no longer hires local people to keep the local economy flowing from within. I still carry same philosophy about caring for local and then globally afterward. However, on other hands, I used to sit on the board with another national organization and happen to have a fellow from Louisiana who often rave about Hamilton's service. So I had a mixed feeling about it, but decided to give Hamilton a try by supporting the transition as a test-see. Indeed, from time to time as expected from Sprint experience in Kansas City, Hamilton has same poor local wordings knowledges with some misspelled due to what they hear on the phone, although I know it is no fault of their own. However, honestly, I am VERY IMPRESSIVE with their overall quality.

Of all my past seven relay services, I can claim giving Hamilton an A for caring about service to us among others. Why, even the founder of Hamilton personally came to ACDHH to address us. Never have I seen this being done by any other companies who tends to send someone else expert in relay service on their behalf. Not Hamilton! Founder knows his stuff about relay and asks us to please if we need anything to contact him. That is kind of respect I easily bought especially when they backed-up with actions through charts that shows they are within or exceeds contract expectations. If he is slick-speaker and his actions through charts fails him, I would easily resist and downgraded him, but not this one. I gave Hamilton my kudos other than nuisance non-localized wording problems which I can live with. We really do need to look for QUALITY of service and I rank Hamilton up there.

Worthy note: This letter is directly out of my own observation rather than in response to CAzAD members' request for the support which Hamilton is not part of us yet but probably will soon. Now that you know my past experiences with relay services, my current relationship with Hamilton and hopefully you can justify and safely depend on my letter of recommendation that I do think highly of Hamilton's quality of service. Moreover, I have not heard any complaints from CAzAD members about Hamilton's so it lends itself about their service as a good one!

Sincerely,



Michael N. Ubowski



**ARIZONA
DEAF
SENIOR
CITIZENS
COALITION**

207 W. Clarendon Ave, 3H, Phoenix, Arizona 85013

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Judy Mohan, Vice President
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Eldon Greenfield, 1st year

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Dr. Harvey Goodstein
Dr. Angel Ramos
Vacant

November 26, 2011

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sirs and Madams:

This is a reference letter in support of Hamilton Telecommunications. Our organization received about \$3,100 in sponsorships for our booth and reception for our Arizona Deaf Seniors Conference at Phoenix Deaf Community Center and DeafNation Expo in the period of 2008-2010. We are truly appreciative of that help. This demonstrates Hamilton's strong policy of giving back to the Deaf Community. To date we are unaware of any major discrepancy in the Hamilton's services as Arizona Relay Service. Through Hamilton's outreach program, several workshops were given throughout the state of Arizona.

Sincerely Yours,

Thomas J. Posedly
Board Chairman, ADSCC

Angelina Ortiz
P. O. Box 1715
Lake Havasu City, AZ 86405

November 28, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0

Dear Mr. Bloom:

Using Hamilton Relay services has been a spiritually and physically liberating experience for me because as a Deaf consumer I find Hamilton services customized to my needs.

As a Deaf Advocate, I am constantly on the go and having readily accessible services to facilitate my needs has freed me from the chains of a landline telephone and TTY. Because of this positive experience I have encouraged many Deaf that I provide services for to register for Hamilton's excellent services.

I feel that the state of Florida will benefit 100% from Hamilton services. Not only that, but its representatives are one of the best, very knowledgeable, efficient, understanding and friendly but also technologically savvy. Lisa Furr has been one of our strongest advocates as she leads us into the next technological age as technology changes faster than we can keep up. Thanks to her, we are at the top of our game as much as we can.

The fact that I can call at any hour of the day or night for assistance or more information makes Hamilton one of the top Relay Services.

Feel free to contact me at a_t_ortiz@yahoo.com if you have any further questions or need more information.

Sincerely,

Angelina Ortiz
Colorado River Association of the Deaf and Hard of Hearing
President

November 28, 2011

Mr. Kevin Bloom c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom:

I am the Director of the Deaf Studies and Interpreter Preparation Programs at Phoenix College. I teach students in both the American Sign Language and Interpreting Training classes. I invite Lisa Furr, the Arizona Relay Outreach Coordinator, to speak with my students in the Aspects and Issues of Deafness class every semester. Lisa is always willing to give presentations to my students.

Lisa gives presentations to the students regarding Arizona Relay Service, Captioned Telephone and Captioned Telephone Service, internet based service and History of Telecommunications at Phoenix College. The students always enjoy Lisa's presentation every semester. She keeps us up to date on newer technologies in telecommunications. We are very pleased that Hamilton Relay provides the service for people who are deaf, hard of hearing and speech disabled. The students also learn the value of this service and are often eager to share information with others who may benefit from using the Arizona Relay Service.

Phoenix College is happy with the relay services in Arizona provided by Hamilton Relay. We've had an excellent working relationship with Arizona Relay Service 7-1-1 and Hamilton Telecommunications over the past years.

I wholeheartedly endorse Hamilton Relay as a wonderful TRS provider for the state of Florida's consideration.

Sincerely,

Kay Hilder, M.A., M.S., C.I./C.T.

November 29, 2011

Mr. Kevin Bloom c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

I first used Hamilton Relay Service in Minneapolis, MN when I was in a trial for the CapTel Phone about ten years ago. I could not believe how much less stressful it was for me to make a phone call. The captioning was good at that time, but today it is even better. I had a severe to profound hearing loss and Relay was the only option I had to communicate on the telephone. I retired to Arizona and they did not have CapTel here, but I was one of the first to get it when it became available.

I now have a Cochlear Implant and can use a phone without captioning, but Hearing Loss is Prevalent in my family and they will benefit greatly with Hamilton Relay. I cannot say enough for this company. I am a Leader of a local Hearing Loss Association of America Chapter in Fountain Hills, Arizona. Recently, we had Lisa Furr, AZRS Outreach Coordinator present the CapTel Phone with Hamilton Relay to our chapter. At that meeting people were able to experience CapTel. To see the smile on the face of a man who had not been able to understand on the phone call his wife using CapTel says it all. We need CapTel and we are happy to have the quality of captioning with Hamilton Relay.

Rosemary Tuite, Co-Leader
HLAA Fountain Hills Chapter

November 30, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mr. Bloom,

I would like to recommend Hamilton Telecommunications for your TTY Relay Service in Florida.

I am a profoundly deaf volunteer hearing loss support specialist in Phoenix, AZ, serving the hearing loss community in various capacities. Telephone communication is a huge source of anxiety for the deaf/hard of hearing individual. Depending on others to make and receive professional and personal phone calls robs one of independence and results in frustration, lack of privacy, and missed opportunity.

Hamilton Telecommunications Relay offers the gift of independence, connection, and security to many, many deaf/hoh people. This service assures easy and accessible communication with family, friends, and professionals. The telephone is no longer a stressful experience and becomes a pleasant part of daily living.

Hamilton Telecommunications provides excellent service and education for the deaf/HOH community. The personnel are knowledgeable, helpful, and eager to provide independent telephone usage. I encourage you to consider and choose Hamilton to provide relay services for your area. The Florida hearing loss community will be well served.

Sincerely,

Elizabeth Booth



STATE OF IOWA

CHESTER J. CULVER
GOVERNOR

IOWA LAW ENFORCEMENT ACADEMY
E. A. "PENNY" WESTFALL, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

November 30, 2011

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services. Over approximately the past four years, the Iowa Law Enforcement Academy has enjoyed an outstanding partnership with Hamilton.

At that time, former Hamilton's Relay Iowa Outreach Project Manager Sam Costner, contacted me to see if we would be willing to allow him to come to the Academy to provide training to Iowa's 9-1-1 dispatchers about the Relay Iowa Program. Our joint effort evolved into a program that not only provided about the Relay Iowa Program, but also about Deaf culture, TTY use, and CapTel. We also incorporated a presentation by a deaf presenter who could explain the information through an interpreter. This addition provided students with more insight about use of interpreters, as well. Most 9-1-1 centers in Iowa do not receive many TTY calls or Relay Iowa calls, so there is great appreciation for the opportunity to learn this information.

Today, Outreach Project Manager Lori Sporrer continues this work through her coordination of this component of Iowa's 9-1-1 dispatcher training program.

The Iowa Law Enforcement Academy looks forward to our continued work with Hamilton Relay Telecommunications Services.

Sincerely,

Nancy Brady,
Telecommunicator Training Coordinator
Iowa Law Enforcement Academy



December 8, 2011

To Whom It May Concern:

I am writing in support of Hamilton Relay, the current Relay provider in Iowa. I represent a care center in North Central Iowa. In my position, I am always looking for pertinent educational opportunities to share with our senior population. It is a priority for us to offer free public service opportunities for our local communities. With that in mind, I found out about Relay Iowa and Lori Sporrer and immediately wanted to include them in our 2011 schedule.

Lori impressed the staff with her knowledge and understanding of the hard-of-hearing community. Even after our event I had several people in our small community mention that they heard about Relay Iowa and requested more information for them or a family member. I've even been asked to have Lori come back again in 2012!

This is a service that many still don't know about and Lori is doing an excellent job of "getting the word out".

Best Regards,

Angela Wirth
Marketing Coordinator
Westview Care Center

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Enhancing Relationships

December 11, 2011

Dear Mr. Bloom,

Arizona's hard of hearing and Deaf populations have been well served by Hamilton Relay Service. As a hard of hearing woman who is active in issues concerning hearing loss, I have encountered many people who without Hamilton's well run relay service would not be able to make appointments or keep in contact with family and friends therefore, I highly recommend Hamilton Relay Service for Florida.

Sincerely,

Susan Vardon

Former Commissioner, Arizona Commission for the Deaf and the Hard of Hearing (11/03-9/09)
Facilitator, Desert Cochlear Connections
Bilateral Cochlear Implant Recipient



Iowa Program for Assistive Technology
Center for Disabilities and Development
100 Hawkins Drive
Iowa City, IA 52242-1011
Toll-Free 800-279-2001
Fax 319-384-5139
E-mail IPAT@uiowa.edu
Web www.iowaat.org

April Campbell
1001 12th Street
Aurora, NE , 68818

December 12, 2011

Dear Ms. Campbell,

As the Director for the IPAT, I am pleased to provide this letter of support for Hamilton Relay. I believe as the current provider of relay services in Iowa, Hamilton Relay provides a timely and effective service. I have worked with Lori Sporrer over the past several years and believe she has improved services and increased outreach across the state.

I look forward to working with Hamilton Relay in the future.

Sincerely,

A handwritten signature in cursive script that reads "Jane Gay".

Jane Gay, Director
Iowa Program for Assistive Technology

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

December 13, 2011

RE: Hamilton Relay

To Whom It May Concern,

My name is Anne Marie Killilea. I am a late-deafened adult and have been also a nurse for over 30 years. I became profoundly deaf 10 years ago and am unable to clearly communicate using a regular telephone. While I have bilateral cochlear implants to hear with most phones, either because of their make or model, are totally useless to me to hear with. Being a nurse, I need to accurately communicate with my nursing faculty, nursing students, and various hospitals that I teach the clinical portion of nursing education in.

The TTY system of communication is the best way that I can manage my life as a nursing professor. I have taught many nursing students how to use the TTY and also my co-workers. I also have taught the support staff at Bunker Hill Community College to use the TTY because we are also having an increase in enrollment of students who are mild to profoundly deaf and will be using this TTY throughout their education.

Hamilton Relay service provides me with the extra support when I need it. For instance, I was hung up on by a person who works at BHCC who did not understand what the TTY system is and how it works. I made a few calls and contacted the Massachusetts Commission for the Deaf and Hard of Hearing seeking to orchestrate a seminar to teach this person and others how to use the TTY. Within a very short period of time I was connected to Karen Keefe, Community Relations Manager for Hamilton Relay, who set up the power point slides and provided information to hearing people on how to respond to deaf and HOH people using the TTY. We set a date for this seminar and she was excellent in her approach to the audience. I could not have done have made a better presentation without her. This is just one way that Hamilton Relay supports the deaf and HOH population.

I strongly support the nod towards Hamilton Relay and know that the state of Florida deaf and HOH people will greatly benefit by their service in providing excellent communication assistance for all disabled people.

Sincerely,
Anne Marie Killilea, MSN, RN
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129

December 13, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom:

Members and clients of Adult Loss of Hearing Association, Inc. (ALOHA) are happy with the relay services in Arizona provided by Hamilton Relay.

Lisa Furr, the Arizona Relay Outreach Coordinator located in Tucson, has given three presentations about Arizona Relay services at ALOHA in the past year. One was open to the public, and the other two were at our sign language class and at a cochlear implant support meeting. We enjoyed the DVD presentations that describe the newer communication technologies. We are glad to have Lisa nearby in order to contact her for any questions about relay services.

ALOHA signed up to receive *The Old Pueblo Relay Informer* newsletter, and Lisa brings extra copies for visitors to take.

We at ALOHA have received no complaints about Hamilton Relay or the relay services it provides to the deaf and hard of hearing in Arizona.

Sincerely,

Loretta Butler, Office Director
Adult Loss Of Hearing Association (ALOHA)
4001 East Fort Lowell
Tucson, AZ 85712
Tel: 520-795-9887
Fax: 520-795-9887
TTY: 520-795-9585

E-mail: info@alohaaz.org
Web Site: <http://www.alohaaz.org>

December 14, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom:

As a totally deaf telephone user, I do recommend Hamilton Telecommunications for your TDD/TTY Relay.

I moved to Arizona from California. I was looking for TDD/TTY, so I can reach my friends and family who still use the TDD/TTY in their home. I learned that Arizona Hamilton Telecommunication has the service. What a great blessing to receive the TDD/TTY.

I am involved in the Deaf Community Center, and among deaf people. I often see deaf people need communicate with their love ones and friends via TDD/TTY. They feel so lost without it, but feel blessing when they learned that Arizona Hamilton Telecommunication provide that service.

I love our Arizona Hamilton Telecommunication representative, Lisa Furr because she is always there for everyone. She would show Hamilton's support to our Deaf Community. She is so amazed lady to work for Arizona Hamilton Telecommunication.

Not only that but I strongly believe that you would be doing the people of West Virginia to choose Hamilton to handle your relay service. There are amazed deaf people who can work well with your deaf community like our Lisa Furr. (No, you may not steal our Lisa.)

If you have any questions, please do not hesitate to contact me at ni7@tmail.com or Bluelali@aol.com.

Cordially,
Larry DeVenny
Phoenix Association of the Deaf President
Ni7@tmail.com
Bluelali@aol.com



State of Rhode Island and Providence Plantations
Department of Human Services
Office of Rehabilitation Services



Adaptive Telephone Equipment Loan (ATEL) Program

40 Fountain Street ~ Providence, RI 02903
401-421-7005 ext. 357 ~ 401-222-3574 FAX ~ TTY (401) 222-1679

December 17, 2011

To Whom It May Concern:

I have worked in collaboration with Hamilton Relay for a number of years, and this past year with their new RI Outreach Coordinator, Courtenay Petracca. Courtenay has been an active participant in both our advisory meeting and our new monthly Technology for Persons with Hearing Loss Demonstrations. Also, Courtenay has allowed the ATEL Program to share their booth at outreach events, to reduce the overhead to the ATEL Program. Hamilton Relay has always strongly supported the outreach efforts of the ATEL Program, and is an invaluable resource for the Deaf and Hard of Hearing of Rhode Island.

I highly recommend Hamilton Relay Services, and know that Rhode Islanders will continue to receive outstanding customer service.

Sincerely,

Denise M. Corson
ATEL Program Coordinator



Corliss Institute, Inc.

"social, habilitation and employment services to deaf people with diverse disabilities and others with unique communication needs in an independence/empowerment-based model that facilitates living learning and working successfully as integrated members of the community."

December 2011

Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

To Whom It May Concern:

On the occasion of departing Rhode Island for a new position in Corpus Christi, TX, I would like to take the opportunity to express my satisfaction and appreciation for Hamilton Relay and Rhode Island Relay services!

As a deaf person, I have been using 'relay' services even before any formal or professional relays were organized, dating back to "Deaf Contact" in NYC, during the late 1980's and very early 1990's. As you can imagine, the professionalism and confidentiality with volunteer relays were often issues of debate for the community and the well meaning volunteers who served on the relays.

During the early 90's through about 2004, I used several professional Relays that were developed in the US with companies who had some equipment sales and Long Distance experience with deaf customers, people who were hard of hearing, and those with other disabilities whose telephone use required specialized equipment or support. For the first time, deaf professionals were utilized as Regional Reps, Managers, etc., which was outstanding for the community in many ways. Unfortunately, these 'early' professional Relays did not always live up to their promised level of personnel training and service delivery, or community outreach and training. Competition for state contracts was occasionally less than 'above board'.

Hamilton Relay has set a very high standard in all conceivable areas. I was initially leery when I first became aware of Hamilton's intention to get into Tele Relay Services – I had never heard of the company, I questioned the experience and capacity with our community. I waited it out, so that my opinion could be based on experience. Hamilton has been responsive (in general, to community needs, in the area of technology when a systems glitch occurred) and progressive, and also in the recruitment and employment of outstanding personnel at many levels. Mitchell Levy, John Fechter, Barbara Handrup, Sean Gill, Edward Kinal (a former contact from AZ!) and now Courtenay Petracca and Paul Stuessy have been responsive, active with and in the community, and at all times professional and gracious.

Among my concerns is that with videophone/VRS becoming so popular, there may be a loss of recognition for the importance features of the Tele Relay service, especially as produced by Hamilton.

In addition to providing a print-out of critical telephone communications, the Tele Relay service is

FEIN: 22-2550175

290 Main Street, Warren, RI 02885
Voice: 401-245-3609 ♦ TTY: 401-245-2223 ♦ Fax: 401-245-9565 ♦ www.corliss.org

often the first point of transfer for young and older people who have acquired hearing loss. It is not reasonable to expect or assume that all or most people with hearing loss will learn and use ASL, and thus the need to Tele Relay services will always exist. As Hamilton professionals and past Hamilton personnel know, it can take weeks and even months for 'rookies' to accept hearing loss and to begin to understand and utilize the features of Tele Relay, including VCO and various languages.

It is my hope that every state will one day have the quality and consistency of technological and personnel supports that Hamilton has demonstrated ongoing. Although I am leaving Rhode Island, I most certainly will make it my business to explore the Relay Provider where I am going and elsewhere, to get a sense of community satisfaction and to share my views of Hamilton.

Thank you for your outstanding service in all possible areas, and please do consider me a contact in Texas. I will be serving as Executive Director of the Deaf and Hard of Hearing Center in Corpus Christi. Edward, Courtenay and Paul have my new contact information there.

I look forward to keeping in touch, and I am very appreciative of my experiences with and hands-on use of Hamilton Relay for the 5 years I have been here in RI.

Very truly yours,

Mary E. Wambach

Mary E. Wambach
Executive Director

FEIN: 22-2550175

290 Main Street, Warren, RI 02885
Voice: 401-245-3609 ♦ TTY: 401-245-2223 ♦ Fax: 401-245-9565 ♦ www.corliss.org

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

This is a letter in support of Hamilton Relay's provision of services in the State of Florida. As a hard of hearing person in Arizona, I have witnessed the energy and reliability with which Hamilton provides not only traditional relay services, but also CapTel and WebCapTel, so that those of us who rely on visual cues in order to go about our daily lives interacting with our families, friends, health care providers, government personnel, etc. can do so without the barriers our disability would cause. Hamilton's outreach in Arizona has been superb. They have done an outstanding job of marketing the services they provide.

I feel confident that, should the Public Service Commission choose to accept Hamilton's bid, you will not be disappointed.

Sincerely,

Cynthia Amerman

Cynthia Amerman, President
Association of Late-Deafened Adults, Inc. (ALDA)

Kevin Bloom,
c/o Ms. Ann Cole,
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Docket No. 110013-TP

My name is Jack C. Van Rixel, NIC (National Interpreter Certification). As an American Sign Language Interpreter providing services in the State of Arizona, I would like to take this opportunity to heartily recommend the services of Hamilton Relay.

In all of my dealings with Hamilton Relay, I have been impressed with the array of technology and services they offer, but I also continue to be impressed with the professionalism they demonstrate in every setting. Hamilton Relay is known throughout the community for providing excellent product and service offerings with outstanding support for their consumers, and I share this perspective and opinion.

I have every confidence you will be thrilled with your dealings with Hamilton Relay. My contact information is below. I welcome any future contact if you would like further information.

Sincerely,

A handwritten signature in black ink that reads "Jack C. Van Rixel". The signature is written in a cursive, flowing style. The first name "Jack" is written with a large, sweeping capital "J". The last name "Rixel" is written with a capital "R" and a stylized "l" that loops back.

Jack C. Van Rixel, NIC
Arizona State License #JV26051678
928.301.0154 (voice and text)
jackvanrixel@esedona.net

As an active member of several HOH, Late Deafened and other HLC (Hearing Loss Community) groups for a number of years (since 1988), I have had an opportunity to work with and evaluate several different companies who provide equipment and services to our communities (HOH, Deaf, deaf, vision impaired and others). I have served on a number of panels and committees focusing on a range of topics including captioning, cochlear implants and veterans services. I was born hearing, grew up HOH and became deaf. I have a cochlear implant (Advanced Bionics) received in 1994. I have learned ASL. I am part owner and run a construction company.

Hamilton Relay, and their employees, individually and collectively, are very positively focused on providing a good service with good equipment. They have shown themselves to be open to criticism and willing and able to improve their products and services. This is important.

More importantly, Hamilton has shown vision in their willingness to encourage and support the integration of the communication between different parts of our community. This has already started and the benefits are obvious. The first benefit is to the individuals within our community. The growth and support of our very important social groups. As these develop, the connections will provide an opportunity for individuals to learn about the different technologies available and how to make use of them. Hamilton has put the development of this social structure ahead of quick, superficial marketing strategies. It turns out that the benefit to the community will, over time, provide benefit to the company, Hamilton. This is an investment in social good, which, over time, will result in good business. I'd like to support this priority, this recognition that doing good is doing well.

Thank you,
Richard (Rick) Rutherford
HLAA
ALDA
BEA (Bionic Ear Assoc)
BIA (Batteries Are Included)

Dear Mr. Bloom,

I am writing to provide supportive reference for Hamilton Relay as service providers for captioned telephone services in Florida

Many, many people I know in the hearing loss communities rely on Hamilton Relay for their wonderful equipment and their very qualified and dedicated employees.

Personally I know the service reps at Hamilton Relay have stepped up countless numbers of times in support of our own efforts within our foundation to help people learn about and get access to services and equipment that help them to hear better and function as easily as possible in the "hearing" world.

I highly recommend Hamilton Relay as carriers of relay telephone services, because as mentioned -- you can be sure their staff will see to it that the maximum number of citizens in Florida with hearing loss will get access to the service.

Thank you for your time and consideration.
Sincerely

Eileen Jones
President, Founder
The Gift of Hearing Foundation (Boston, MA)
www.giftofhearingfoundation.org

Let me introduce myself.

My name is: HENORE R. HILL A profoundly
Hard of Hearing Adult, and have been involved
with "SHHH" (Self-Help for Hard of Hearing People)
for some Twenty Five years. I was
President of the Cape Cod MA Chapter
of SHHH for over eighteen years.

In addition, I am ^{an} Advocate
for ALL Deaf and HOH persons throughout
the years. My use of MA Relay has
been extensive for the past Twenty-
Three years, actually since its conception.

Mass Relay Powered By Hamilton
is a most welcome service for the
people of MA. HAMILTONS WORK IS
EXCELLENT AND PROFESSIONAL, Beginning
with a very prompt answer to my
"CALL IN" for VCO (voice carry over)
service, and also includes a Superior
Software Computer and Technical Staff
to man these complicated computers.

This is ALL Top Notch!

Further, as Mass. Relay Powered By
Hamilton began their MA. Relay Service
they engaged the Home Office in
NEBRASKA of experienced and

excellent operators, to answer
the MA Relay calls until
the MA Relay powered by
Hamilton Trained were
capable enough to handle
the calls themselves.

To conclude, we here
in MA are being serviced very
well by MA Relay powered by
Hamilton, and I do indeed
look forward to many more
years with Hamilton.

Very Sincerely,

Gene R. Hill

Hello,

My name is Shari Koeper and I am Tennessee's State Chapter Coordinator for the Hearing Loss Association of America.

I am writing to express my admiration for Hamilton Relay and comment on the wonderful service they have provided to Tennessee in relaying phone calls for those who can't hear on the phone.

Hamilton Relay has had an awesome track record with speed of answered calls, accuracy of typing and the polite and gracious relay operators. Nashville has also had the honor of getting to know Carolyn Mathis, who represents Hamilton Captel. Carolyn is just a delight to be around with her infectious smile and enthusiasm. It's impressive to see how hard she works to make sure each and every Hamilton Captel user is satisfied and understands how the service works.

Our chapter hopes that you will consider keeping Hamilton Relay as the provider for Tennessee. We've had wonderful experiences with them and hope to have them working for us in the future.

Thank you,
Shari Koeper

Shari Koeper
Tennessee State Coordinator for the Hearing Loss Association of America
www.nashhhville.org
Visit our Facebook page: [Facebook/Nashers](https://www.facebook.com/Nashers)

May 5, 2009

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services on behalf of my mom who is a new user of a Captel phone. My mom has worn bilateral hearing aids as long as I can remember and has always had difficulty hearing well enough to talk on the phone. She is now 81 years old and over the past 10 years or so she has only been able to carry on limited phone conversations where she asked questions and we would know to answer only yes or no which is all she could hear and understand. It got to the point where she no longer even tried to talk on the phone because it was so hard and frustrating for her.

About 6 months ago, a relative mentioned that the State of Iowa had services and aids that might help my mom. I called and was put in touch with Relay Iowa. Everyone was very helpful and told me exactly what services were available.. The entire process worked very well! The Weitbrecht Company that sells the Captel phones also provided excellent customer service!

When my mom first got her Captel phone, she said, "I don't even know how to talk on the phone anymore—it's been so long." She is now able to talk on the phone and even is starting to make her own phone calls. We also purchased a feature that makes a lamp flash when the phone is ringing so she is notified of an incoming call. The other day we were talking on the phone and laughing about something and she said, "It says you're laughing!" I realized then how much my mom had been missing out on and how much your services have improved her quality of life. Thanks again for everything!

Sincerely,

Wendie Solomon.

This letter of recommendation can be copied and used by Hamilton Relay from May 2009 to May 2012

2982 Deerwood Circle
Dubuque, Iowa 52003

May 14, 2010

To Whom It May Concern:

I want to offer my enthusiastic endorsement of Hamilton Relay Communications Services. Over the past several years I have observed an improvement in services with the Iowa Relay. As a Deaf Iowan who lives practically entirely in the "hearing world" as a health practitioner, educator, and community activist communication is especially important to me.

Recently, I had installed the Captel Hamilton Relay choosing Hamilton because of their excellent service with Iowa Relay. Their Outreach Project Manager, Ms Lori Sporrer, was exceptionally capable, patient and cooperative in this endeavor. I cannot imagine any other company surpassing the excellent record Hamilton has had the past several years with the Iowa Relay when they employ such dedicated individuals such as Ms. Sporrer.

Best regards


James Snyder, D.D.S., F.A.G.D.

Feb. 9, 2011

Executive Secretary
Iowa Utilities Board
250 Maple Street
Des Moines, Iowa 50319

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services and Lari Sporrer.

I am a relatively new owner of a Cap Tel Telephone. I received my phone in mid-November. My hearing loss had made it almost impossible to use a regular phone, even one with a "boost" button. I have been very pleased with how my Cap Tel phone works. It has enabled me to once again make appointments, do committee work, and most important of all, talk to my family. The whole process of getting the phone and the service as I use it has been outstanding.

I am very grateful for the help provided. I am sharing my feelings and experiences with Relay Iowa with others who have similar problems.

Thank you.

Sincerely

Lari Russell

Box 87

Paulina Iowa 51046

April Campbell

From: April Campbell [mailto:april.campbell@hamiltonrelay.com]

Sent: Tuesday, May 17, 2011 08:53 AM

To: 'april.campbell@hamiltontel.com'

Subject: FW: Ref email

From: Lindsay Visocchi [mailto:lindsay.visocchi@hamiltonrelay.com]

Sent: Thursday, April 14, 2011 05:42PM

To: april.campbell@hamiltonrelay.com

Cc: 'John Fechter'; 'Edward Kinal'; 'Paul Stuessy'

Subject: Ref email

Here is one ☺ I think I may have another one or two coming ☺

Lindsay

From: Margazcona@aol.com [mailto:Margazcona@aol.com]

Sent: Wednesday, April 13, 2011 9:28 PM

To: je.lyons@comcast.net; lindsay.visocchi@hamiltonrelay.com

Cc: Margazcona@aol.com

Subject: Re: favor

Hello Lindsay,

I am the user of Hamilton CapTel (have CapTel 800i) that Jan is referring to.

I love their service.. find the quality of relay is much better than my previous experience ... My assumption is that your relay operators are better trained.

Margaret Azcona

margazcona@aol.com

05/17/2011

June 17, 2011

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunication Services on behalf of my mother, Mary Ann, who is deaf resident of Tennessee.

My mother utilizes her CapTel phone, which allows her to communicate by reading the text of the conversation. Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has been excellent to work with and we appreciate her efforts on behalf of the deaf and hard-of-hearing community in Tennessee. She made sure that we understood setting up the phone and understood the functions. The new CapTel phone is so much easier to speak to her on. Not having to say "Go Ahead" or "GA" after everything I say, and also, not having to repeat myself all this time is so wonderful. This phone has made our conversations so much easier.

We have found the services provided by Hamilton Relay Services to be so amazing and we hope to remain in partnership with them in the future.

Sincerely,

A handwritten signature in cursive script, appearing to read "Pam Welch".

Pam Welch

On behalf of Mary Ann Tindle

November 21, 2011

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern;

My name is Jayne Badore, I live in Whitman, Massachusetts. This is in regards to my full support for Hamilton Telecommunications Relay Service in their bid to provide relay services in your state.

A very brief but important factor why I feel so strongly to keep these relay services available to the hearing impaired individuals of all levels of issues, that without this service there is no way to communicate with security and all other reasons to be in contact with family, friends, business, and for other independent reasons why the hearing world needs the phone privileges as well.

I myself grew up hard of hearing and used hearing aides which I could hear very well on phone, television, and other hearing situations. I had progressive hearing loss and over time knew I would not be in this hearing world eventually. However, it happened sooner than I had hoped, so by the age of 40, I was not able to communicate on the phone without having someone do the relaying for me. A not so good feeling to have and like those that never had the privilege like I did for the most part of my young life, I accepted it as gracefully as possible.

With the help of counselors with advise on what I could do, I was informed about TTY's relay services, closed caption boxes, and other assistive listening devices. It was wonderful to know that they were available.

Needless to say, even though I hold onto the time of once talking with those whose voices I loved to hear, when I first experienced how this relay service worked I was so pleased and the Relay Operators are absolutely wonderful. Now having the conversations that I do with anyone and the way they came through very patiently for both parties, and now with the (VCO) and seeing the responses from those that I speak with is a remarkable experience. The first time using this service and all this time, it still amazes me and I know what it does for others as well.

So please keep this relay services available for the deaf and hard of hearing, it is very much important to us and necessary as we have just the same needs of the hearing world.

Thank you for reading my letter of support for Hamilton Relay Service. Every one that works for the company has been very professional and helpful for both the deaf and the hearing worlds, that we communicate with because of this wonderful support system.

Sincerely,

Jayne Badore
344 Washington Street
Whitman, MA.02382

Ann Boyd
P.O. Box 61743 Lafayette, LA 70596

November 22, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern,

I am an oral deaf individual unable to use a regular telephone for correspondence therefore I require the assistance of a telecommunications relay service. Through the years, as I have become acquainted with Louisiana's Hamilton Relay services and staff, I feel as one does when doing business with a familiar small family owned business whose efforts and personal touch show they truly care about their customers and their needs. Hamilton Relay has consistently performed exceptional relay services for me since I first began using their services in 2003.

I learned firsthand their genuine desire to provide the best possible services available to meet each customer's needs shortly after I moved to Louisiana from a state with a different relay provider. Much to my surprise, I was contacted by Hamilton Relay's Outreach Specialist offering an opportunity to visit to review my needs, provide education on services available and to review the equipment I had to assure I was receiving the best service available for my degree of hearing loss. This was an opportunity I did not receive nor was offered in the state I had moved from. The visit with the outreach specialist proved to be very beneficial for me as a hearing impaired customer in more ways than expected. Meeting the outreach specialist in person, who was professional, warm and friendly, put a positive face and a feeling of confidence towards a company I use every time I make a call and receive a call for my personal and business calls. I also was educated about different possible telecommunication options available. I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet. Their assessment of my special needs equipment put me at ease knowing I was using what was best for me.

Hamilton Relay has shown they are willing to go above and beyond the normal routine. They will assist clients who are having difficulty with businesses in accepting relay calls. When a large medical clinic often made it difficult for me to call through relay to make medical appointments, I spoke with a Hamilton Relay Outreach specialist about the problem. He immediately offered to provide an on-site training session with the clinic to help them understand how to communicate with the various methods of relay service. Needless to say, this impressed me immensely because it has been my experience that most companies appear to fall quite short on providing quality customer support on problem resolutions.

Since I first began using Hamilton Relay using the TRS VCO option, technology has become more advanced. Hamilton Relay has stayed on top of it by expanding their services to include Captioned Telephone services, internet relay and mobile relay which they brought to my attention and guided me on how to use both mobile and internet relay as well. Regardless of which method I use Hamilton Relay (CapTel, Mobile or Internet on my computer), Hamilton Relay's operators always answer the call

immediately, perform their relay service in a courteous, professional, helpful and effective manner with superb accurate typing skills which makes me feel at ease when conversing with others on the phone. When I received my CapTel phone, their Outreach staff was very supportive by being on sight to set it up and test the service. They also used this opportunity to immediately raise awareness to Louisiana citizens know CapTel is now offered in our state. Their informative newsletters are also another way they help keep customers up to date. With their proven consistent dedication to delivering professional quality service, I know I can rely on Hamilton Relay to assist me with my telecommunication needs. Therefore, I can say from my personal experience and with great confidence, Hamilton Relay's solid and reliable quality relay service greatly benefit those who are fortunate to experience their services.

If you have any questions, please feel free to contact me.

Sincerely,

Ann Boyd

November 22, 2011

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

I have been employed with the Diocese of Houma Thibodaux for the past 18 years as an Emergency Assistance Caseworker and have had a profound hearing loss for most of my life. As you might imagine, conversations on the telephone have always been a struggle for me, even with my hearing aids.

Thanks to the services of Hamilton Relay over the years, I have been able to perform my job with greater satisfaction. At first, I was provided a telephone that offered advanced amplification. As I have got older however, my hearing began to downgrade at a quicker pace and I have found recently that I am no longer able to successfully hear every conversation over the telephone in its entirety. A few months ago, I decided to call Henry Brinkman at Hamilton Relay to see if there was anything else they could offer to help me. I was so excited to learn that there was a brand new service called CapTel that would allow me to read what the caller was saying either on my computer screen or through a new phone!

I had been unable to get the general public to cooperate in calling the Relay Service with an earlier phone that I had been provided (that also had captioning I could read) since they would first have to call a Relay Operator; they found this to be too troublesome to do. NO MORE! I understand that I will now be able to receive a call to my office through my regular phone number and will be able to read the entire conversation. It is a dream come true!! I cannot wait to purchase one of these phones for my household as well.

Many other people in employment have not had the same difficulties I have had with the general public resisting the Relay number due to the different types of jobs they have held. I can only imagine how much of a blessing this service has been to them over the years. Now, those of us whose jobs involve a greater number of people calling in to them will be able to enjoy those same benefits. I cannot THANK Hamilton Relay enough for keeping the needs of the deaf in the forefront of their minds.

Please consider allowing Hamilton Relay to provide Relay Services to the people of Florida. They will find that Hamilton is truly receptive to the needs of the deaf by continuing to seek out new services. Now, those of us with hearing loss can live our lives in a type of peace that can only come about when people can communicate well with each other!

Sincerely,
Jennifer Gaudet
Catholic Charities Diocese of Houma Thibodaux
Associate Director of Individual & Family Assistance

November 23, 2011

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

My name is Dennis Lewis and I am a lifelong residence of the state of Louisiana. I have been a customer of Hamilton Telecomm (Louisiana Relay Services) since it beginning here in Louisiana. Back then they offered a few services. Over the years Hamilton has grown by leaps and bounds always leading the way with the most up to date technologies as they become available, this has made for a very satisfactory relationship between Hamilton Telecomm and me.

Hamilton work with the public, they are also involved with many businesses, the State of Louisiana, schools and many other organizations with their outreach programs which provide resources to help businesses throughout Louisiana.

I am profoundly hard of Hearing now and have struggled with the telephone for so many years. In 2008 Mr. Brinkmann, the Outreach Coordinator for Hamilton introduced me to a new service called web captel. In all honestly I gave it lip service, being too busy to look beyond the 2LVCO service I used.

Mr. Brinkmann was patient and waited for the right opportunity to reintroduce me to this service and the second time around it clicked for me. I handle more customers and deal with more orders than I did last year. Of course I work more now and have more family members in my network but to be truthful, I don't know what I would have done if I had not encountered Mr. Brinkmann years ago. My evolution with changing telecommunication technology has brought me joy at being able to communicate with the world, business customers, my families and friends. I think you will find that they care about their customers. At least I can speak from experience.

Thank you,
Dennis Lewis
366 North 15th st.
Port Allen, La. 70767

November 26, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunication Services on behalf of my parents, John and Jeanne Gannon, who are deaf residents of Iowa.

My parents utilize their CapTel phone, which allows them to communicate by reading the text of the conversation. We initially had some issues setting up the phone and understanding the functions, but we were provided excellent customer service.

Lori Sporrer, the Outreach Project Manager, has been excellent to work with and we appreciate her efforts on behalf of the deaf and hard-of-hearing community in Iowa.

We have found the services provided by Hamilton Relay Services to be outstanding and we hope to remain in partnership with them in the future.

Sincerely,

Brenna Kahler
On behalf of John & Jeanne Gannon

James Litvack
PO Box 8984
Warwick RI 02888

11/28/2011

To Whom It May Concern,

I would like to share my positive experiences with Hamilton Relay since they were awarded the contract to provide Relay Services in the state of Rhode Island. I am deaf and have difficulty using the phone. Before Hamilton took over I frequently experienced busy signals when attempting to call the state relay services. I can honestly say this is something I never experienced when Hamilton began to provide services.

Currently I use Captel services. I have found this service to be invaluable in allowing me to use my own voice when calling friends and families. Although I am not able to hear completely on the phone this service allows me to hear the person I am calling making it easier for me to identify what their mood is during the conversation.

I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue. I believe that as technology advances and there are more ways to access relay services it is going to become more and more crucial to have informed outreach people to work with and educate people in how to utilize Relay. In many cases a potential relay user is a late deafened elderly user experiencing "newfangled" technology for the first time.

Sincerely,

James Litvack

November 29, 2011

Jack Clevenger
103 Miracle Rider Road
Prescott, Arizona 86301

RE: Reference Letter

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

It is a privilege to write this reference letter on behalf of Hamilton Relay Service in Arizona. The person who represents it for our state has been Lisa Furr and she has done a phenomenal job with it helping the Arizona consumers get the best use of its services to the state consumers. Of particular note is how customer service is emphasized from Hamilton Relay Service to each individual in the state to meet the assistance needs as they come up.

If you have any questions or need more information, please do not hesitate to contact me and I will be happy to respond in a timely manner.

Thank you for your consideration of Hamilton Relay Service with the state of Florida.

Respectfully submitted,

Jack Clevenger

2130 P Street, NW #221
Washington, DC 20037
December 1, 2011

Hamilton Relay
1001 – 12th Street
Aurora, NE 68818

To Whom It May Concern,

I would like to commend Hamilton Relay for its quality service and performance in providing relay services and sharing information on relay services, CapTel, and Mobile CapTel services available in Washington, DC.

I have attended all of the CapTel and Mobile CapTel presentations by the DC Regional Outreach Coordinator and Hamilton representatives did an excellent job in explaining about the latest technology available through Hamilton.

I use CapTel at work in the public library, where I must often talk on the phone, and the Hamilton Outreach Coordinator took the time to show me how to use the device and was able to answer all of my questions.

I have always found the Hamilton Relay Service to be reliable and informative. I can always depend on professional and prompt service from Hamilton.

Sincerely,

Janice Rosen

619 N. Liberty St. Ext.
Perryopolis PA 15473
724-736-2000
hearfayette@gmail.com

December 1, 2011

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

This letter brings compliments and recommendations about Hamilton Relay in Pennsylvania, and particularly, my endorsement of the fabulous CapTel 800i.

Recently, I read that a person who cannot carry on a phone conversation is labeled as "deaf." If that's so, then captioned telephone conversations are erasing the "deaf" label for many thousands of people who need the visible words to understand what is being said.

Captions are a necessity—not an option—for people like myself. By using the CapTel for the past one and a half years, I have been able to comfortably handle all phone calls here at home and at our program center where we also must use the CapTel. There is no other choice.

Stumbling through a phone call without captions is a torture for people with hearing loss. Besides the anxiety for ourselves, we also anticipate the response from the person on the other end of the phone. From past experience, we realize that the cycle of irritation and frustration will eventually reaffirm the suspicion that we are unable to participate in what seems to be the easiest exchange of information in the world.

Having a Hamilton captioner listen for me and use the technology to send the words to me on the phone is a service that I cannot do without, and I appreciate their skills and professional training. In its own way, Hamilton is boosting the self-confidence of many people with hearing loss.

Through our online group of persons with hearing loss, we discuss our hearing deficits and the solutions that exist to help us. The CapTel 800i is brought up constantly as the phone of choice.

Please tell all your employees and everyone that people appreciate their hard work, dedication, and most of all the words that they are producing for us.

Sincerely,
Cathy Zimmerman

Jean Kalman
1204 Greendale Ave, Unit 110
Needham, MA 02492

December 3, 2011

To Whom it May Concern:

My name is Jean Kalman. I have been deaf since birth and have relied on TTY and Relay services ever since they became available to me. I rely on relay services both in my career and my personal life.

In Massachusetts, Hamilton Relay operates as MassRelay. I use their services whenever I need to contact a business or organization where a direct TTY call would not be possible. From calling the IT help desk at work, to making personal appointments, the service Hamilton Relay provides allows have this communication without the need to rely on others.

Recently my company began looking into their emergency communication plans, and how they would notify me should an emergency impact operations at work. My company did not completely understand the relay process. When I reached out to MassRelay, they sent someone over to explain the process, and then introduced us to a representative from the Massachusetts Commission for the Deaf and Hard of Hearing to further assist us.

I have been very happy with the MassRelay / Hamilton Relay. Whenever I have used their service, I have had no trouble getting through to an operator. With so many companies using computerized switchboards to direct calls, the relay operators have been great at helping to navigate through the menus and entering the appropriate information.

I believe that if you were to use Hamilton Relay for your relay services, you will be very happy with your choice.

Sincerely,

Jean Kalman

David L. Duffy
2430 Muscatine Avenue #40
Iowa City, IA 52240
(319) 351-3488
davidlduffy@hotmail.com

December 4, 2011

Dear Mr. Bloom:

As I understand, the Florida Public Service has posted a "Request for Proposals" from companies who provide state relay services. As such, this is a letter of support for Hamilton Relay, who is the current relay provider for Iowa. And in particular, Lori Sporrer, who is the current Outreach Project Manager for Hamilton Relay.

It wasn't too long ago, that the deaf and hard of hearing lived as outcasts in society, of which I once was a member of. Today, the opportunities for the deaf, has made tremendous strides. Advancements in technology has been the forefront in this change. I have worn numerous hearing devices from the age of three. And after almost fifty years, I have been an active participant in this change.

But how do these outcasts participate? How do they take advantage of the technology? Do they know how to receive services? Do they even know of the services? That is why outreach services are so valuable. Lori Sporrer, the Outreach Project Manager for Hamilton Relay, has been instrumental for me personally. I am now a user of the CapTel 800i through a voucher program of Access Iowa Telecommunications. Previously, I used a VCO telephone, I used it reluctantly. Then I heard of the CapTel products, and now I am not afraid to answer the telephone. I even had a telephone job interview two weeks ago.

The deaf and hard of hearing people of Iowa need these services. These technological devices are very expensive and few of us are able to attain through our own pockets. The services I have received and continue to receive through Hamilton Relay and Lori Sporrer will be repaid with my tax dollars when I am an employed and productive member of society. And that will be through Hamilton Relay.

Thank you,

David L. Duffy
A deaf (and blind) member of society.

December 6, 2011

To whom it may concern,

I am a member of a family that has a congenital hearing loss. I am very hard of hearing. I am also legally blind. I have children who live in various cities throughout the midwest. I have a son and daughter in Michigan, also two daughters in Iowa. I had not been able to "call" my children for quite some time (one and a half years).because the options of tty and VCO were very uncomfortable for them I felt very frustrated and alone in this situation.. So I needed some form of Communication that could enable me to use a large font.

I discovered Cap-tel phones through Deaf Services Unlimited in Des Moines. I learned about Hamilton Relay and the Outreach Manager was Lori Sporer. I got Lori Sporer email address from DSU and contacted her right away with questions about Cap-tel phones. Lori was so helpful and sincere in her communications. I was very pleased with Ms. Sporer's professional, positive and knowledgeable assistance. I ordered my Cap-tel which allowed computer interface for the much needed large font.

Having used my Cap-tel telephone for a few years now. I know with prideful certainty that Hamilton relay is always there to provide professional and comprehensive service continuously all day and night. They are always there serving the deaf and hard of hearing community. I thank Hamilton Relay and Lori Sporer for helping me to reconnect with my family and friends.

Sincerely,

Kelly J. Martin

12/9/11

Rae Henson
2420 E. Jagerson
Kingman, AZ 86409

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

I am please to do a reference for Hamilton Relay. As a Deaf person myself, I use relay to avoid any misunderstandings over the phone. Consumers in Florida would want quality services like Hamilton Relay. People who work for Hamilton Relay are there to help any way they can to bring gaps from two worlds. The Hearings and the Deaf and Hard of Hearing world.

You and I are aware that we, humans are social animals. That means communication is crucial for us. Wouldn't you want to have access to communication that can bring joy to both sides? For example, a parent of a Deaf child who doesn't sign fluently can communicate with their child thru the help of the relay.

Yes, you would think why wouldn't this parents sign fluently if having a deaf child. In reality, 95 percent of them don't sign. Sad, yes but Hamilton Relay would help ease the communication Barriers.

I am sure you'll be satisfied with their services they provide for people with all kinds of hearing loss. Should you have any further questions, please feel free to contact me.

Warmly,

Rae Henson
rhenson@tmail.com

December 10, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

I am a resident of Arizona and I have been using the relay service for years. Hamilton Telecomm is the relay provider for Arizona and I have been very impressed with their service. I can confidently recommend Hamilton as the relay provider for Florida.

Sincerely,

Michele Michaels
4250 E. Jicarilla St.
Phoenix, AZ 85044
MMichaels1@aol.com
480-248-9318

December 10, 2011

**Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

Dear Mr. Bloom,

As an engineer at Gibbs construction for 25 years that requires communication with my field employees and most my client on any construction projects by telecommunication. I was able to communicate at young age with the help of Analog hearing aids then 20 years later my hearing has dropped dramatically I knew my career will be in trouble if I don't seek help soon as possible. . My friends recommend that I should seek help Hamilton relay service with Telecommunication needs. Hamilton relay service came to my rescue within 24/ 7 days with any telecommunication needs to get me back into business.

Hamilton may be a small company with low cost service but they gave me the best quality service by keeping my career alive. Today Hamilton has help me achieve my goals by giving me the power to access any telecommunication with their service. This when you will know what I'm talking about

I look at Hamilton like a Swiss knife with so many powerful useful tools at very low cost in helping the deaf of Louisiana to succeed in their career. No matter what or where you coming from that Hamilton will always be there to keep my career successful as possible.

Just recently Hamilton brought me another fantastic communication tools for professional with hearing loss in Louisiana. This amazing cell phone can make calls like mobile captel but it does gives me the best monthly low rate than those big cell phone providers.

Danny Theaux

**Architectural / P.E. Engineer, Gibbs Construction
Board Member of Louisiana Commission for the Deaf**

December 10, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Reference Application to provide TRS

Dear Mr. Bloom:

I am writing to you to provide a letter of reference for Hamilton Relay in their bid to provide Relay Service for the telephone users in Florida. My relationship with Hamilton Relay is strictly as a Hard of Hearing (HOH) customer in Arizona who uses their Relay service for phone communication. I strongly support and recommend their bid to provide similar service to telephone users in Florida.

I am a retired Engineering Scientist currently living in the Tucson suburb of Oro Valley in Arizona. I own my home, pay my taxes, and vote in general elections. In that respect I appear normal but I have an invisible disability of hearing loss which has worsened with advancing age. Currently my hearing loss is at "Profound" level, i.e., greater than 100 db. To cope with this loss I wear a very strong hearing aid in one ear and have a cochlear implant in the other. Even with the use of this technology I do not understand verbal communication unless I can also read lips simultaneously. This causes a big problem with telephone communication where you can not see the other party. For that reason I have been using Arizona Relay Service to use Voice Carry Over (VCO) phone service, CapTel phone service, Web-captel service, and Mobile Captioning Service (MCS) under various conditions and all provided by Hamilton Relay in the State of Arizona. I have had a very pleasant experience with Hamilton's service in that their service is easy to use, available 99.9% of the time for both incoming and outgoing calls, as well as for captioning of voice mail messages. This has allowed me to live a more or less normal life. I can call my friends, and family and stay in touch with them via telephone thanks to relay service. I can also make appointments with my doctors, dentist, CPA, lawyer, and myriad other contacts without fear of misunderstanding. They can also call me, leave me a voice message, if I am not home, that I can later get captioned using Relay Service. It wouldn't be an understatement to say that my life would be lot worse if I didn't have this service available to me.

Hamilton Relay has been providing their service to Arizona residents for a while. I find their service timely, friendly, and accurate. They are at the forefront of developing and employing new technologies of considerable utility to Deaf/HOH consumers. They also provide one-on-one training with the use of these newer technologies which is so helpful to us senior citizens here in Arizona. I believe Deaf/HOH and senior citizens of Florida can benefit in the same manner from the services of Hamilton Relay. I, therefore, support their bid strongly and recommend their Relay Service for Florida.

December 10, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Reference Application to provide TRS

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Let me know if you have any questions or if I can provide further information. My contact information is listed below. Thanks.

-George

S. C. ("George") Ghorpade, Ph.D. 1150 West Masters Circle Tucson, AZ 85737-9040
(520) 297-8833 ghorpadeg@msn.com

105 Pleasant St
Northborough, MA 01532
December 12, 2011

Dear State of Florida:

I am writing in regard to Hamilton Relay who is being considered as the relay service provider for the state of Florida. I am person with hearing loss and have had opportunities to work with Hamilton Relay in both Massachusetts and Rhode Island.

Hamilton Relay provided quality service and performance in providing the relay services in both states. In addition, the outreach coordinators in both states also provide superior customer services in sharing information of their products. In Rhode Island, I had provided assistive technology demonstrations to various groups and businesses, the former RI's outreach coordinator; Mr. Sean Gill also had accompanied me in this venture. Mr. Gill provided important information regarding the relay service particularly to businesses that may not be aware or have a full understanding and importance of this service. The Deaf and Hard of Hearing who rely on relay can be the "forgotten or underserved" market to these businesses. In addition to businesses, we also provide demonstrations to human services agencies and various consumers groups. The current Outreach Coordinator for Rhode Island, Courtenay Petracca has enthusiastically assumed her role and has been connecting with a wide variety of venues to market this service.

I have also had the opportunity to interact with Karen Keefe, the former Massachusetts's Outreach Coordinator (MASS Relay powered By Hamilton) who also provided similar services in that state as well. Mrs. Keefe had been highly successful in making important connections to different sectors in educating and providing information and technical support. Again, I had the opportunity to meet Ms. Moira Hennessey, the MA Outreach Coordinator as well and she has been very busy in connecting with customers, businesses and agencies.

Both MA and RI's Hamilton Relay have been quite successful in reaching out to the Deaf, HOH, Hearing and Speech disabled groups.

I strongly recommend for the state of Florida to consider Hamilton Relay to be the provider for its consumers and businesses.

Should you require any additional information, feel free to email me at cthom27062@aol.com

Sincerely yours,

Christine Thompson

Christine Thompson, MSW

December 12, 2011

101 Depot Street
Dennisport, MA 02639

Mr. Kevin Bloom, C/O Ms. Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Bloom,

As a user of the Massachusetts Relay System, powered by Hamilton Relay, I was asked if I would write a letter of reference regarding the quality of service provided to the citizens of Massachusetts by Hamilton Relay.

My hearing degradation started at age 28 after a bout with the flu, and since age 35 have been trying to get by with hearing aids. Trying to communicate over the phone had been extremely difficult both for me and the party I was trying to communicate with. About ten years ago I joined SHHH (Self Help for Hard of Hearing) and found out about the Relay System for the deaf and hard of hearing; the use of this system has completely changed all my frustrations about communicating via the phone using the Voice Carry-Over System provided by the relay operators.

I have a background somewhat similar to the deaf inventor of the TTY, Robert Weitbrecht, he was also a amateur radio operator who used Morse code but unable to have voice communications and this problem led to his invention, which today is a very sophisticated communication system which should not be denied to anyone in this country with a hearing or speaking problem.

I have had a very positive experience with Hamilton Relay's operation of the Massachusetts Relay System. Hamilton appears to have all the resources necessary to provide your citizens with hearing impairments, the latest in Relay technology. One problem that relay users frequently experience is having business calls especially, hanging up on them and Hamilton is now making serious efforts to educate the business community on this mode of communication which not only helps us hard of hearing users but also benefits the business.

Sincerely,

David W. Swanson

Mary Ann Tindle
64 Jane Dr. Lot #9
Munford, TN 38058

December 17, 2011

April Campbell, Hamilton Relay
1001 12th St.
Aurora, NE 68818

Dear Ms. Campbell,

As I understand, the Florida Public Service Commission has posted a "Request for Proposals" from companies who provide state relay services. As such, this is a letter of support for Hamilton Relay, who is the current relay provider for Tennessee. And in particular, Carolyn Mathis, who is the current Outreach Coordinator for Hamilton Relay.

It wasn't too long ago, that the deaf and hard of hearing lived as outcasts in society, of which I once was a member of. Today, the opportunities for the deaf, has made tremendous strides. Advancements in technology has been the forefront in this change.

It is so important that people know about what is available. That is why outreach services are so valuable. Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has been instrumental for me personally. I am now a user of the CapTel 800i. Previously, I used a VCO telephone, I used it reluctantly. Then I heard of the CapTel products, and now I am able to use the phone so much more. People have said to me, "It is so nice not to have to say 'Go ahead'".

The deaf and hard of hearing people of Florida need these services. These technological devices are very expensive and few of us are able to attain through our own pockets. I am very appreciative for being able to use this device.

Thank you,

Mary Ann Tindle
A deaf member of society.

2623 Jefferson Drive
Alexandria, Virginia 22303

District of Columbia Government
Public Service Commission
1333 H Street, N.W.
Washington, D.C.

RE: Lauren Cramer
Hamilton Relay

To Whom It May Concern:

I was referred to Lauren Cramer, Regional Outreach Coordinator (DC/PA), with Hamilton Relay in 2010. My audiologist with the George Washington University Speech and Hearing Center suggested I contact Ms. Cramer to explore the possibility of using the CapTel 800i telephone and Hamilton Relay at my job.

I am a hard-of-hearing individual who wears two hearing aids and lip reads. My ability to discriminate speech has been declining which has made telephonic communications increasingly challenging.

My job as a counselor requires both face-to-face and telephonic communication with many people every day. I am employed by a private sector health services company to provide a variety of services to Federal Government employees in the District of Columbia. Due to technological advances, more client contact and meetings are now held telephonically via conference calls.

Ms. Cramer came to my office to do an on-site demonstration of the CapTel 800i telephone for my supervisor and me. She has been instrumental in communicating with my work site assistive technology specialist on installation issues. In addition, Ms. Cramer has provided me with important installation information for my agency's information technology staff.

I look forward to learning with Ms. Cramer how to use the CapTel 800i telephone and the Hamilton Relay service. Ms. Cramer is a patient and responsive professional dedicated to the needs of the deaf and hard-of-hearing community. The Hamilton Relay service is going to enhance my ability to provide services to my clients and to communicate with a large number of people.

Sincerely,


Patricia C. Franklin, M.Ed., M.C.C., L.P.C.

Dear Mr. Bloom,

I am writing to provide supportive reference for Hamilton Relay as service providers for relay telephone services in the state of Florida.

Many people in the hearing loss communities rely on Hamilton Relay for their wonderful equipment and their very qualified and dedicated employees.

I highly recommend Hamilton Relay as carriers of relay telephone services, because their staff will see to it that the maximum number of citizens in Florida with hearing loss will get access to the service.

Thank you for your time and consideration.

Sincerely,

Howard Samuels

I have been a happy and very satisfied user of Hamilton Relay Services with my CapTel phone for the past two years. Hamilton's relay agents are very proficient in captioning what the person at the other end of the line is saying, enabling me to enjoy a normal phone conversation with family, friends and businesses that I need to contact for various needs. I would highly recommend them to anyone who needs the services of a relay agent, whether for use of a CapTel phone, TTY or their unique services on web CapTel and mobile CapTel.

Don Senger
Martinez, CA

My name is Kurt Eid and I have been a captel user for 6 years. I would recommend this service to others. The state program have been very helpful to get me the phone and I enjoy using it. I'm very pleased to use captel. Without it I would be lost.

Signed Kurt Eid.

As I understand, the Florida Public Service Commission has posted a "Request for Proposals" from companies who provide state relay services. As such, this is a letter of support for Hamilton Relay, who is the current Captioned Telephone relay provider for Tennessee, and in particular, Carolyn Mathis, who is the current Outreach Coordinator for Tennessee Captioned Telephone with Hamilton Relay.

Hamilton Telecommunications is a diversified communications and technology services provider based in Aurora, Nebraska. The company was incorporated in 1901 as a local telephone cooperative serving Hamilton County in Central Nebraska. Today, the company is privately held and has grown to encompass eight primary company divisions that operate on a local, regional, and national basis.

Deaf and hard of hearing people of Florida need Telecommunications Relay Services. These technological devices are very expensive and few are able to attain the equipment on their own. The services that all Florida residents will receive via the state program, regardless of their disability, will be repaid with tax dollars when these members of our society become employed or continue their employment via the use of the above mentioned services. The service and equipment distribution programs the State of Florida provides to residents insures that they can participate as productive members of our society. It is my hope that these services will be provided through Hamilton Relay.

Thank you for your time!!

Sincerely,

*Jodi R. Grahn
Orlando Office Manager
Sclafani Williams Court Reporters, Inc.
407-420-2200
Fax 407-420-9200
www.SclafaniWilliams.com*

To Whom It May Concern:

I am writing in support of Hamilton Relay as the service provider for the Florida Relay Service. This is a vital service that provides telecommunications access for deaf and hard of hearing Floridians and Hamilton Relay has proven to be more than capable of providing these services for many years now.

Hamilton Relay has a strong history of providing excellent service proven by the fact that they are celebrating their 110th year in business this year; having incorporated as a small Nebraska Telephone Company back in 1901. I have had cause to interact with deaf Floridians in the past and these services provide a communication link that would otherwise be non-existent. Florida Relay Services not only benefit deaf and hard of hearing Floridians, but the hearing Floridians that have the need to communicate with them. Hamilton Relay understands this concept and provides excellent customer service for both parties. Along with customer service, Hamilton Relay insures that Floridians will be made aware of these services through their Outreach efforts.

Employing Hamilton Relay as the Florida Relay Service provider will insure that Floridians have a quality relay service. Thank you for your consideration.

Sincerely,

Paula Shephard
5817 Westport Dr
Port Orange, FL 32127-7514

1504 McKinley Drive
Ames, Iowa 50010

To Whom it May Concern,

I am a late-deafened adult and use Relay Iowa, provided by Hamilton Relay, for all my phone calls. I am very happy with the Voice Carry Over service that I receive. My incoming and outgoing calls are set for VCO, so I don't have to ask for it each time. I like to be able to use voice, as my speech is still understandable, and it is faster than typing. Also, I prefer to be able to speak to the relay operator (CA) directly for calls that involve a switchboard or for difficult calls. I've always found the Communication Assistants polite and helpful. I hope the state of Florida will contract with Hamilton Relay for Relay services.

Sincerely,

Nancy Applequist

To Whom It May Concern

I am writing this letter in support of
Hamilton Relay ⁷¹⁴² Communications Service
on behalf of my husband.

He has been completely deaf for
27 yrs. We saw a demonstration
for Captel phones advertised in our
local paper. We went to see it &
got papers to get one immediately.

Jerry was a little hesitant at
first about using it because he
hadn't talked on a phone in 27 yrs.
Our friends were surprised to hear
his voice again & say how good it
is to talk to him.

Also now he can call me if
I'm on my way to get pastor or
other things & tell me if he needs
something else. It's saved a lot of
time & extra trips. He feels a lot
more independent cause he doesn't
have to find somebody to make a call
for him.

We really appreciate how much
the Captel phone has helped make
our lives better.

Yours Truly
Doris Boasdale

To Whom It May Concern:

I commend the people at MD Relay who have helped me receive service for the Cap Tel Phone. They were personable, informative, and very helpful with the process of having the phone set up in my home to the operators allowing me to read the captions. The evaluation process was easy and they were very helpful with trying to find a phone to meet my needs. My phones were installed at my house and any questions that I had were answered. We tried out the phones to be sure that they were working and I was shown how to use them. I received written information and was encouraged to call if I had any questions.

The Cap Tel Phone has been wonderful for me. I have a mild hearing loss with my hearing aid and cochlear implant. My former employer expressed concerns about my hearing capabilities. To satisfy their concerns I contacted state agencies seeking assistance in finding technologies that would assist me in the workplace. Over the years the sound quality of telephones has diminished due to the increased use of inexpensive cell/cordless phones. People who wear hearing aids frequently hear background noise when others call them. I think the Cap Tel Phone is great because it is easy to use and provides real-time text of the caller's spoken word. The Cap Tel Phone has helped to alleviate me from frustrations of trying to understand important conversations on the phone. I can now read the captions on the phone while the caller is talking so that I can completely understand them.

The Cap Tel Phone has empowered me by giving me confidence in making important phone calls for my family or myself. I am confident that I will not miss any information relayed to me. Even after I hang up the phone, I can scroll back on the caption and read over the conversation that I had to make sure that I did not miss anything. If I receive a call late at night, I now have a lamp connected to the phone at my bedside that will wake me up so that I will not miss an important call.

The most important thing that the CapTel Phone has provided for me is connecting with my family and friends. I can call them at any time and engage in a conversation that is meaningful to me.

My sincere thanks and appreciation to MD Relay for helping people like me with hearing loss.

Sincerely,

Debbie Ropiski
708 MacPhail Court North
Bel Air, MD 21014



Florida Relay Services Package

CUSTOMER SERVICE/OUTREACH/PERSONNEL:

- 24 hour Customer Service via TTY and Voice
- 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
- ASL Translation
- 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 2 Line CapTel® (Separately Priced)
 - ANI billing (if desired at any time)
 - State specific Reporting
 - N11 dialing
 - \$99 Equipment Program
 - Default Amplification Settings
 - Mobile CapTel
 - Web CapTel
- Courtesy Messages
- Credit for Wrong Numbers
- Customer Database:
 - Multi-User Feature
 - Remote Access
 - Language Type

- Answer Mode Preference - VCO, HCO, TTY, ASCII, VOICE, SPANISH, SPEECH TO SPEECH
- Preferred CA Gender
- Long Distance Carrier
- Translator
- No Abbreviations
- Slow Type Buffer
- Spell Check Turned Off
- Speed Dialing
- Customized Greetings
- Billing Preferences - Direct, Collect, Calling Card, etc.
- Call Restrictions - 1+, 0+, International, 900/976, etc.
- Commonly Called Numbers - Speed Dialing
- Spell Check
- Notes for Special Instructions
- Expanding Abbreviations
- Customer Service
- Deaf/Blind Pacing (Slow Type Buffer)
- Dialed Number Verification
- Directory Assistance
- Emergency Assistance
- Emergency Call Handling/Emergency PSAP Database
- Emergency Numbers
- Enhanced Modems
- Error Corrections/Abbreviation Expansion
- Enhanced Turbo (E-Turbo) available in 2012
- 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
- 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 dialing Access
- Operator Services Accessible through Relay
- Pagers
- Regional 800/888/877 & Businesses with Special Prefixes
- Relay Your Way®
- Remote Conference Captioning (RCC) (Separately Priced)
- Reverse Two-Line HCO
- Reverse Two-Line VCO
- Roaming
- Slow Type Buffer
- 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
 - Speech to Speech User Training line
 - Visually Assisted Speech to Speech available in 2012
- 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.

Standard Features

Hamilton will provide many features and services to Florida at no charge. Hamilton's per minute rate includes all the 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)

A Hamilton 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 caller disconnects, the recording is automatically erased.

Should Hamilton have 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.

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 first time callers reach Hamilton's center, the "self-learning" database is updated 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 whenever 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 Florida 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 will include abandoned calls in this daily answer performance calculation.

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 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's customer profile database, based on the relay users' ANI, 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 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.

CA Gender ID

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

CA Gender Preferences

Upon request, Hamilton's Communication Assistants will switch a call to another Communication Assistant who is of the gender requested by the caller. That gender CA is retained for the user throughout the relay call.

CA in-call Replacement

As a matter of practice, Hamilton 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 63.98 wpm with 97.56% accuracy.

Courtesy Messages

If so desired, Hamilton will supply a courtesy message after three rings, to inform callers that they have reached FRS. 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

Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. 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 according to the user's preferences.

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.

Customer Profile Security

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.

Preference Options

As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These preference options are listed below.

Hamilton Relay Customer Profile Information:

Customer Information

Profile Field	Information Purpose
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	Information Purpose
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the Relay User is the only person who can make changes to their profile.

Profile Field	Information Purpose
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows Relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows Relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows User to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows Relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.
Preferred CA gender	Allows Relay users to specify the gender of the CA that the User prefers for each call.
Long Distance Company	Carrier of Choice: Allows Relay users to select their preferred long distance provider.
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.
Slow Type Buffer	Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed.
Spell Check Turned Off	By turning spell check off, the Relay user will see mistakes or misspelled words. Spell check is turned on automatically.
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".

Florida Relay

State of Florida / Docket No. 110013-TP

Profile Field	Information Purpose
Customizable Greetings	Allows Relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the Relay user to select the types of calls to be blocked from their telephone including: long distance, 900/976, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the Relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the Relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the Relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required
CA speak slowly	Request that CA talk slowly to patience is required
STS Contacts	STS Relay users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS Relay users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.

Profile Field	Information Purpose
Retain Information	This allows the retention of information from one inbound call for subsequent calls.
Open Line/Mute Transmission of STS User	This allows the User to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	<ul style="list-style-type: none"> Before dialing, User prefers that the CA to asks: "Shall I tell the party who is calling?" User prefers that CA confirm call handling preferences before dialing requested number User prefers for callers to ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the Relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	Information Purpose
Guide for Understanding your Customer Profile	A guide is included to help the Relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences

Hamilton makes it easy for relay users to establish a profile. Customers may establish their profile through customer service, by mail, fax, e-mail or via Hamilton's website. Relay users can modify or delete their profile through these same options. If the online option is chosen, upon completion of the profile the customer is sent a "thank you for submitting page" link that lists all fields as submitted. Instructions for printing are provided.

Hamilton's 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. 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, however, permanent changes to the profile must be made through Customer Service.

Remote/Multi-User Profile Feature

Hamilton's Remote/Multi-User Profile allows relay users to access their profile from any phone or web-based computer, and through any type of relay service, whether traditional relay or Internet Relay.

Relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, to permit 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! Users who travel are always able to access their profile from anywhere.

Upon Termination of Contract

Hamilton will transfer the customer profile database to a new Relay Provider at the termination of the contract. Hamilton will transfer this data in a usable format in advance of its last day of service.

Customer Service

Hamilton recognizes the importance of responsive customer care and places a large focus on responding to the needs of our customers. Our 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.

Hamilton has established separate toll-free Customer Service number for each state that it provides Relay. Hamilton will utilize the existing toll-free number for FRS Customer Service or will order a new number as directed by the FPSC. Hamilton's Customer Service is available 24 hours a day to ensure customers have constant access to customer support.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Hamilton's slow type buffer will allow the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute from 10 to 45 words per minute. Hamilton CAs have the ability to turn this feature on or off on a per call basis.

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 incorrect.

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

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 Florida 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 2 Section B.29** 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.

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).

Enhanced Turbo Code

Hamilton's Enhanced Turbo Code (E-Turbo) is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton's Relay Service, thereby eliminating the need to "set up" the call with the CA.

Relay users who's TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls. E-Turbo Code will be available from Hamilton in 2012.

Error Corrections/Abbreviation Expansion

To increase typing speed and reduce conversation time, Hamilton utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated with new words as needed. Hamilton's relay users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Hamilton continues to bring quality service to its relay customers.

Hamilton's workstations also utilize a software feature that allows Hamilton's CAs to use common abbreviations which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

Relay users can specifically request to not use Spell Check or to 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 people who have difficulty speaking to place and receive calls. The HCO caller hears the communication directly from their caller 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 has difficulty speaking and uses Hearing Carry Over is calling through FRS. 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 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 can choose to be automatically connected to HCO without any CA intervention at the workstation. Once HCO is

connected, the Communication Assistant voices “HCO ON” followed by “FRS 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 provides HCO with Privacy upon the customer’s 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’s system provides automated overflow to its other centers which in most instances eliminates the need for intercept messages. However, if the traffic cannot be rerouted for any reason such as multiple circuit failures, 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 are not 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.”

Hamilton’s standard 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 message can be customized for Florida as necessary. 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 Florida will be prepared to offer FRS users the ability to use Internet Relay, as Hamilton is providing Internet Relay Service from all of its TRS centers 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 Web Relay is a 24-hour service that allows computers and other web-based devices to connect to Hamilton Relay via the Internet and then call any standard telephone user, VCO user or HCO user. The relay user with an internet accessible computer or device 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 text 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.

- **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.

Florida Relay

State of Florida / Docket No. 110013-TP

- 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. As with most instant messaging applications, Instant Relay™ is not on a secure connection.

- Wireless Internet Relay with Mobile Devices

Hamilton Wireless Relay is a service that enables 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 any 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. Relay users can use this service to call anyone anywhere 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.

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. 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.

Hamilton also distributes the information on the following pages 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 who have difficulty speaking.

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.

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.

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

Released: May 4, 2001

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-

- Internet Relay Summary

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 makes 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 IP Relay to Florida at that time.

Last Number Redial

Hamilton will store a relay user's last number dialed in its database for twenty-four hours after the caller disconnects from Hamilton's system. The next time the relay user calls relay, this information will be available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

Local Exchange Carrier (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. The relay user will not experience any additional costs except to the extent that a relay user is 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.

- Caller ID (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, 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/her phone to block all calls from his/her 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/her list of special phone numbers. A relay user can add, delete or change numbers on his/her 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 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.
- Three-Way Calling
If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.
- TRS Conference Calling
In addition to three-way calling, Hamilton also supports conference calling. The customer requests that we relay a conference call and the TTY/IP user gives the number to dial and any access codes required to join the conference call.

Local/Extended Area Service

Hamilton will obtain the necessary information (NPA/NXX) from all Florida 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 data 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.

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.

Should Hamilton ever have 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 Florida number which will result in the call being routed to the correct state or regional location.

Regionally Restricted Toll-Free Numbers

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

Remote Conference Captioning (RCC)

Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish. **Hamilton is including 625 free hours of RCC as part of our base price.** Cost for additional hours is included in Hamilton's cost proposal.

Hamilton will provide RCC in conjunction with Caption First, a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by the FRS users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at <http://ncraonline.org/certification/Certification/>.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

FRS users may request RCC services by completing a RCC Scheduling Request Form on the Relay website or by calling FRS Customer Service. Hamilton guarantees FRS users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

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.

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 required.

Spanish to Spanish Relay and Spanish to English Translation

Hamilton provides Spanish Relay services.

Hamilton provides Interstate Spanish to Spanish, meeting the FCC requirement. Hamilton bills all Interstate minutes to the Interstate TRS Fund.

In addition, Hamilton will also provide Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling to Florida as part of its base price.

Hamilton will utilize the current FRS toll free Spanish number as directed by the FPSC, for all Spanish relay calls. Hamilton will associate the Florida Spanish 800 number with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Hamilton has the ability to transfer the call to a Spanish speaking CA. In addition, 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.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech Difficulty Indicator

HCO users can indicate in the customized greeting section of their profile that they have difficulty speaking. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller has difficulty speaking. 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 has difficulty speaking.

Speech to Speech (STS)

Hamilton's STS service allows individuals who have difficulty speaking 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 an option on Hamilton's Customer Profile.

Speech to Speech/Voice Carry Over (VCO)

STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. 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.

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 who has difficulty speaking. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person who has difficulty speaking.
- Two individuals who have difficulty speaking with the CA repeating both persons' 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 who has difficulty speaking without a TTY, with the CA typing the words of the person who has difficulty speaking to the TTY user.
- Hearing Carry Over with the person who has difficulty speaking 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.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. This service is billed on a per minute basis.

Speech to Text Applications

- CapTel
Hamilton offers State Specific reporting, N11 dialing access, \$99 Equipment programs and many more CapTel features. Hamilton has included detailed information regarding its provision of CapTel Service in **Tab 2, Section 22.** of its proposal. Because CapTel Service requires alternate pricing, Hamilton has included a separate pricing sheet in its Cost Proposal for the processing of CapTel and 2-Line CapTel calls.
- CapTel 800i
Hamilton offers the CapTel 800i, which is a captioned telephone that combines the convenience of a telephone with the text capabilities of the Internet. The 800i shows captions of phone conversations, which are provided by a service that automatically connects to every call via the telephone's Internet connection.
- 800i Features
 - Requires telephone service and high-speed Internet access
 - Captions can be turned on/off as needed
 - Callers dial your phone number directly
 - Adjustable font sizes and colors
 - Phone book to store frequently called numbers (95+ names)
- Web CapTel®
Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.
- Mobile CapTel
Hamilton also provides Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality,

wherever they are. Hamilton has launched Mobile CapTel via the iPhone Browser and App, the Blackberry Browser and App and the Android Browser and App. **Hamilton recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.**

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Hamilton bills all IP CapTel minutes of use to the Interstate TRS Fund.

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.**

Three-Way Calling

In compliance with the FCC Order released on June 17, 2003, Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

Toll Discounts

Hamilton's Customer Service Representatives discuss carrier of choice with relay users and directs 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.

Transfer Gate Capabilities

If a relay user calls 711 or 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 TTY to TTY operator assisted calls. Hamilton releases the call if it is a TTY to TTY call. Otherwise, Hamilton will process the call as normal. Hamilton gives relay user's 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 FPSC for the relay minutes associated with operator assisted calls are included in Hamilton's per-minute rate. 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 minute rate.

Turbo Code

As an enhanced protocol, Hamilton will provide Turbo Code to Florida as part of its base price. This is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also 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. FRS users will be able to automatically connect "Turbo Code" on every relay call type.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center. (See previously for E-Turbo).

Two-Line HCO

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

Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation 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.

Visually Assisted Speech to Speech

The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as

compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call FRS using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call, either by using the STS user's IP address or assigned 10 digit number, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. This service is billed on a per minute basis. This service will be available in 2012.

Voice Carryover (VCO)

Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller 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 FRS. 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, in which VCO users would call a toll free number dedicated to VCO via the current Florida VCO access numbers. The VCO users' calls would then be routed and processed by CAs experienced VCO.

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 "FRS 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, saving 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 FRS.

VCO with Privacy

Hamilton provides 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 (?).

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 usually happens inadvertently. 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 feature.

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, 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 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 or specific instructions given on any individual relay call. 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
 - Third Party
 - Collect
 - Calling Card/Credit Card
 - Prepaid Calling Cards
 - Person to Person
 - PP – Bill to ANI
 - PP – Third Party
 - PP – Collect
 - PP – Calling Card/Credit Card
4. Hamilton has the ability to dial 00 from its workstations to reach an operator if so desired by the relay user.
5. Relay can make use of their customer profile even when dialing 711.
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 full, toll-free 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. Hamilton puts no restrictions on the number or duration of calls placed through Relay. Relay users are also able to request a specific CA gender.
11. Hamilton will meet all blockage and answer time standards. Hamilton's answer performance is outstanding.

Hamilton is willing to customize its procedures for the FPSC and will customize its relay service to meet the needs or desires of FRS 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 continue to take advantage of innovations and technological improvements to enhance its relay service. Hamilton will continue to design features to make the relay better for customers as well as features that minimize the amount of time required to handle relay calls.

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.**

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



Louisiana Relay Customer Profile Application

1. Customer Information

Phone Number: _____

E-mail Address: _____

First & Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

- ☐ Please include me on the Louisiana Relay Mailing List.
☐ Please include me on the Hamilton Relay Mailing List.

2. Multi-User/Remote Profiles- Password + PIN

Choose a Password (secret word) using 4 to 10 letters and /or numbers to ensure you are the only person who can make changes to your profile. Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the Ca to view your specific profile.

Password: _____ PIN: _____
Choose 4-10 letters and/or numbers Choose 4 numbers

3a. Making Relay Calls (Please check one)

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

Every time I **CALL** Relay, I use ...

Language Type:	<input type="checkbox"/> English	<input type="checkbox"/> Spanish
----------------	----------------------------------	----------------------------------

<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> 2 Line VCO <input type="checkbox"/> w/ ASCII <input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> TTY <input type="checkbox"/> ASCII <input type="checkbox"/> HCO	<input type="checkbox"/> 2 Line HCO <input type="checkbox"/> Speech to Speech	<input type="checkbox"/> Voice only user: <input type="checkbox"/> 711 <input type="checkbox"/> 800#
---	--	--	--	--

<input type="checkbox"/> I am a voice user who wants to call a CapTel user
--

Louisiana Relay

3b. Answering Relay Calls (Please check one)

Every time I ANSWER a Relay call, I use:

(If you live with a person who answers relay differently than you, skip this section.)

<input type="checkbox"/> TTY <i>(VCO users with a TTY answering machine should mark TTY)</i>	<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> Voice	<input type="checkbox"/> Speech to Speech
		<input type="checkbox"/> HCO	<input type="checkbox"/> Spanish
		<input type="checkbox"/> ASCII	

4. Long Distance Company—Check only one

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

My long distance company is: _____

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 Turned Off**
☐ **No Abbreviations**
☐ **Slow Type Buffer**- Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed _____ wpm (10 wpm up to 45 wpm)

6. Speed Dialing

You may choose up to 50 speed dials. Please use the back of this sheet for additional room or call Customer Service.

Name you will ask for:	Phone Number:
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Louisiana Relay

7. Greetings

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

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

Name: _____

Example: "This is Louisiana Relay CA 4444 with a call from Bob. Have you received a relay call before?"

- ☐ I want CAs to tell the people I call:

- | | |
|---|---|
| <input type="checkbox"/> I am deaf | <input type="checkbox"/> I am hard of hearing |
| <input type="checkbox"/> I have difficulty speaking | <input type="checkbox"/> I am deaf/blind |

Example: "This is Louisiana Relay CA 4444 with a call from someone who is deaf. 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" below)

- ☐ My Hello: CAs will always greet the people you call this way:

Example: "Hi, Bob here, How are you?"

(50 characters including spaces)

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.

- ☐ Long Distance Calls
- ☐ 900/976 Calls
- ☐ International Calls
- ☐ Directory Assistance Calls (for help in finding a person's telephone number)
- ☐ Operator Assistance Calls (for help in making collect, calling card and other kinds of calls)



When completed please return to:

Louisiana Relay Customer Service

9107 Bluebonnet Centre Blvd. Baton Rouge, LA 70809

Fax 225-293-3583

Customer Service 888-699-6869 TTY/Voice

Or fill out your Customer Profile on-line at:

www.la-relay.com

Louisiana Relay

Louisiana Relay Guide for Understanding Your Customer Profile

We want to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our customer profile and when you complete it, send it to us and you are on your way to easier time-saving relay calling.

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)

Password: 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.

PIN: A PIN is needed if you have more than one relay user living in the household, or you wish to access your profile remotely while calling from another location. It must be 4 numbers. The Remote Profile feature 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.

3a. Making Relay Calls

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

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and use their voice on the phone. The VCO user speaks directly to the person being called and, through specialized equipment, reads what is spoken by the other party.

Hearing Carry Over (HCO) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

ASCII (Computer/TTY) allows a person who is deaf or hard of hearing to type their messages and read the other person's responses. This method of connecting is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Speech to Speech (STS) is ideal for individuals who have difficulty speaking. STS relay involves specially trained CA's who are familiar with a wide variety of speech patterns and re-voice the relay user's part of the conversation.

I am a Voice user who wants to call a Captioned Telephone user- Select this option when you are a voice user setting up your profile to contact a Captioned Telephone user.

3b. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls. *If you live with a person who answers relay differently than you, skip this section.*

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

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 for a list of participating long distance providers.

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 written English can have the CA voice in correct English and type back in ASL word order. The CA will translate for both the TTY user and the voice user unless given other instructions.

Spell Check Turned Off – By turning spell check off you will see mistakes or misspelled words. Spell check is turned off automatically when Slow Type Buffer is requested.

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.

Slow Type Buffer – Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at anytime before or during the phone call to adjust the communication speed.

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 50 people on your Speed Dial list.

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

7. Greeting Features

The greeting feature(s) you choose will be used on **ALL RELAY CALLS**.

I want CAs to use my first name to the people I call– If you select this feature, the CA will say your name as the call is introduced. For example: “This is Bob calling through Louisiana Relay. This is CA 4444. Have you received a relay call before? One moment for your conversation to begin” If you live with another relay user, this will only work if each person creates his/her own profile.

I want CAs to tell the people I call I am Deaf/ Hard of Hearing/ have difficulty speaking/ 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 through Louisiana 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 – If you select this feature, the CA will not explain how the relay works to the people you call. For Example: “A person who may be deaf or hard of hearing is calling you through Louisiana Relay. This is CA 4444. One moment for your conversation to begin”

Louisiana 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.”

(NI) Never identify the relay to any person I call – 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 relay user is calling someone who is familiar with the caller and knows how to use 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 a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: “(CA will read your greeting), This is Louisiana Relay CA 4444. Have you received a relay call before? One moment for your conversation to begin. GA”.

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 completed please return to:

Louisiana Relay Customer Service

9107 Bluebonnet Centre Blvd. Baton Rouge, LA 70809

Fax 225-293-3583

Customer Service 888-699-6869 TTY/Voice

Or fill out your Customer Profile on-line at:

www.la-relay.com

LONG DISTANCE CARRIER BY STATE

Arizona--(37)

Access One AZ	Global Crossing	Moundridge Telecom
AT&T	HTC Global Reach	Pineland Long Distance
BCN-Better Comm. Now	IDT	Primus Telecom
Broadwing/Level3	InterBel	SBC/AT&T
Century Link	ITT	Sprint
Charter	LCI	TDS Telecom
Cincinnati Bell	LDCB	Time Warner
Coastal Long Distance	Lightyear/US Silent network	TNCI
Comcast	Marathon Communications	TWN--TransWorld Network
Cox Communications	McGraw	TTI National
Close Call	MCI/World Com	VarTec FiveLine
Excel	MediaCom	Verizon/GTE
Frontier/Citizens		

California--(27)

AT&T	Global Crossing	Pineland
Bell South/AT&T	HTC Global Reach	Primus
Century Link	Interbel	SBC/AT&T
Charter	LDCB	Sprint
Close Call	Level3/Broadwing	TDS Telecom
Coastal Long Distance	McGraw	Time Warner
Comcast	MCI	TNCI
Cox	McLeod	Vartec
Excel	Moundridge Telecom	Verizon

Georgia--(40)

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

Hamilton, Saipan & Virgin Islands -- (13)

AT&T	InterBel	Sprint
Broadwing/Level 3	MCI/Worldcom	VarTec Five Line
Century Link	McLeod	Verizon
Charter	Primus Telecom	
Global Crossing	SBC/AT&T	

Idaho--(36)

American Telecommunication	Excel	Primus Telecom
AT&T	Frontier/Citizens	Qwest(0070)

LONG DISTANCE CARRIER BY STATE

Idaho--(36)

BCN-Better Comm. Now	Global Crossing	SBC/AT&T
Broadwing/Level3	HTC Global Reach	Sprint
Century Link	InterBel	TDS Telecom
Century Tel	LDCB	Time Warner
Charter	Lightyear	TNCI
Cincinnati Bell	McGraw	Touch Tone
Close Call	MCI/World Com	TTI National
Coastal Long Distance	McLeod	US Silent Network
Cox Communications	Moundridge Telecom	VarTec Five Line
Custer	Pineland Long Distance	Verizon

Iowa--(59)

Alta Municipal Utilities	HTC Global Reach	Pineland Long Distance
American Telecommunications	Independent Network	Primus Telecom
AT&T	INS-Iowa Network Services	Reinbeck Municipal Utilities
BCN-Better Comm. Now	InterBel	SBC/AT&T
Broadwing/Level3	Iowa Telecom	Sprint
Century Link	Jordan Solider Valley Teleph.	The Community Agency(TCA)
Century Tel	Laurens Municipal Utilities	Titonka-Burt Communications
Charter	LDCB	TNCI
City of Hawarden--HiTec	LeMars Communications	Touch Tone
Close Call	Long Lines	TransWorld Network--TWN
Coastal Long Distance	Manning Municipal Utilities	TTI National
CommChoice of Iowa	Mapleton Communications	VarTec Five Line
Coon Rapids Municipal Utilities	McGraw	Verizon
Cox Communications	MCI/World Com	Walnut Communications
Excel	MediaCom	WCS
Frontier/Citizens	Moundridge Telecom	WCTA -- Winnebago
Global Crossing	Northwest Iowa Telephone	Webster Calhoun
Grundy Center Municipal	Northwestern Telephone Co-op	Western Iowa Telephone
Harlan Municipal Utilities	Orange City Communications	Windstream/Alltel
Hickory Tech	Panora/Guthrie	

Kansas--(36)

AT&T	GTE/Verizon	Primus Telecom
BCN-Better Comm. Now	HTC Global Reach	Primus/Cable&Wireless
Broadwing/Level3	Haviland Telephone Co.	Sage
Century Link	InterBel	SBC/AT&T
Charter	JBN	Sprint
Close Call	LDCB	S&T Communications
Coastal Long Distance	McGraw	SuddenLink
Comcast	MCI	Time Warner
Cox Communications	MediaCom	TNCI
Cunningham Communications	Moundridge Telecom	TransWorld Network--TWN
Excel	Nex-Tech	TTI National
Global Crossing	Pineland Long Distance	VarTec/FiveLine

Louisiana--(37)

American Telecommunication	Eatel	Primus Telecom
AT&T	Excel	Qwest(0070)
BCN-Better Comm. Now	Global Crossing	SBC/AT&T

LONG DISTANCE CARRIER BY STATE

Louisiana--(37)

Bell South/AT&T	HTC Global Reach	Sprint
Broadwing/Level3	InterBel	SuddenLink
Century Link	LDCB	TNCI
Century Tel	Lightyear	Touch Tone
Charter	McGraw	TTI National
Cincinnati Bell	MCI/World Com	US Silent Network
Close Call	McLeod	VarTec Clear Choice
Coastal Long Distance	Moundridge Telecom	VarTec Five Line
Comcast	Pineland Long Distance	Verizon
Cox Communications		

Maine--(34)

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

Maryland--(28)

Amerivision	Cox Communication	Moundridge Telecom
AT&T	Excel	Pineland Long Distance
BCN-Better Comm. Now	Global Crossing	Primus Telecom
Bell South/AT&T	GTE/Verizon	SBC/AT&T
Broadwing/Level3	HTC Global Reach	Sprint
Century Link	InterBel	TNCI
Charter	McGraw	TTI National
Close Call	MCI	USA Telephone
Coastal Long Distance	MediaCom	VarTec Five Line
Comcast		

Massachusetts--(27)

AT&T	Global Crossing	Primus Telcom
BCN--Better Communications Now	HTC Global Reach	SBC/AT&T
Broadwing/Level3	InterBel	Sprint
Century Link	LDCB	Time Warner
Charter	McGraw	TNCI
Close Call	MCI	TTI National
Coastal Long Distance	Moundridge Telecom	USA Telephone
Comcast	Pineland Long Distance	VarTec FiveLine
Excel	Pine Tree Network	Verizon

Montana--(40)

3Rivers Communications	HTC Global Reach	Project Telephone Co.
AT&T	InterBel	SBC/AT&T

LONG DISTANCE CARRIER BY STATE

Montana--(40)

BCN-Better Comm. Now	LDCB	Sprint
Blackfoot	LDDS	Time Warner
Bresnan Communications	McGraw	TNCI
Broadwing/Level3	MCI/World Com	Triangle Telephone
Century Link	MetroMedia Communications	TTI National
Century Tel	Mid-Rivers Telephone Co-op	Valley Telecomm
Charter	Moundridge Telecom	VarTec Five Line
Close Call	NeMont Communications	Verizon
Coastal Long Distance	Opex LD	WCS
Excel	Pineland Long Distance	WiITel
Frontier/Citizens	Primus Telecom	Windstream/AllTel
Global Crossing		

New Mexico--(25)

AT&T	Global Crossing	Pineland Long Distance
BCN-Better Comm. Now	HTC Global Reach	Primus Telecom
Broadwing/Level3	InterBel	SBC/AT&T
Century Link	LDCB	Sprint
Charter	McGraw	Time Warner
Close Call	MCI/World Com	TNCI
Coastal Long Distance	McLeod	VarTec Five Line
Comcast	Moundridge Telecom	Verizon
Excel		

Rhode Island--(30)

American Telecommunication	Global Crossing	Primus Telecom
AT&T	HTC Global Reach	SBC/AT&T
BCN-Better Comm. Now	InterBel	Sprint
Broadwing/Level3	LDCB	TNCI
Century Link	Lightyear	Touch Tone
Charter	McGraw	TTI National
Close Call	MCI/World Com	USA Telephone
Coastal Long Distance	McLeod	VarTec Five Line
Cox Communication	Moundridge Telecom	Verizon
Excel	Pineland Long Distance	Windstream/Alltel

Tennessee --(26)

AT&T	Global Crossing	Pineland
AT&T/SBC	HTC Global Reach	Sprint
BCN--Better Comm. Now	Interbel	TDS Telecom
Century Link	LDCB	TNCI
Charter	Level 3/Broadwing	TransWorld Network--TWN
Close Call	MediaCom	TTI National
Coastal	MCI/WorldCom	VarTec Five Line
Comcast	McLeod USA	Verizon
Excel	Moundridge Telecom	

Utah --(26)

AT&T	Excel	Moundridge Telecom
AT&T/SBC	Global Crossing	Pineland
BCN--Better Comm. Now	HTC Global Reach	Primus Telecom

LONG DISTANCE CARRIER BY STATE

Utah --(26)

Bresnan Communications	Interbel	Sprint
Century Link	LDCB	TNCI
Charter	Level 3/Broadwing	TTI National
Close Call	McGraw	VarTec Five Line
Coastal	MCI/WorldCom	Verizon
Comcast	McLeod USA	

Wyoming --(32)

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

updated 10/17/11

That's what installing a



**Make & Receive
Calls Now**



Register Today!

**Update
My Account**

HAMILTON

[Home](#)

[Options](#)

[How it Works](#)

[FAQs](#)

[What's New](#)

[Hamilton](#)

[Contact](#)

State / 711 Relay : Louisiana : Customer Profile

[English](#) | [Español](#)

Louisiana Relay Service Customer Profile

Step 1: Customer Information

Your Phone Number:

Your First and Last Name:

Your Address:

City:

State:

Zip:

E-mail address:

☐ Please include me on the Louisiana Relay mailing list.

☐ Please include me on the Hamilton Relay mailing list.

Please indicate the best way to contact you:

☐ Address ☐ Phone ☐ E-mail

Step 2: Multi-User/Remote Profiles - Password + PIN

Choose a Password (secret word) using 4 to 10 letters and /or numbers to ensure you are the only person who can make changes to your profile.

Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the CA to view your specific profile.

Password:

Louisiana

- * [How To Connect](#)
- * [Customer Service](#)
- * [Equipment Distribution](#)
- * [Outreach](#)
- * [Brochures](#)
- * [Call Me Cards](#)

Customer Profile

- * [Guide to Understanding Your Profile](#)

Options

- * [How It Works](#)
- * [FAQs](#)

(Choose 4-10 letters and/or numbers.)

PIN:

(Choose 4 numbers.)

Step 3: Making and Answering Relay Calls

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

Making Relay Calls

Every time I CALL relay, I use...

Language Type:

☐ English

☐ Spanish

☐ Voice Carry Over(VCO)

Choose one ▼

☐ 2 Line VCO

Choose one ▼

☐ TTY

☐ ASCII

☐ Hearing Carry Over (HCO)

☐ 2 Line HCO

☐ Speech to Speech

☐ Voice only user:

Choose One ▼

☐ I am a voice user who wants to call a CapTel user.

Answering Relay Calls

Every time 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)

☐ Voice Carry Over(VCO)

Choose one ▼

☐ ASCII

☐ Voice Phone

☐ Hearing Carry Over (HCO)

☐ Speech to Speech

☐ Spanish

Step 4: Long Distance Company

Select a Long Distance Carrier ▼

If you leave this section blank, your bill will come from

AT&T**.

Step 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.

☐ **Slow Type Buffer:** Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed wpm (10 wpm up to 45 wpm)

☐ **Spell Check:** ☐ On ☐ Off

☐ **No Abbreviations:** Check this if you do NOT want the CA to use abbreviations when typing your call.

Section 6: Speed Dialing

You may choose up to 50 speed dials.

	Name you will ask for:	Phone Number:
1:	<input type="text"/>	<input type="text"/>
2:	<input type="text"/>	<input type="text"/>
3:	<input type="text"/>	<input type="text"/>
4:	<input type="text"/>	<input type="text"/>
5:	<input type="text"/>	<input type="text"/>
6:	<input type="text"/>	<input type="text"/>
7:	<input type="text"/>	<input type="text"/>
8:	<input type="text"/>	<input type="text"/>
9:	<input type="text"/>	<input type="text"/>
10:	<input type="text"/>	<input type="text"/>

[Add Fields](#)

Section 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 Louisiana Relay CA 4444 with a call from Bob. Have you received a relay call before?"

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

- ☐ I am deaf ☐ I am hard of hearing
☐ I have difficulty speaking ☐ I am deaf/blind

Example: "This is Louisiana Relay CA 4444 with a call from someone who is deaf. 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" below)
☐ **My Hello:** CAs will always greet the people you call this way: _____

Example: Hi, Bob here, How are you?

Section 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.

- ☐ Long Distance Calls
☐ 900/976 Calls
☐ International Calls
☐ Directory Assistance Calls (for help in finding a person's telephone number)
☐ Operator Assistance Calls (for help in making collect, calling card and other kinds of calls)

You're Finished!

Thank you for completing your Louisiana 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.

If you are satisfied with your Profile, hit Submit.

If you want to start over, hit Reset.





CapTel, Inc.

Hamilton will subcontract 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 Florida CTRS.

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.

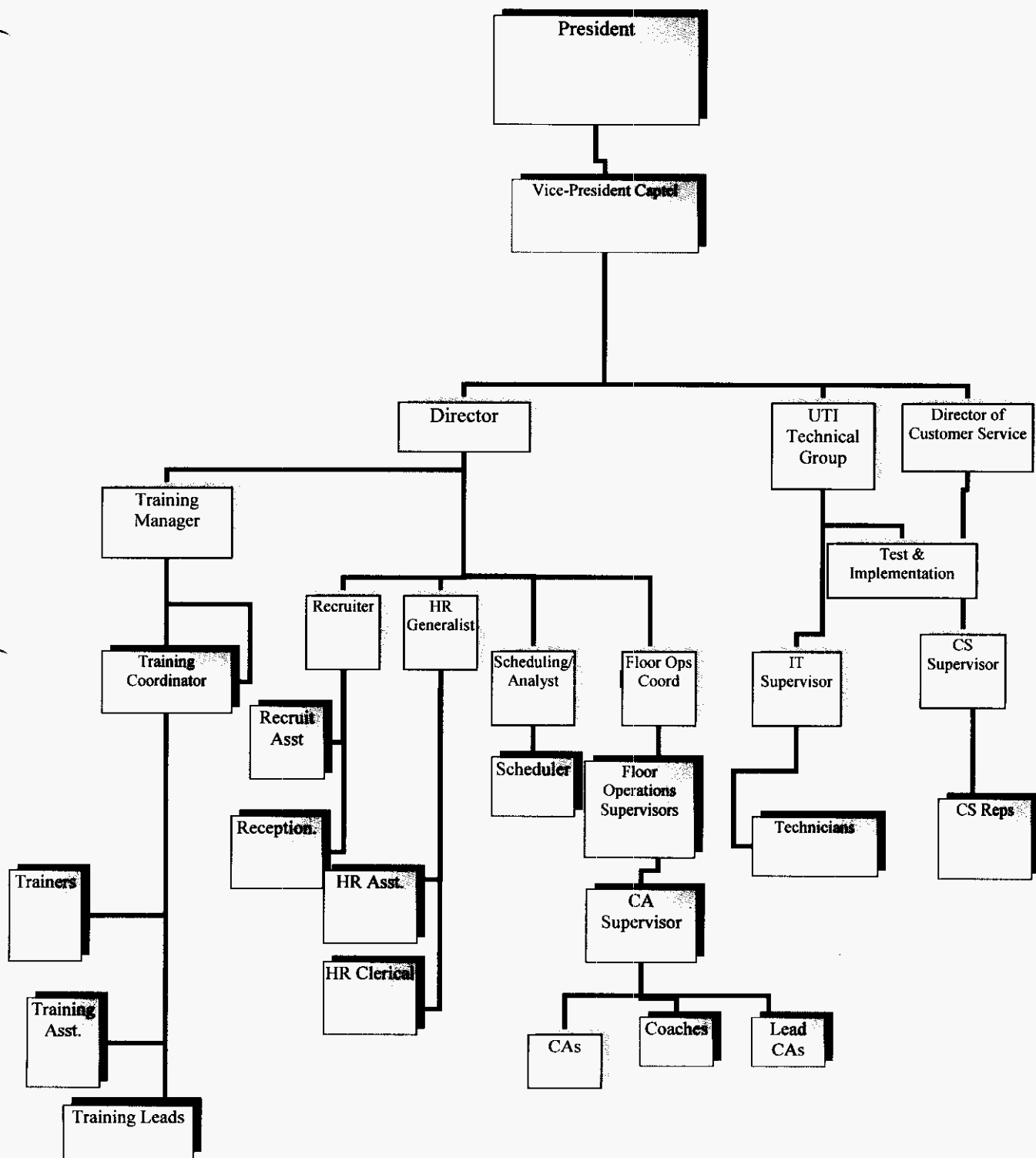
Pamela Holmes

Director of Consumer & Regulatory Affairs and
CapTel Customer Service

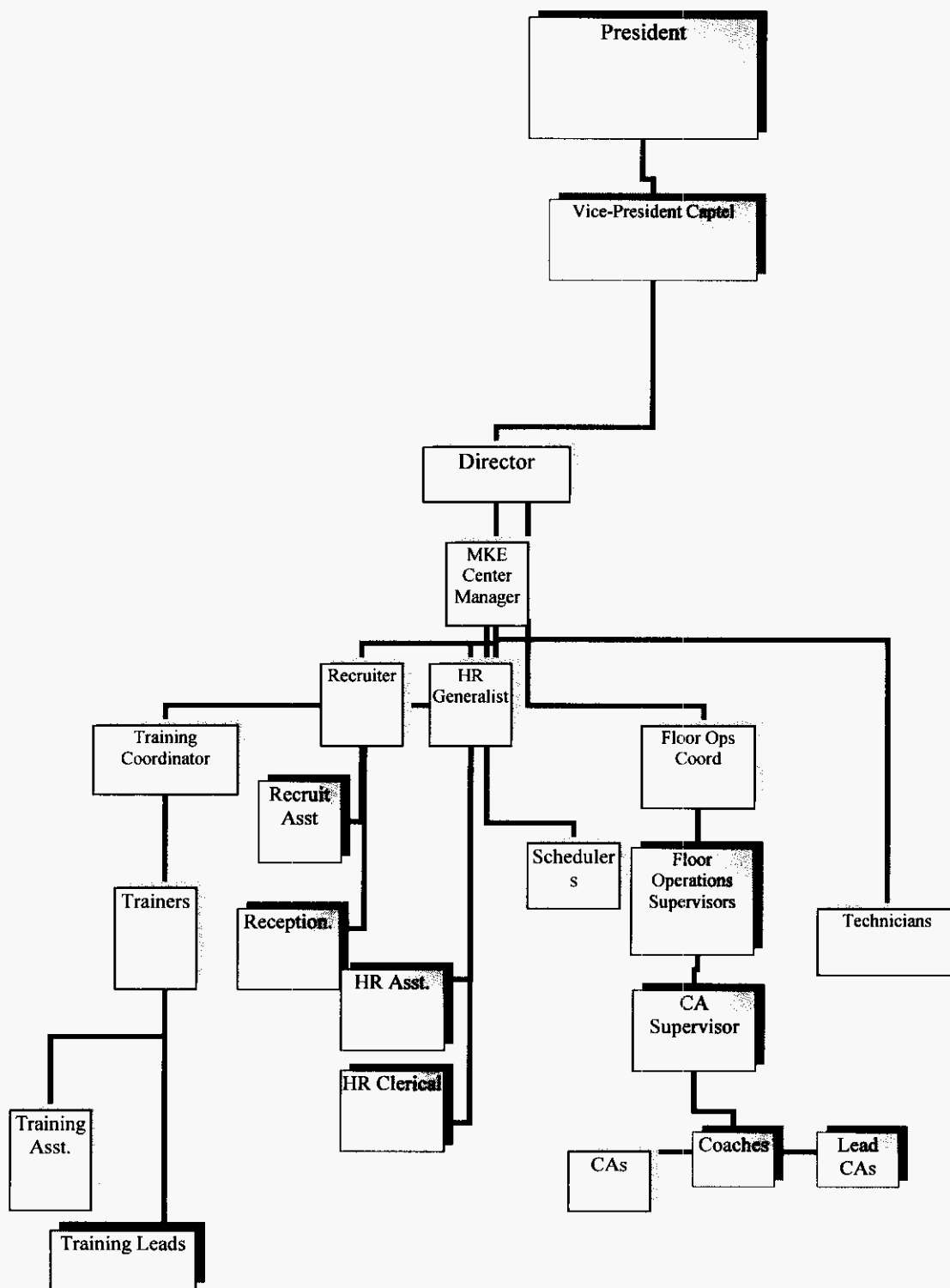
Ms. Holmes came to Ultratec in 1987 from having worked with and for deaf and hoh mainstreamed students in Wisconsin and Georgia. At Ultratec she works closely with government regulatory bodies, performs public speaking, and operates CapTel Customer Service Department. Recently, she was appointed by President Obama and confirmed by the Senate to serve as a Member of the National Council on Disability (NDC). She brings considerable experience with communication access matters and an expertise in the Americans with Disabilities Act (ADA) to this new role as Board member.

Ms. Holmes earned her Bachelors degree in English at Gallaudet University, Washington D.C., where she was on the Dean's List. She earned her Masters degree in Deaf Education at the University of Tennessee in Knoxville, and was presented with the Graduate Fellowship Award.

Captel, Inc. Organizational Chart
5801 Research Park



Captel, Inc. Organizational Chart
Milwaukee, WI



Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800

Education

University of Wisconsin, Stevens Point, Wisconsin
Bachelor of Science, Secondary Education

Experience

Ultratec, Madison, Wisconsin

Vice President, CapTel, Inc, 2000 - Present

- Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin

Vice President of Corporate Sales, 1994 – 2000

- Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin

Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin

Sales Representative, 1986 - 1986

Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – pam.frazier@captelmail.com

Education

Ball State University, Muncie, IN

B.S. Marketing, 1990

Four year letter winner in collegiate athletics - softball

Experience

CapTel, Inc., Madison, Wisconsin

Call Center Director 2001 to Present

- Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Madison, Wisconsin

Marketing Manager 1996 to 2001

- Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Madison, Wisconsin

Customer Service Representative 1991 to 1996

- Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

Affiliations

Call Center Managers Association Wisconsin

National Association of the Deaf, corporate affiliate member

TDI, Organization member

Self Help for Hard of Hearing People, Corporate member annual, current.

Awards and Recognition

Fluent in ASL

Pamela Holmes

450 Science Drive, Madison, WI 53711 – 1-800-269-7477 – pam.holmes@captelmail.com

Education

Gallaudet University, Washington, D.C.

Bachelors Degree in English, 1974

Dean's List

University of Tennessee, Knoxville, Tennessee

Masters Degree in Deaf Education, 1976

Graduate Fellowship Award

Experience

CapTel, Inc., Madison, Wisconsin

Director of Consumer & Regulatory Affairs & CapTel Customer Service

March, 1987 to Present

- As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.
- Since CapTel's beginnings, Pam has worked exclusively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin

Itinerant Teacher/ M-team Consultant, 1984 1987.

- Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia

Teacher of Middle School & High School Students, 1976 - 1984

- Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

Affiliations

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member Technology Committee, 2005 to present.



Education and Outreach

In an effort to show the FPSC Hamilton's vast experience in Customer Service and Outreach, Hamilton has explained throughout this Attachment how it provides effective Customer Service and Outreach Programs to its current relay states. This Attachment has been divided into two sections:

1. **Section 1** contains the customer service programs that Hamilton will provide to the State of Florida as part of its base price.
2. **Section 2** contains Hamilton's Outreach Programs in other Relay States. Hamilton has not included the programs in Section 2 as part of its base price. However, Hamilton would be willing to provide these types of Outreach Programs as an enhancement to the programs already established by the FTRI and would provide pricing if so desired by the FPSC.

Section 1 – Florida Relay Customer Service Programs

Hamilton will provide the following Customer Service programs to the State of Florida as part of its base price:

Customer Service

Hamilton has established separate toll-free customer service numbers for each of the states we provide relay services and will do that same for Florida upon obtaining FPSC authority. We will provide 24/7 customer service accessible anywhere in the U.S. to assist callers with Florida Relay inquiries, ensuring that customers have constant access to customer support.

All Hamilton personnel who handle customer service inquiries have had extensive training on Deaf Culture and the needs of people with speech and hearing disabilities. Our Customer Service Department provides free education and instructions to relay users on items such as:

- How to place relay calls
- Questions about any changes that have been made
- Assisting with billing questions
- Performing equipment testing
- Providing a variety of referral numbers to state organizations
- Scheduling one-on-one outreach visits for training purposes or larger outreach activities

Customer Service Representatives are staffed at each of our relay centers and work diligently to resolve all customer issues in a timely manner. Customers may contact Hamilton via phone, e-mail and through a web-site that is strictly for Florida Relay. Customer Service handles all issues immediately and always follows up with each complainant to ensure the problem has been addressed to his/her satisfaction.

All customer service activities are performed with the belief that customers are the most important part of relay. The primary functions of the Customer Service Department are to provide education to current and potential customers on relay usage and to respond to concerns, compliments and requests for information. Hamilton looks forward to bringing Florida TRS and CapTel users its superb customer service programs.

Customer Service Activities and Reporting

The Customer Service Team completes a Feedback Form for every inquiry, compliment or complaint made through the toll-free Customer Service number, in writing or in person. The form includes the name and/or address of the customer, the date and time received, the Communication Assistant identification number, the nature of the inquiry, the specific information requested and the resolution and date of the complaint (if a complaint). The Customer Service Representative responsible for handling the call is also indicated. Copies of this form are kept on file. **This form is used to capture all Customer Service activity.** All information included on the Customer Service Feedback Form is entered into the Customer Service database, which is maintained daily. This database functions as an automated problem resolution log and is capable of tracking every call or other mode of contact made with Customer Service.

Hamilton will provide a monthly summary report to the Florida TRS Contract Manager and the Administrator regarding the number of customer service inquiries categorized into topic areas. Hamilton's monthly customer service report itemizes all inquiries for general information and breaks this down into specific categories of requests i.e. explanation of relay, request for phone numbers, wrong number or hang up, requests for telephone service, directory assistance, relay information including brochures and other materials, requests for statewide deaf or hard of hearing services, requests for miscellaneous items, any inquiries regarding the Florida Relay's policy or procedure and any access related issues.

The Customer Inquiry form used by all staff to report calls received on the Customer Service Line can be found in **Attachment F**. A sample of Hamilton's monthly customer service report can be found in **Attachment G**. Additional Customer Service activity reports in varied formats also can be prepared and submitted to the State upon request. (Please see **Tab 2 Section B.58** for more detailed information regarding Hamilton's Customer Service reporting.)

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 follow-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 the FTRI, FAD and other organizations that serve relay users and in local and state events.** At these types of events, Hamilton will attend and have equipment set up to

allow actual hands on experience in making relay calls. Hamilton will also use these events to gather feedback.

Town Hall Meetings

Hamilton will provide forums (also called Town Hall Meetings) to encourage consumer input on Florida Relay. The purpose of these meetings is to solicit feedback and ideas for changes and/or improvements to the relay service.

The Florida Relay Account Manager and/or Customer Service Team will be present at all meetings and answer questions in addition to soliciting specific feedback. Feedback and input are sought regarding all aspects of relay – technological sophistication, ease of use, policies and procedures, CA performance, outreach efforts and so forth.

Hamilton will meet the needs of all relay users in Florida. Hamilton understands the diversity of the Florida population and will work to develop customer service programs that are customized for the various parts of the state. Hamilton will work to increase Floridians' knowledge of relay and help them select the feature that is best suited to their individual communication needs. **Hamilton understands the multiplicity of Florida's communication needs and will specifically target grassroots, D/deaf, ASL, oral deaf, hard of hearing including senior citizens, late deafened, deaf-blind, speech disabled individuals, Spanish (and this group's various idioms), as well as their family and friends.** Hamilton will also target voice users, businesses and professionals, trade shows, civic organizations, public schools and university classes in both the inner-city and the rural Florida areas.

Public Relations

In honor of National Deaf Awareness Week, Hamilton recognizes one outstanding Deaf leader in each of the states it provides relay. Hamilton has a similar program in which it recognizes one outstanding hard of hearing or person with difficulty speaking leader in each state in honor of Better Hearing and Speech Month. Hamilton distributes press releases announcing the winners in each category annually.

Because creating opportunities for higher education is a priority for Hamilton Relay, we launched the Hamilton Relay Scholarship program to support individuals who are deaf, hard of hearing or have difficulty speaking in their post-secondary education. The Hamilton Relay Scholarship is extended to qualifying high school students living within the states where Hamilton Relay is the contracted telecommunications relay service provider. In each of these states, a \$500 scholarship is awarded to one eligible applicant. All applicants must meet eligibility requirements and submit required application materials prior to the deadline.

Hamilton will perform these types of public relations throughout the life of the contract for Florida Relay.

TRS Web site

Hamilton Relay's website will display Hamilton's commitment to putting customers first. From the feedback received from customers, Hamilton Relay has been able to better understand what's important to relay users and will design the website with an eye toward ease of use. With appealing colors and an emphasis on the end results of using Hamilton Relay, the company has identified what's important to relay users – succeeding in life.

The Florida Relay web page, complete with the Florida Relay logo, will be developed to communicate with relay users as well as to keep them informed of new service enhancements and changes made to the relay. As more relay users gain access to the Internet, Florida Relay uses this medium as another vehicle by which to communicate with relay users. Florida Relay's web site will explain information such as access telephone numbers, VCO, HCO, 2LVCO, Customer Profile, Credit Card calling and Customer Service. It will also contain a feedback form for relay users to use in communicating with the relay center. The site will include instructions about how to use relay and the features that are available. Links will be provided through the relay site that will link users to other sites they may find valuable. Hamilton encourages the FPSC to visit <http://www.hamiltonrelay.com>.



... discover communication freedom

CapTel Web site

Hamilton will maintain and publicize Florida CapTel website. Hamilton encourages the FPSC to visit www.hamiltonrelay.com/captel/state.html. Information such as the following is listed on this website:

- Description of CapTel
- Explanation of how to use CapTel
- CapTel telephone numbers
- Contact information for Hamilton
- Detailed complaint information

Hamilton will provide a link to Captioned Telephone, Inc.'s website on the Florida CapTel website. Information such as the following is listed on CapTel's website at www.captionedtelephone.com:

- How to get CapTel Service
- How CapTel Works
- Benefits of CapTel

- CapTel Specifications
- 2-Line CapTel information
- Frequently Asked Questions
- Customer Service Information
- Instructions on using the CapTel phone
- CapTel user's manual
- CapTel + 911
- Access to complaint information can be found as well

Hamilton welcomes the input of the FPSC regarding updates and upgrades to the Web sites.

Newsletters

Quarterly TRS newsletters and relay service update sheets will be distributed to all identified relay users, the FPSC, Advisory Committee Members, the Contract Administrator, related government agencies and other entities that serve as providers for or advocates for people who are deaf, hard of hearing or have difficulty speaking (i.e. associations and clubs, advisory boards and educational institutions for hard of hearing or speech disabled people). A separate CapTel newsletter is also distributed to all individuals who have a CapTel phone. Please see further in this Attachment for a sample. Hamilton will do the same for the State of Florida as part of its base price.

Bill Inserts and Directory Pages

Hamilton will develop a suggested bill insert format at least once annually for local exchange carriers or other public utilities to use in promoting the relay. This bill insert is designed for both business and residential customers. Please see further in this Attachment for a sample. Hamilton will seek the direction and approval from the FPSC for its billing insert and directory page.

Hamilton will also develop camera-ready materials for use in telephone directories by the telephone companies throughout Florida. The suggested directory page we developed this year

Important Information Regarding Louisiana Relay

Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Louisiana Relay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the local telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Louisiana Relay offers specialized services for individuals with speech disabilities and for Spanish speaking residents which includes Spanish to English translation. Specially trained CA's are on hand to assist in these types of calls. Since Louisiana Relay offers a variety of services please refer to the website listed or call Louisiana Relay Customer Service for more details.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Mobile Captions Service (MCS) utilizes Voice Carry Over on a mobile device. Individuals who have difficulty hearing on the phone now have the ability to read text of what the other person is saying on the screen of a Nokia S5 phone.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Louisiana Relay, please call Louisiana Relay Customer Service.

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

To place a call using
Louisiana Relay, dial 7-1-1
or dial one of the toll free numbers below:

TTY: 1-800-846-5277

Voice: 1-800-947-5277

ASCL: 1-888-550-5277

Spanish: 1-800-737-1813

Speech-to-Speech: 1-888-272-5530

Customer Service Information:

1-888-699-6869 V/TTY

9107 Bluebonnet Center Blvd.

Estimote, LA 70009

Email: lsrelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

1-877-243-2823

Special points of interest:

• **Equipment Distribution Program**
Louisiana residents who have difficulty hearing or speaking that require the use of a text telephone (TTY), videophone, or amplification equipment may be eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this program, call 1-800-256-1322 (Voice/TTY) or visit the website of the Louisiana Commission for the Deaf at: www.lcdc.state.la.us/cldh/fldc/987

• **Emergency Calls**
Please note that 7-1-1 is only to be used to reach Louisiana Relay.

In an EMERGENCY, you should contact 911. In an emergency, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Louisiana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

**Louisiana
Relay**

is included further in this Attachment. Hamilton will work with local telephone companies of Florida to ensure accurate and complete relay information in all telephone directories including information such as how to use the TRS, the listing of TTY toll-free numbers, instructions on 711 access in the directory and to provide relay information through its directory assistance services.

Section 2 – Hamilton’s Outreach Programs in Other Relay States

In an effort to show the FPSC Hamilton’s vast experience in Outreach, Hamilton has explained throughout this Attachment how it provides effective Customer Service and Outreach Programs to its current relay states. **Hamilton has not included the following Outreach programs as part of its base price. However, Hamilton would be willing to provide these types of Outreach programs as an enhancement to the programs already established by the FTRI and would provide pricing if so desired by FPSC.**

Community Outreach, Public Relations and Educational Programs

Hamilton provides a community and business outreach program that educates all people in the states it serves about the relay service. As a relay provider, Hamilton has been very aggressive and proactive in its outreach approach. Hamilton has a history of developing outreach programs, which are, just like its relay service, individualized and designed to work with relay users and the general public in a "one-on-one" setting. Just like its relay service, Hamilton customizes its outreach efforts to meet the individual needs of the State, relay users and the general public.

Hamilton’s personalized outreach programs go beyond gaining customer feedback. Rather, the programs educate and market relay services (i.e. public awareness of 711 and TRS). Hearing people hanging up on the relay is still the number one outreach problem. Hamilton’s outreach programs focus on the need to educate the hearing community, as you will see below. This meets the FCC requirements, which calls for outreach to all telephone users. Hamilton performs outreach activities for all relay user communities via promotional events, presentations, workshops, and instructional seminars. Hamilton always adjusts its programs to meet the specific needs of every audience.

Hamilton’s outreach programs specifically target hearing audiences i.e. voice users, businesses and professionals, trade shows, civic organizations, public schools and university students. Hamilton’s outreach programs also



target individuals who are deaf, hard of hearing, late deafened, deaf-blind, or who have difficulty speaking as well as their family and friends

Hamilton will place a large focus on outreach to the hearing sector. Hamilton will utilize venues such as presentations, exhibits, demonstrations, etc. with special emphasis aimed at the business community and to further promote the service to the hearing sector at large.

As discussed previously, Hamilton performs a variety of activities to inform the telecommunications-using public about relay. From attendance at a variety of activities, which cater to relay users, to educating business and professionals, trade shows, civic organizations, public schools and university students and other groups about relay, Hamilton is promoting the use of relay. Hamilton understands that these groups could connect more effectively with deaf and hard of hearing customers/clients through use of and knowledge of telephone relay services.

Please see further in this Attachment for a list of the outreach activities Hamilton has accomplished. Hamilton also provides a monthly performance-based report in order to track Outreach activity. It includes dates, time periods and type of work activities with specific emphasis on the names of organizations, and businesses contacted to promote the outreach effort.

Hamilton's Outreach programs include demonstration of equipment and distribution of informational materials describing how to use TRS and CapTel services. Hamilton presents relay information to organizations and groups, including relay user groups, meets with businesses, schools and other public and private entities (including libraries) to describe relay and how it works, and meets with individuals or groups of relay users to demonstrate equipment and answer questions. Hamilton will work with the elderly and people who have difficulty speaking to promote use of the relay. Hamilton also uses public relations campaigns to expose relay to a broader audience of people throughout the states it serves. As stated previously, Hamilton has had great success by personalizing its outreach programs. The tactics Hamilton uses to accomplish all of this are described below.

These types of programs have been implemented successfully in all Hamilton states. This list is not intended to be complete or all-inclusive, but rather to illustrate the types of activities part of Hamilton's outreach programs.

Presentations

Hamilton gives educational presentations and training sessions about TRS and CapTel to the relay using community and the general public. Organizations serving persons who are deaf, hard of hearing (including older persons who recently lost their hearing) and have difficulty speaking are the primary targets of customized workshops. Presentations to groups, such as emergency services providers, switchboard operators, businesses and professionals, trade shows, civic

organizations, public school classrooms (all grade levels), university students, senior citizens centers and physical and mental health service providers are given.

These workshops include: sharing of relay and CapTel related information pertinent to the specific group, specific tips on using relay and CapTel, showing promotional and educational videotapes, sharing of personal experiences with relay and other media materials. At many of these presentations, equipment is set up to allow actual hands on experience in making relay and CapTel calls.

Exhibits

Hamilton sets up exhibits at conferences, conventions and tradeshow around the State. Audiences for exhibits generally range from those in specific relay user groups to general population mall goers. Exhibits generally include various information materials and promotional "giveaways", as well as a live demonstration for people to experience relay and CapTel calls. Exposure such as this has proven a successful means by which to introduce enhanced services like CapTel, VCO to VCO and Two-line VCO and HCO to hard to reach populations (e.g., late deafened adults, persons with speech disabilities, the elderly, etc.).

Outreach to Spanish

Hamilton customizes its outreach programs to meet the needs of its audience. Hamilton distributes materials in Spanish and gives presentations and demonstrations in the Spanish language (through Hamilton's Spanish speaking staff or through the use of a Spanish translator) when requested. Hamilton looks for new avenues to create outreach to Spanish opportunities such as Hispanic publications and newsletters, Latino festival and other Hispanic cultural events that may take place.

Equipment Distribution Programs

Hamilton provides training to individuals who receive specialized telecommunications equipment through the state Equipment Distribution Programs. Hamilton has seen a great deal of success in providing outreach services for equipment distribution programs. As part of Hamilton's outreach activities, Hamilton is available to assist recipients of specialized telecommunications equipment in choosing the proper equipment to meet their needs before purchasing or receiving their equipment. Hamilton also provides training to those recipients on the proper setup and use of their VCO, HCO, TTY or CapTel equipment. Hamilton has significant experience working with equipment distribution programs.

911 Education

Through its outreach programs and outreach materials, Hamilton educates relay users about how to use 911 services. As a part of this information, we encourage relay users to call 911 direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency.

In addition, Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure TTY calls and relay calls are handled correctly.

Outreach to Businesses and Educational Institutions

Hamilton provides education and outreach, at no cost, to businesses and educational institutions and agencies that are not familiar with or do not understand relay. Hamilton goes to businesses and gives presentations, performs demonstrations, and provides hands-on training for relay usage. Hamilton performs this type of training for the business' entire employee base or for as little as one individual. This clearly illustrates how our education program truly is consumer driven.

Another example of a customized outreach effort to businesses is Hamilton's Relay Friendly Business Program which was designed specifically to introduce businesses to the benefits of making their services and products readily available for any hard of hearing or speech disabled customer who calls through relay. The Relay Friendly Business Program includes instruction regarding proper phone etiquette when using relay and ensures smoother communication and fewer hang ups between businesses and relay users.

Strategies for Reaching Hard to Reach Relay Users

Hard of Hearing and Elderly Strategies

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. At all of these types of events, Hamilton has equipment set up to allow actual hands on experience in making relay and CapTel calls.

A major part of Hamilton's outreach effort involves visiting traditionally isolated persons who are either current or potential relay users. Visits occur wherever is most convenient for the customer, either at their workplace or home.

These one-on-one visits are invaluable; having a representative go to an individual's home or place of work to help them set up their relay equipment and teach them how to use relay results in independence. Outreach Staff practice making relay calls to help them feel comfortable using specialized telecommunications equipment which is very unfamiliar to them. During these visits, Outreach Staff provide information on the relay user's behalf to coworkers, family members, employers and/or provide training to other appropriate individuals. Many times, this contact is necessary to ensure total understanding of advanced relay features such as CapTel, VCO and Two-line VCO or HCO.

CapTel Demo Placement Program

Hamilton has developed a program that is designed to increase the awareness of and familiarity with CapTel. There are several components to the program that include; extensive, targeted outreach, relationship development, placement of demo phones, and follow-up with prospective customers. Outreach staff have been given specific tasks that include presentations at events and senior centers along with placing CapTel phones in common areas at senior centers and retirement communities. The purpose is to make potential users more familiar with using the phone which will ideally lead to them using the service if they have a need. We are also working even more closely with the staff of state equipment distribution programs in order to better understand their process, and then use that information as a basis for assisting potential customers in obtaining their phone using the distribution programs. Efforts are ongoing, and initial results have been positive. Hamilton is more than happy to share more detailed specifics of the program.

Speech to Speech

As an enhanced relay feature, Speech to Speech requires a one-on-one outreach approach. Hamilton has implemented a separate program that targets people who have difficulty speaking, Speech pathologists and other professionals who traditionally interact with individuals who have difficulty speaking.

Training Speech Pathologists and other professionals about the value of Speech to Speech assists Hamilton in reaching this potential group of relay users. It is Hamilton's position that this group of users is one that will not be reached via general outreach efforts, but instead must be reached through a one-on-one approach. "Training the trainers" has been a very successful philosophy.

Hamilton works closely with organizations serving individuals who have difficulty speaking and has implemented a program designed to educate and train Speech and Language Professionals (SLPs) in school systems, medical institutions and private practice.

Hamilton's long range goal is to make relay services, as a communication and rehabilitation tool, an important course component in Speech and Hearing curriculums. Many individuals with severe speech disabilities do not always have access to a telephone to communicate, have adequate employment or an independent lifestyle because traditional rehabilitation methodologies in-state programs do not yet realize the value of using relay services for rehabilitation with clients. Relay training needs to be viewed as a solution for specific clients or as a temporary communication tool for clients who are undergoing traditional speech therapy with the goal of recovering partial or full speech intelligibility.

Hamilton is working on phase 2 of a pilot program with Dr. Bob Segalman to assist in reaching out to the STS population. Following are several STS outreach activities that Hamilton has performed with Dr. Bob Segalman:

- Distributed STS article written by Bob Segalman at events to promote STS
- Distributed STS letters and brochures
- Wrote and distributed a Bob Segalman press release to the AP

Hamilton continues to work with Dr. Bob Segalman to seek advice on spreading the word about STS service.

Involvement of Deaf and State Agencies

Hamilton works with state and local agencies or non-profit organizations serving people who are deaf, hard of hearing, deaf blind or have difficulty speaking to promote the use of Relay. It is Hamilton's position that public communication and outreach about Relay is a project that involves a variety of entities and groups. Hamilton approaches this communication process by seeking involvement and input from all interested parties in the states it serves.

Following is a sample Outreach Plan which was prepared for another Hamilton state. Hamilton develops annual outreach plans and goals for all states it serves and works with state regulatory bodies to ensure that plans are in line with program goals.

Target Audiences:

Hearing/Businesses:

Goal: To increase awareness of Relay Services available for people who are deaf, hard of hearing or have difficulty speaking. Educate the public on to how to accept, place relay calls and how the call process works.

Deaf

Goal: To educate TRS consumers on the many features available through Relay. Emphasize top quality customer service care.

Hard of Hearing/Senior Citizens

Goal: To increase awareness of the availability of CapTel services, using their voice and residual hearing along with captions to help promote a sense of independence and self confidence.

Focus Groups :

- State Vocational Rehabilitation, Department of Human Services
- State Commission on Deaf and Hard of Hearing
- State Registry of Interpreters of the Deaf

- Emergency Centers and Law Enforcement Agencies
- Senior Service Organizations (senior centers, senior apartments, AARP chapters, etc.)
- State School for the Deaf
- State Regulatory Body
- Public/Health Service Agencies
- Businesses
- Deaf Clubs/Social Events
- Government
- Hard of Hearing Organizations (religious centers, clubs, etc...)
- State Healthcare Sector
- State Speech-Language and Hearing Association (HSHA)
- State Department of Education, Special Education Programs and Services
- Medical Centers
- Public Libraries
- Research Untapped Areas in the State
- Retirement Centers
- Speech Pathologists
- Speech to Speech Users
- Independent/Assisted Living Centers

Quarter 1 Goals

- Public Libraries
- Senior Service Organizations
- State Speech and Hearing Association

Quarter 2 Goals

- Businesses
- Senior Service Organizations
- Retirement Centers
- State Commission on Deaf and Hard of Hearing

Quarter 3 Goals

- Senior Service Organizations
- Businesses
- Retirement Centers
- State Commission on Deaf and Hard of Hearing

Quarter 4 Goals

- Education (deaf and mainstream schools)

- Assisted/Independent Living
- Businesses
- Research Untapped Areas in the State
- Senior Service Organizations

Relay Products and Services in Outreach Efforts

- Traditional and CapTel Relay
- Spanish and Speech to Speech Relay
- 911 Dispatch Training
- CapTel Advertising and articles in senior magazines and newsletters
- CapTel Demo Kit
- One on one customer service
- Relay Friendly Business Program
- Joint Outreach with State Association for the Deaf and Hard of Hearing

Associations, Organizations, Educational Institutions, Health Resources, such as those listed above, are asked to participate in Hamilton's outreach programs.

Hamilton works with these types of groups to help identify new customers that could benefit from relay training and customer support and will leave ample materials at these sites and perform relay training as needed. In addition, Hamilton specifically targets and participates in activities, events, or opportunities, in addition to these proposed herein, identified by the groups listed above, where outreach services would be beneficial and support the goals of the program. Hamilton believes the more people involved in relay outreach, the more successful the program will be.

Customized Outreach Materials

Hamilton always maintains the "golden rule" of effective outreach - keep it simple. As a result, all of Hamilton's materials are written in a form of language understandable by the majority of relay users. All of Hamilton's materials are developed according to State needs. Hamilton makes its materials available in Braille and Spanish when needed. Hamilton works with its States to ensure that the content, format and method of communication to relay users are in line with the program goals.

Informational and promotional materials are widely distributed to as many people as possible and made readily available through relevant state and private agencies and organizations providing services to people who are deaf, hard of hearing and have difficulty speaking. Hamilton's catalog of materials has been included in further in this Attachment. Brochures and handouts with detailed information about various relay features are developed and updated as often as necessary to reflect changes in relay technology and usage. Information is presented in

a clear, concise manner and is designed to prompt further usage of relay, as well as contact with Customer Service and the Outreach Coordinator.

TRS Brochures

Hamilton's TRS brochure contains information about how to reach Customer Service and includes information about TTY etiquette and appropriate emergency call handling (i.e. call 911 directly). There is also a variety of written materials on special features such as VCO, HCO, STS, CapTel, etc. Hamilton distributes materials at all outreach activities.

CapTel Brochures

Hamilton's CapTel brochure explains the various services of CapTel, including CapTel phone numbers, general instructions on the use of CapTel, etc. Hamilton also uses CapTel and 2 Line CapTel brochures, CapTel call-me-cards and other promotional literature that was developed by CTI.

Description of Complaint Procedures in Printed Materials

Hamilton's Complaint Resolution procedures and FCC complaint processes are described on all of Hamilton's TRS websites.

Promotional Materials

Promotional materials include standard pieces such as wallet size instruction call me cards, travel mugs, water bottles, flash pens, highlighter pens, shoulder totes, t-shirts, hand squeeze flashlights, pill boxes, foil pack pill openers, flying disks, jellyfish yoyos, and super balls.

Print Advertising

Hamilton has placed numerous TRS and CapTel ads in conference program books, newsletters, magazines, TTY directories and other publications of Deaf and Hard of Hearing organizations.

www.KansasRelay.com

It's easy to get in this loop.

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations.



Communication Assistant facilitates the conversation by alternating between voicing and typing.



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



Just dial 7-1-1.

Kansas Relay is a free, 24-hour service that allows people who are Hearing, Deaf, Hard-of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone. It's easy, simple, confidential — and free.*

To connect with Kansas Relay, simply dial 7-1-1. And start telling your story.



Kansas Relay Center
Powered by Hamilton Relay
1.866.735.2957 TTY/Voice

*Relay services are provided at no charge. However, standard long distance charges apply. Copyright 2011 Hamilton Relay. All rights reserved.


TRS Media Advertisement

Hamilton developed public service announcements with messages targeted to the hearing community asking standard telephone users to stop hanging up on relay calls so that relay users would have an easier time completing their calls. Another set of materials was developed to promote 711.

All television materials currently produced by Hamilton are open captioned. This includes all videos and public service announcements described herein.

CapTel Media Advertisement

In some CapTel states served by Hamilton, Hamilton has advertised CapTel on television in certain local markets in order to grow the CapTel program. Developed to increase awareness about the availability of Captioned Telephone service, the 30 second television ad spot has run on major networks such as ABC, CBS, NBC, and FOX during a variety of times throughout the day, afternoon and evening. During the advertising period, Customer Service experienced an increase in the number of people requesting information about the Captioned Telephone service and how to purchase a CapTel phone. The television advertising has proven successful in generating many new CapTel users.



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

But with a CapTel® phone from Rhode Island Relay, 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. With a CapTel phone from Rhode Island Relay, you can listen to the caller and read written captions of everything that's being said on the phone's bright display window. It's simple, easy and the CapTel phone works like any other telephone.

For more information, contact Rhode Island Relay:
Voice/TTY: 1.866.703.5485
E-mail: RIRelay@hamiltonrelay.com
Web: www.RIRelay.org

**Rhode Island
Relay**

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Conclusion

Hamilton knows that besides the technology required to provide functionally equivalent relay services, outreach is fundamental. As demonstrated throughout this section, Hamilton believes that the combination of relay and equipment training will in turn lead to empowered relay users. Through refining and distributing materials to target audiences, posting these materials on state relay websites, media campaigns, advertising, trade shows, and one on one home visits with relay users, Hamilton will continue to lead its competitors in the quantity and quality of outreach activities performed. Hamilton will continue to customize its outreach services to meet the individual needs of relay users and the general public in order to provide Relay Your Way®.

Hamilton's outreach vision and Relay Your Way® theme "shine through" for all of its relay users.

Hamilton Relay Service is dedicated to providing "Relay Your Way". Relay Your Way is a philosophy in which Hamilton personalizes its relay service to meet the diversified needs of relay users. **Hamilton's "Relay Your Way" philosophy is evident in every program we design.** Hamilton Relay's outreach programs are no exception. Hamilton works to ensure that every outreach and educational need is met in each of the states it serves.

Outreach

At Hamilton Relay, outreach activities are a very important part of how we operate our Relay Service. Education of both relay users and the general public plays a vital role in the success of the relay. Hamilton provides a comprehensive relay outreach program in each of the states in which it provides Relay Service in order to assure success of this educational process.

The following Attachment contains Hamilton's library of outreach materials. It also contains examples of some of the outreach activities which Hamilton has been involved with in its Relay States. Hamilton will make all materials available in Spanish and English.

Relay Your Way

Florida

Relay



**Louisiana
Relay**

**Louisiana
Relay**

**Louisiana
Relay**

How to connect with Louisiana Relay

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

- TTY: 1.800.846.5277
- ASOT: 1.888.550.5277
- Voice: 1.800.947.5277
- Speech-to-Speech: 1.888.272.5550
- Spanish: 1.800.757.1815

includes Spanish-to-Spanish and translation from English to Spanish

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com

Póngase en contacto con el Departamento de Servicio al Cliente del Relévo de Louisiana para obtener más información sobre la repetición telefónica en español.

- Español: 1.800.757.1815 Voz/TTY
- incluye español a español y la traducción del inglés al español
- Fax: 1.608.877.0202 Español
- Correo Electrónico: spanish@hamiltonrelay.com
- Departamento de Servicio al Cliente: 1.800.744.7474 Español

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

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd
Baton Rouge, LA 70809
Voice or TTY: 1.888.999.6329
Fax: 1.225.393.3585
E-mail: lanrelay@hamiltonrelay.com

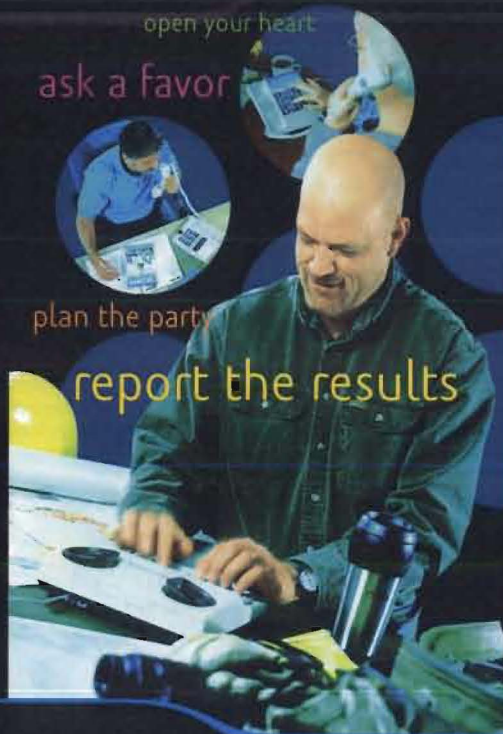
Louisiana Relay is powered through Hamilton Relay of America, Inc., a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, excellent relay education and professional Communication Assistants.

CapTel is a registered trademark of CapTel, Inc.

**RELAY
HAMILTON**
AMERICA, INC.

Get the details

open your heart
ask a favor
plan the party
report the results



Connecting you with important people in your life

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

When a call is placed through Louisiana Relay, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.



Access and Charges Access relay by dialing 7-1-1 or a toll free number (listed on back panel). Louisiana Relay is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls.

Options designed to connect you in the best way possible

Louisiana Relay offers a variety of connection options:

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

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

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

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

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

Other Louisiana Relay information:

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

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
or contact Louisiana Relay Customer Service:
1.888.699.6869 Voice or TTY.

Additional Connection Options Including Turbo Code, ASCII and Voice.

Equipment Distribution Louisiana residents with hearing or speech disabilities that require the use of a text telephone (TTY), telebraille or amplification equipment are eligible for the Telecommunications Access Program. To see if you or someone you know qualifies for this equipment program, contact:

Louisiana Rehabilitation Services
627 N. Fourth St., Second Floor (Iberville Building)
P.O. Box 91297 (70821-9297)
Baton Rouge, LA 70802
1.225.219.2225 or 1.800.737.2958

Louisiana Commission for the Deaf
1.225.219.2424 or 1.800.256.1523
Web: <http://www.dss.state.la.us>

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

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

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

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

Visit: www.fcc.gov/cgb/complaints.html

tell your story

close the deal

share your news

reschedule the meeting

get the details



How to connect with Louisiana Relay

TTY (Text Telephone)

TTY (Text Telephone)

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

- **TTY:** 1.800.846.5277
- **ASCI:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

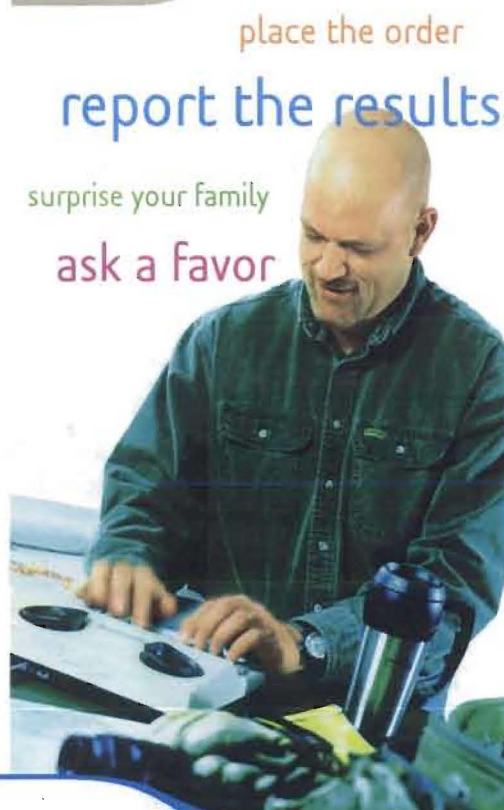
For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

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

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

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

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com



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

Connecting you with important people in your life.

Louisiana Relay is a free,
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled

to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users

communicate freely with
friends, family and businesses

who use a standard telephone.

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

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

Required Equipment You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

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

Customer Profile

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

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
or contact Louisiana Relay Customer Service at
1.888.699.6869 V/TTY.

How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for Louisiana Relay: **1.800.846.5277**.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK"*** and the CA will close your call.

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

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

911 Emergency Calls

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

Answering Machines and Voice Mail

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

Garbling

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

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

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

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

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

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Louisiana Relay Customer Service at **1.888.699.6869** V/TTY.

Tips for TTY Users

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

TTY

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

Communication Assistant (CA) facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the deaf or hard of hearing TTY user.

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

RELAY
HAMILTON
That's what the talking about

How to connect with Louisiana Relay

Voice Relay

Voice Relay

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

- TTY: 1.800.846.5277
- ASCL: 1.888.550.5277
- Voice: 1.800.947.5277
- Speech-to-Speech: 1.888.272.5530
- Spanish: 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

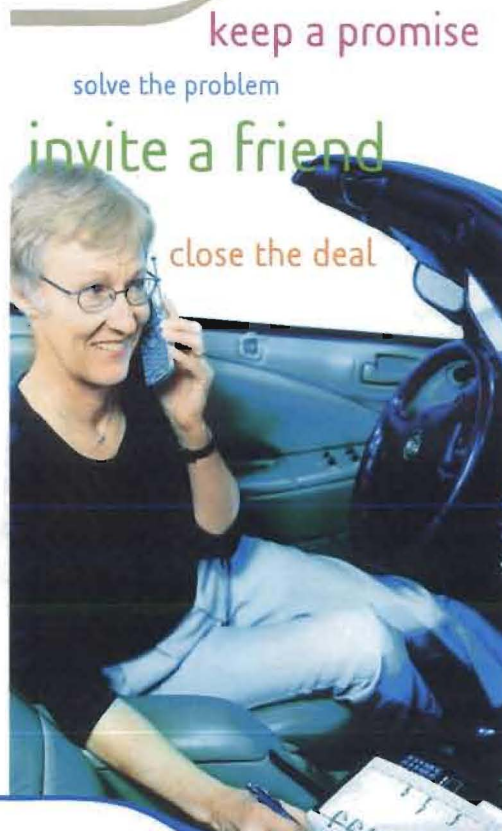
For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

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

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

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

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com



Connecting you with
important people in your life.

Louisiana Relay is a free,
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.

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

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

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

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

Required Equipment There is no special equipment needed to make a voice relay call through Louisiana Relay. You can use any type of phone anywhere. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

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

Making a Call

- Dial 7-1-1 or the toll free number for the relay in Louisiana: **1.800.947.5277**.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA"* to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK"*** or simply say "Goodbye."

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

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

711: Easy, nationwide access to the relay.

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

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

Receiving a Relay Call

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

Tips for Voice Relay Users

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

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

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

911 Emergency Calls

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

More Information on Voice Relay Calls

For more details on Louisiana Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869** V/TTY.

Voice Relay

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



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

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

How to connect with Louisiana Relay

Voice Carry Over (VCO)

Voice Carry Over (VCO)

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

- **TTY:** 1.800.846.5277
- **ASCL:** 1.888.550.5277
- **Voice:** 1.800.947.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish:** 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

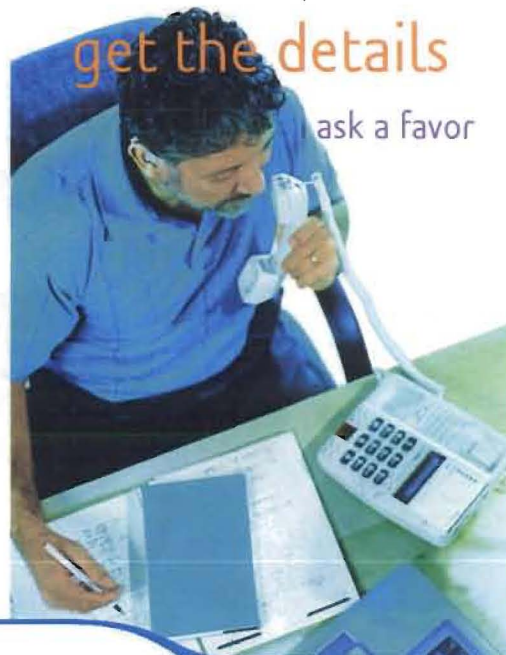
Póngase en contacto con el Departamento de Servicio al Cliente del Relevé de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

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

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

open your heart
plan the party
get the details
ask a favor



Connecting you with
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Deaf-Blind or Speech Disabled
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Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

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

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

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

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

Specialized VCO equipment can be obtained in a variety of ways. The Louisiana Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** TTY or Voice.

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

VCO: Dial 7-1-1 or 1.800.846.5277

Customer Profile

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

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

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

Making a VCO Call Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for Louisiana Relay: 1.800.846.5277.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA."* (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

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

Making a VCO Call Using a VCO Device

1. Connect to Louisiana Relay by dialing 7-1-1 or the toll free number: 1.800.846.5277.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

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

Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Louisiana Relay by dialing 7-1-1 or the toll free Voice number: 1.800.947.5277. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

Answering Voice First

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

Answering TTY First

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

2-Line VCO

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

More information on VCO Calls

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

Voice Carry Over

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

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

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



How to connect with Louisiana Relay

Hearing Carry Over (HCO)

Hearing Carry Over (HCO)

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

- **TTY:** 1.800.846.5277
- **Voice:** 1.800.947.5277
- **ASCI:** 1.888.550.5277
- **Speech-to-Speech:** 1.888.272.5530
- **Spanish-to-Spanish:** 1.800.737.1813
(Includes Spanish to Spanish and translation from English to Spanish)

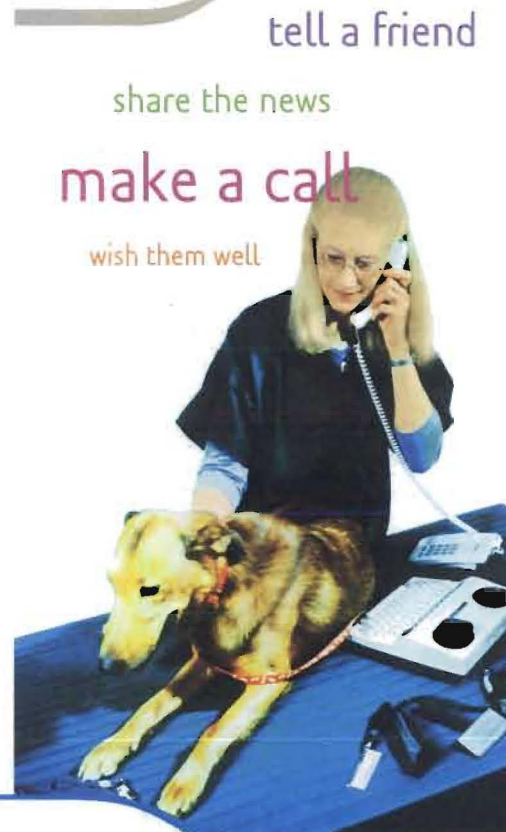
For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

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

- **TTY:** 1.800.846.5277
- **Voz:** 1.800.947.5277
- **ASCI:** 1.888.550.5277
- **Voz a Voz:** 1.888.272.5530
- **Español a Español:** 1.800.737.1813
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:**
spanish@hamiltonrelay.com

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

Hamilton Relay
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice/TTY: 1.888.699.6869
Fax: 225.293.3583
E-mail: larelay@hamiltonrelay.com



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to communicate with each
other via the telephone.

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

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

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

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

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

Specialized HCO equipment can be obtained in a variety of ways. The Louisiana Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Louisiana Relay Customer Service: **1.888.699.6869 v/tty.**

Customer Profile

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

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

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
or contact Louisiana Relay Customer Service:
1.888.699.6869.

Making an HCO Call

Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Louisiana Relay: **1.800.846.5277.**
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

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

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

Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Louisiana Relay by dialing 7-1-1 or the voice number: **1.800.947.5277.** If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

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

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

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

2-Line HCO

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

911 Emergency Calls

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

More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869.**

Tips for HCO Users

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

Hearing Carry Over

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

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

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How to connect with Louisiana Relay

Speech-To-Speech

Speech-To-Speech

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

- TTY: 1.800.846.5277
- ASCII: 1.888.550.5277
- Voice: 1.800.947.5277
- Speech-to-Speech: 1.888.272.5530
- Spanish: 1.800.737.1813
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

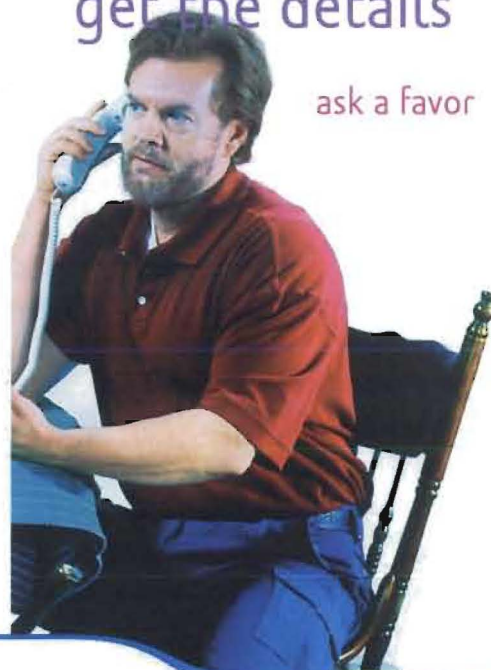
Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Louisiana para obtener más información sobre la repetición telefónica en español:

- **Español:** 1.800.737.1813 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

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

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY: 1.888.699.6869
Fax: 1.225.293.3583
E-mail: larelay@hamiltonrelay.com

invite a friend
reschedule the meeting
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ask a favor



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Deaf-Blind or Speech Disabled

to communicate with each

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equipment, relay users

communicate freely with

friends, family and businesses

who use a standard telephone.

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

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

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

Required Equipment There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Louisiana Relay Customer Service: **1.888.699.6869** Voice or TTY.

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

Dedicated Speech-To-Speech Number: 1.888.272.5530

Customer Profile

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

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/la.htm>
or contact Louisiana Relay Customer Service:
1.888.699.6869 V/TTY.

Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Louisiana Relay: **1.888.272.5530**.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

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

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

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

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

To make a VCO/STS relay call:

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

- Dial the Speech-to-Speech number for Louisiana Relay using your TTY or VCO phone: **1.888.272.5530**.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT QQ** GA" at the end of the phrase or sentence. If you say "Yes,GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

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

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

911 Emergency Calls

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

More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speectospeech/index.htm> or contact Louisiana Relay Customer Service: **1.888.699.6869** V/TTY.

Speech-to-Speech

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



Communication Assistant (CA), specially trained in a variety of speech patterns, facilitates the conversation by revoicing as needed or as directed.

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

Cómo conectarse con el Relevo de Louisiana

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

- **Español:** 1.800.737.1813 (incluye español a español y la traducción del inglés al español)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Correo electrónico:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite www.hamiltonrelay.com. O llame al Departamento de Servicio al Cliente del Relevo de Louisiana al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarlo.

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

**Departamento de Servicio al Cliente
del Relevo de Louisiana**
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
1.866.744.7471 Español
Fax: 1.608.827.0402 Español
Correo electrónico: spanish@hamiltonrelay.com

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

CapTel® es una marca registrada de Utrospec, Inc.

HAMILTON
De voz es de lo que está hablando

07HMLT-036_LASpanish_0507

Obtenga los detalles

abra su corazón
reporte los resultados



planifique la fiesta

pida un favor



Conectándolo con personas importantes en su vida

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

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

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

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

Los familiares, los amigos y las empresas usan un teléfono convencional para comunicarse libremente.

Las personas sordas, o con problemas auditivos o del habla, usan un equipo especializado para las conversaciones telefónicas.



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

Opciones diseñadas para conectarlo de la mejor manera posible

El Relevo de Louisiana ofrece diversas opciones de conexión:

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

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

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

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

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

Información adicional sobre el Relevo de Louisiana:

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

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

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

Distribución de Equipos Los residentes de Louisiana con problemas auditivos o del habla que requieran el uso de un teléfono de texto (TTY), telebraille o equipo de amplificación son elegibles para el programa de acceso a las telecomunicaciones. Para ver si usted o alguien que conoce califica para este programa de equipos, use la siguiente información de contacto:

Louisiana Rehabilitation Services
627 N. Fourth St., Second Floor (Iberville Building)
P.O. Box 91297 (70821-9297)
Baton Rouge, LA 70802
1.225.219.2225 or 1.800.737.2958

Louisiana Commission for the Deaf
1.225.219.2424 or 1.800.256.1523
Sitio web: <http://www.dss.state.la.us>

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

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

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

Visite www.fcc.gov/cgb/complaints.html

cierre su oferta

cuente su historia

comparta su vida

reprograme la reunión

obtenga los detalles





Hi! My name is <Enter Your Name>

To call me, please use Louisiana Relay* by dialing 7-1-1 from your home, business or mobile telephone.

Ask the Communication Assistant to call me at: <Enter Phone Number>

* Relay enables people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to use the telephone. There is no charge to access Louisiana Relay.



Hi! My name is <Enter Your Name>

To call me, please use Louisiana Relay* by dialing 7-1-1 from your home, business or mobile telephone.

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When our relay conversation begins:

- Speak directly to me in a clear manner. Everything you say is being typed, word-for-word, so that I may read it.
- Say "Go Ahead" or "GA" to indicate it is my turn to talk.

**Louisiana Relay
Customer Service**
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY:
1.888.699.6869



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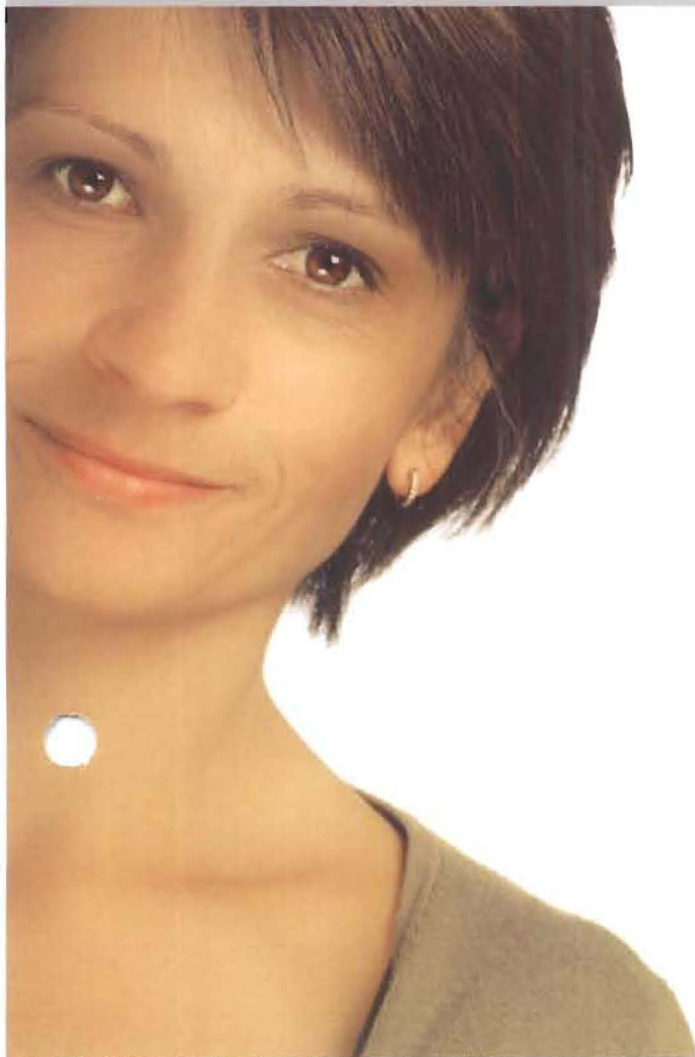
**Louisiana Relay
Customer Service**
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY:
1.888.699.6869



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**Louisiana Relay
Customer Service**
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice or TTY:
1.888.699.6869



Protect your **business**

Suspicious calls can be received through various means of communication, including relay.

Relay service is intended for use by individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. Unfortunately, there are people who take advantage of relay services by posing as a relay user in order to conceal their identity and trick businesses into selling them large quantities of merchandise.

There are various ways in which people access relay services to place or receive calls: through a computer, standard telephone, mobile device, or an assistive communications device. As relay calls are facilitated by a Communication Assistant, you are not able to hear the voice of the person on the other end, in most cases. Therefore, it is very important for you to feel comfortable in knowing exactly with whom you are speaking.

Here are a few tips to help determine whether your callers are placing legitimate orders or if they are attempting to scam your business.

**Louisiana
Relay**

It is wise to gather as much information as you can about the caller. Always ask for the caller's full name, address and telephone number. Put procedures in place so that you can verify the credit card information provided.

Hamilton Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of relay and the Federal Trade Commission (FTC) has instructed that persons who have been defrauded should contact the FTC directly at www.FTC.gov or 877-FTC-HELP.

To read the FCC's statement online, please visit
www.fcc.gov/cgb/consumerfacts/iprelayfraud.html

Be suspicious if callers:

- Refuse to identify themselves or give a company name
- Refuse to provide a telephone number
- Order large quantities of products, possibly "whatever you have in stock"
- Want the goods shipped immediately through a third party and/or to an overseas location
- Supply multiple credit cards as one or more are declined
- Cannot provide the credit card verification code (the three digit number on the back of the card)
- Wish to pay with a certified check (as a precaution, wait until funds are cleared before shipping merchandise)



Relay Friendly **Business**

THIS CERTIFIES THAT

has successfully completed the requirements of the Relay Friendly Business Program and is trained to place and receive relay calls to and from individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

We hereby welcome them as a Relay Friendly Business and acknowledge their time, effort, and commitment to serving their customers.

Signed _____

Date _____

Louisiana
Relay



Please don't hang up on me.

I am one of thousands of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking wanting to do business with your company.

Relay users are customers with money to spend.

- Answering relay calls can mean increased revenue
- Answering relay calls can increase the number of customers you serve
- Answering relay calls can result in the recommendation of your business to others

Taking calls placed through Louisiana Relay is simply good business.



Relay Caller

The relay caller places a call using relay primarily through the use of an assistive communications device.



Communication Assistant

The Communication Assistant speaks and/or types what's said between callers.

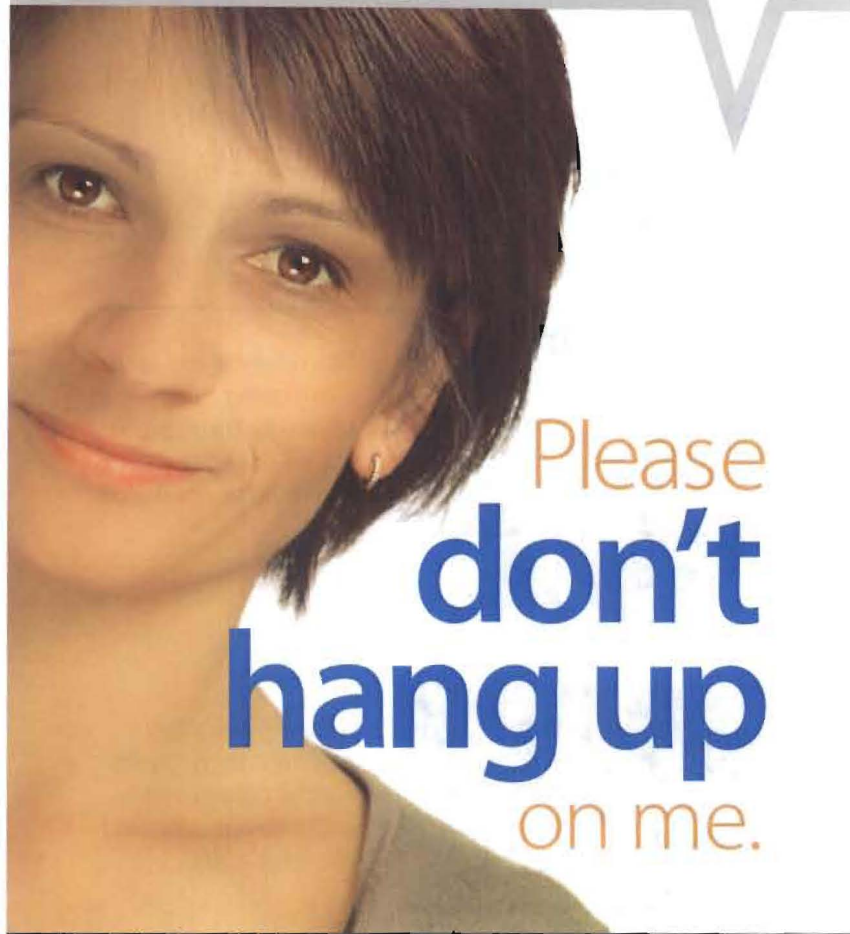


You

Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

**Louisiana
Relay**

Relay Friendly
Business



Become a Relay Friendly Business

Relay calls are from individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. By becoming a relay friendly business you'll discover that relay users are customers with money to spend.

- Answering relay calls can mean **increased revenue**
- Answering relay calls can **increase the number of customers you serve**
- Answering relay calls can result in the **recommendation of your business to others**

Relay Friendly Business

You can help your organization
be a **Relay Friendly
Business** by understanding
how a relay call works.



The relay caller places
a call using relay
primarily through
the use of an assistive
communications device.



A Communication
Assistant then speaks
and/or types what is
said between you and
the relay caller.



Speak as you normally
would, just a little
slower and say, "go
ahead" when you're
ready for a response.
Turn taking continues
in this manner until
the call is complete.

Seem easy? **It is!**

Becoming relay friendly is good for business.

**Louisiana
Relay**

For more information contact: **Louisiana Relay Customer Service**
9107 Bluebonnet Centre Blvd. • Baton Rouge, LA 70809 • 1.888.699.6869 Voice/TTY
1.225.293.3583 Fax • larelay@hamiltonrelay.com • la-relay.com

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Relay Friendly
Business

Connecting with all of Louisiana

Louisiana
Relay

Relay Friendly **Business**



*Connecting
with all of
Louisiana*

Louisiana
Relay

Welcome to the **Relay Friendly Business** program.

In becoming a Relay Friendly Business, you'll discover that relay users are customers with money to spend. By answering relay calls, your organization can:

- Bring new money into your business
- Attract more customers and increase customer loyalty
- Receive more referrals to your business from others

You can positively impact relay users by making Relay Friendly Business training a part of your employee development plans, and by telling friends and business associates about the program.

We thank you for your participation. Should you have any additional questions, please don't hesitate to call me at XXX.XXX.XXXX.

Taking calls placed through Louisiana Relay Service is simply good business.

Sincerely,

Name
Title
Louisiana Relay Service

Louisiana
Relay

**Louisiana Relay
Customer Service**

9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
1.888.699.6869 Voice/TTY
1.225.293.3583 Fax
larelay@hamiltonrelay.com
la-relay.com

Relay Friendly Business

Louisiana
Relay

**Proud Participant of
Louisiana Relay Friendly Business Program**

Important Information Regarding Louisiana Relay

Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Louisiana Relay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Louisiana Relay offers specialized services for individuals with speech disabilities and for Spanish speaking residents which includes Spanish to English translation. Specially trained CA's are on hand to assist in these types of calls. Since Louisiana Relay offers a variety of services please refer to the website listed or call Louisiana Relay Customer Service for more details.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Mobile Captions Service (MCS) utilizes Voice Carry Over on a mobile device. Individuals who have difficulty hearing on the phone now have the ability to read text of what the other person is saying on the screen of a Nokia E5 phone.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Louisiana Relay, please call Louisiana Relay Customer Service.

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

To place a call using
Louisiana Relay, dial 7-1-1
or dial one of the toll free numbers below:

TTY: 1-800-846-5277

Voice: 1-800-947-5277

ASCII: 1-888-550-5277

Spanish: 1-800-737-1813

Speech-to-Speech: 1-888-272-5530

Customer Service Information:

1-888-699-6869 V/TTY

9107 Bluebonnet Centre Blvd.

Baton Rouge, LA 70809

Email: larelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

1-877-243-2823

Special points of interest:

• **Equipment Distribution Program**

Louisiana residents who have difficulty hearing or speaking that require the use of a text telephone (TTY), telebraille, or amplification equipment may be eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this program, call 1-800-256-1523 (Voice/TTY) or visit the website of the Louisiana Commission for the Deaf at: www.dhh.state.la.us/offices/?ID=387

• **Emergency Calls**

Please note that 7-1-1 is only to be used to reach Louisiana Relay.

In an EMERGENCY you should continue

to use 9-1-1. In an emergency, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Louisiana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

Louisiana Relay

Louisiana Relay

What is Louisiana Relay?

Louisiana Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

How do I apply for specialized equipment?

Louisiana residents with hearing or speech difficulties that require the use of a text telephone (TTY), telebraille, or amplification equipment may be eligible for the Telecommunication Access Program (TAP). To see if you or someone you know qualifies for this program, call 1-800-256-1523(Voice/TTY) or visit the website of the Louisiana Commission for the Deaf at: www.dhh.state.la.us/offices/?ID=387

Access Numbers:

Dial 7-1-1 or
TTY: 1-800-846-5277
Voice: 1-800-947-5277
ASCI: 1-888-550-5277
Spanish: 1-800-737-1813
Speech-to-Speech: 1-888-272-5530

Customer Service
Information:
TTY/Voice: 1-888-699-6869
larelay@hamiltonrelay.com
www.hamiltonrelay.com

To place a call using
Hamilton Relay Internet, visit
www.hamiltonrelay.com

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Louisiana Relay

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Henry Brinkmann
Louisiana Relay Outreach Coordinator

Louisiana Relay

Hamilton Relay provides traditional relay services for the state of Louisiana including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), and Spanish-to-Spanish.

Details regarding all of the available services in Louisiana can be found under the Options tab above.

When you connect with Louisiana Relay, a Communication Assistant (CA) will connect on the phone with you. Simply give the CA the number you wish to call and your call will be processed promptly, professionally and accurately.

How to Connect

Dial 7-1-1 to use Hamilton Relay in Louisiana or call one of the toll free numbers below:

TTY: 800-846-5277

Voice: 800-947-5277

Speech-to-Speech: 888-272-5530

Spanish-to-Spanish: 800-737-1813

(includes Spanish-to-Spanish and translation from English to Spanish)

If you are traveling out of State or you are in a State that is not served by

Louisiana

- [How To Connect](#)
- [Customer Service](#)
- [Equipment Distribution](#)
- [Outreach](#)
- [Brochures](#)
- [Call Me Cards](#)

- [Customer Profile](#)
- [Guide to Understanding Your Profile](#)

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 - TTY
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 - 2-Line HCO
 - Telebraille
 - Voice
 - STS
 - Español
 - CapTel
 - Internet Relay

- [How It Works](#)
- [FAQs](#)

Hamilton Relay, you can place
interstate calls by calling:

TTY: 800.833.5833 (toll-free)

Voice: 800.833.7833 (toll-free)

Customer Service

If you have suggestions, comments
or concerns, please contact:

Hamilton Relay

9107 Bluebonnet Centre Blvd.

Baton Rouge , LA 70809

Voice/TTY: 888-699-6869

Fax: 225-293-3583

E-mail:

larelay@hamiltonrelay.com

If your expressed concern is not
resolved to your satisfaction, contact
your State Relay Administrator.

Bonnie Eades, President

Relay Administration Board

365 Canal Street, Suite 3000

New Orleans, LA 70130

Voice: 504-528-2090

E-mail:

bonnie.eades@att.com

Should your concern go unresolved,
you may file a complaint with the
FCC's Consumer Information Bureau.

Voice: 888-CALL-FCC

TTY: 888-TELL-FCC

<http://www.fcc.gov/cgb/complaints.html>

Equipment Distribution

Louisiana residents with hearing or
speech disabilities that require the
use of a text telephone (TTY),
telebraille or amplification equipment
are eligible for the
Telecommunications Access
Program.

To see if you or someone you know
qualifies this equipment program, visit
the [Louisiana Commission for the
Deaf](#) or contact:

Louisiana Commission for

the Deaf

627 N. Fourth Street

2nd Floor

Baton Rouge , LA 70806

Voice: 800-256-1523 (Toll-Free)

Fax: 225-342-8636

Outreach

Hamilton Relay offers high quality professional outreach services to ensure people are aware of relay services, and that they understand how to use relay when making or receiving calls. If you are not sure about how relay works and would like to learn more about what types of relay services work best for you, [contact us!](#)

If you know of an agency, business, school or individual who could benefit from training on how to use Relay services, we are glad to provide professional training services.

Contact your Outreach Coordinator today!

Henry Brinkmann

henry.brinkmann@hamiltonrelay.com

Louisiana Relay Outreach

Coordinator

Brochures

For quick reference, the following Traditional Relay Service Brochures are available for download:

[CapTel](#) | [Español](#) | [HCO](#)
| [Speech-to-Speech](#)
| [Traditional Relay](#) | [TTY](#)
| [VCO](#) | [Voice](#)

Call Me Cards

For your convenience, we have created "Call-Me Cards" that are simple to print and distribute to friends, family and business contacts. Once shared, these cards provide all the necessary information anyone needs in order to contact you through

7-1-1. We've also included some helpful hints when using relay. Simply print the front and back side of the card and write your name and phone number in the designated areas. You'll want to keep your personalized cards readily available so that you can pass them out to individuals who wish to contact you.

For best results, these cards are designed to print on Avery Card Stock 5881. When printing, you do not need to choose "shrink to fit the page."

[Click here to download your Call Me Card Template!](#)

That's what we're talking about



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What's New

College Scholarship awarded to Slidell High School Senior by Telecommunications Relay Service provider Hamilton Relay

(May 5, 2011)

Hamilton Relay, telecommunications relay service provider for the state of Louisiana, has awarded a \$500 college scholarship to Mechelle Cureaux, a student of Slidell High School from Slidell, Louisiana.

The Hamilton Relay Scholarship opportunity is offered to high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected within each of the states where Hamilton is the contracted relay service provider and is one of several ways the company gives back to the communities they serve.

"Hamilton takes pride in promoting education and outstanding leadership across the country," said Louisiana Outreach Coordinator, Henry Brinkmann. "We are excited to have the opportunity to contribute to furthering Mechelle Cureaux's education and wish her success in reaching her personal and professional goals."

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Mechelle Cureaux was awarded the \$500 Hamilton Scholarship after completing an application and writing an essay under the topic of communication technology. Mechelle plans to attend Loyola University in New Orleans this fall to study Biochemistry.

About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Services, Captioned Telephone and Internet Relay services. Hamilton provides Traditional Relay and/or Captioned Telephone services to 18 states, the District of Columbia, the Island of Saipan and the Virgin Islands. More information is available at www.hamiltonrelay.com.

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April Campbell

From: "Hamilton Relay" <tina.hunt@hamiltonrelay.com>
To: <april.campbell@hamiltonrelay.com>
Sent: Thursday, July 30, 2009 05:05PM
Subject: Captioned Telephone Service to begin in Louisiana August 1st

For Immediate Release

Contact: Tina Hunt, 402-694-3656 v/TTY
Marketing Communications Manager
Hamilton Relay, Inc.

Captioned Telephone: New Service Implemented in Louisiana for People with Hearing Loss

AURORA, NE, July 30, 2009 -- Hamilton Telephone Company, d/b/a Hamilton Telecommunications, today announced an agreement with The Louisiana Relay Administration Board to provide Captioned Telephone service in Louisiana beginning August 1, 2009. Similar to closed captioning provided on most television programs, Captioned Telephone service is designed for individuals who have difficulty hearing on the telephone.

Captioned Telephone (CapTel®) technology, developed by Ultratec, Inc. of Madison, Wisconsin, allows individuals with hearing loss to view word-for-word captions of their telephone conversations using a CapTel phone. This device is ideal for individuals who use their own voice while conversing on the telephone but may have trouble deciphering the words of the other party.

Through the efforts of the Louisiana Relay Administration Board (a board created by the Louisiana Public Service Commission to administer the state-wide program that provides access to telecom services for people who are hard of hearing, deaf, deaf-blind and speech disabled), Louisianans now have a new option available for communicating via the telephone. "We are thrilled to provide CapTel service to the residents of Louisiana as many across the state have expressed interest in the service," says Dixie Ziegler, Vice President of Hamilton Relay. "Hamilton's goal is to provide its customers with the latest developments in telecommunications technology, resulting in services that are functionally equivalent to traditional telephone services."

Individuals with hearing loss in Louisiana have looked forward to the availability of captioned telephone. Ann Boyd, who has lost her hearing, has been active in expressing her desire for the service and is excited about the startup on August 1st, "You could not have given me any better news! I was just thrilled to learn that Louisiana will be offering CapTel services beginning in August to its citizens who are hard of hearing. As you know, it is the news I've been waiting to hear! I am really looking forward to being able to use CapTel when making and receiving calls. With both volume control and captions, the CapTel phone is an effective and comfortable way for those with mild to profound hearing loss to make phone calls to businesses, doctors, dentists, family members, grandchildren and friends with greater ease and understanding."

To make a call, the CapTel user dials the number of the person they wish to call on the CapTel phone. The call is then connected to the service which provides the captioning. Using state-of-the-art voice-recognition technology, a specially trained operator "re-voices" everything said by the standard telephone user, converting speech into text. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said by listening along with reading the CapTel phone's screen. The CapTel phone features adjustable levels of amplification which extend to an additional 35 dB and works in conjunction with a hearing aid's telecoil. CapTel is a telephone designed to allow the user to have natural back and forth conversations with the support of captions.

Residents of Louisiana are invited to attend a 60 minute demonstration of the Captioned Telephone service on Saturday, August 8, 2009 at 10:00 AM in the Louisiana Relay Service Center's training room,

08/25/2009

9107 Bluebonnet Centre Blvd, Baton Rouge, LA. If you are unable to attend this event, information about the service and how to obtain a CapTel phone will be available at the 2nd Annual Summer Picnic at Highland Road Park on Saturday, August 8, 2009 from 10:00 AM – 3:00 PM.

Hamilton has arranged, for a limited time only, to make the CapTel phone available for \$99.00 (retail value of \$495). This offer comes with a 90-day trial period, which guarantees that if the customer is not entirely happy with the CapTel phone, s/he can return the phone for a full refund within 3 months.

For more information about CapTel, including how to obtain a CapTel phone, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice/TTY: 1-866-560-1452
Fax: 225-293-3583
E-mail: larelay@hamiltonrelay.com

About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Services, Captioned Telephone (CapTel®), and Internet Relay. Hamilton provides traditional relay and/or CapTel services to 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at www.hamiltonrelay.com.

CapTel is a registered trademark of Ultratec, Inc.

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What's New

Carol Zehner selected for Hamilton Relay 2011 Better Hearing and Speech Month Recognition Award for the State of Louisiana

(June 27, 2011)

Carol Zehner was born at Kessler Air Force Base in Biloxi, Mississippi, and at the age of one, moved with her family to the River parishes of New Orleans where she still resides today.

Carol has had a hearing loss since the age of 3, and with a tremendous amount of support, love and encouragement from her family, she has grown to become a well known advocate and leader among the hard of hearing population in New Orleans.

In 1988, Carol founded the New Orleans chapter of the Hearing Loss Association of America (HLAA) and served as President for two years. During her time as President, Carol was dedicated to overseeing the growth of the organization and providing opportunities for individuals who are hard of hearing to gather and interact with one another to share helpful resources and information related to hearing loss. Carol also kept abreast of the issues that individuals who are hard of hearing face and shared her knowledge with the members of this group. In 1990,

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Carol retired from her position as President and has remained an active chapter member and associate.

Carol draws upon her own experiences to help others understand and deal with their personal hearing loss. She has provided resources and education around how to improve communication with friends, family, and loved ones regardless of their hearing loss and has inspired individuals to work towards their goals and professional careers.

Carol graduated from the University of New Orleans in 1978 and Delgado College in 2001. She is currently an independent artist who creates, markets, and sells her works of regional art. We are pleased to recognize Carol for her outstanding leadership in the state of Louisiana and congratulate her on her many accomplishments.

This leadership recognition has been brought to you by Hamilton Relay.

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What's New

John Lovas selected for Hamilton Relay 2011 Deaf Community Leader Award for the State of Louisiana

(September 17, 2011)

John has built a reputation as a leader in the community and has been instrumental in bringing the hearing and deaf communities together through various types of social and educational activities. He has been a well-respected Pastor of the Canal Blvd. Baptist Deaf Church in New Orleans for the past 15 years and has been in the pastoral ministry for the past 20 years. He graduated from the University of Southwestern Louisiana in 1985 and attended the New Orleans Baptist Theological Seminary.

In 2005, Hurricane Katrina flooded the area and essentially destroyed the church that John spent so many years building. He and his family were forced to leave. Immediately after relocating, John focused on ways to locate and assist a countless number of senior citizens and deaf individuals in New Orleans – helping many relocate within Baton Rouge and other parishes for their safety. He spent many hours providing assistance and working with the Red Cross to search for families and their loved ones who were relocated

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across the country.

Over many months after the hurricane, John rebuilt his church. Through his leadership, the deaf community slowly reestablished communication and other social activities. John became the sponsor of monthly meetings where he invited students, educators and friends to meet. John and his wife developed a webpage that kept everyone informed on events happening in the city and in the church.

John has been described by his peers as a compassionate, non-judgmental individual. We applaud him for all the efforts he has put forth in the community and are pleased to present him with this year's Hamilton Relay Deaf Community Leader Award.

This leadership recognition has been brought to you by Hamilton Relay.

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Connecting you with important people in your life.

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

CapTel is especially helpful for:

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

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

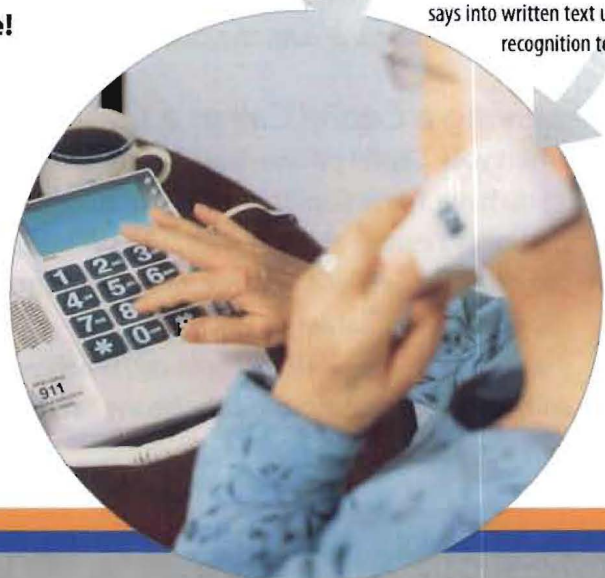
CapTel user uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.



Family, friends and businesses use a standard telephone to communicate freely.



Captioning Center Operator converts everything the standard phone user says into written text using voice recognition technology.



Required Equipment

To make a *CapTel* call, you will need a Captioned Telephone. This unique equipment, which makes use of voice recognition technology at the captioning center, allows you to simultaneously read telephone conversations on a screen and respond using your own voice. For further information on obtaining equipment, contact the Louisiana Commission for the Deaf. Contact information is on the back page of this brochure.

How *CapTel* Works

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

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

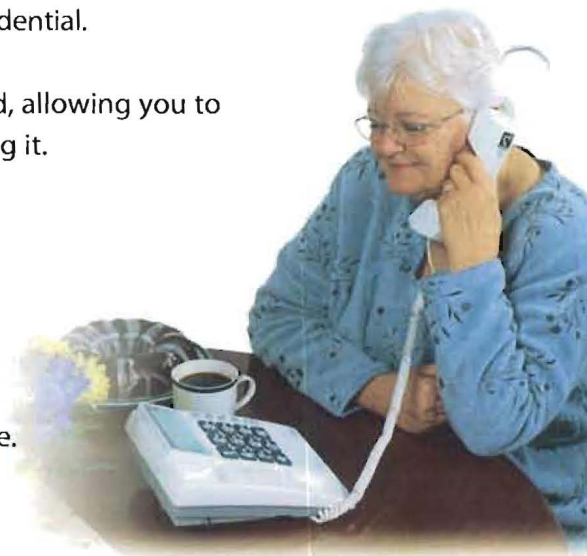
The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Making a *CapTel* Call

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

Receiving a *CapTel* Call as a *CapTel* User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line *CapTel*, people wanting to reach you should be directed to call the *CapTel* captioning center at **1.877.243.2823 (English)** or **1.866.217.3362 (Spanish)**. The caller will then provide the *CapTel* operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line *CapTel*, people can reach you by calling your personal phone number directly and captions will automatically be available.



Calling a *CapTel* User

- To reach a *CapTel* user, dial: **1.877.243.2823** (English) or **1.866.217.3362** (Spanish).
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

Receiving a Call from a *CapTel* User

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

2-Line *CapTel*

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

	1-Line <i>CapTel</i>	2-Line <i>CapTel</i>
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a <i>CapTel</i> User	People calling the <i>CapTel</i> user must first dial the toll free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
911* Calls	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the <i>CapTel</i> call center. Calls are processed as VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the <i>CapTel</i> display screen. You speak directly into the handset, as you would with any other <i>CapTel</i> call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line. *Note that <i>CapTel</i> call centers are not 911 centers and do not assume responsibility for the call.

How to connect with Louisiana Relay for *CapTel* Service.

To reach a *CapTel* user, dial:

1.877.243.2823 English

1.866.217.3362 Spanish

For information on obtaining *CapTel* equipment, contact:

Louisiana Commission for the Deaf

627 N. Fourth Street

2nd floor

Baton Rouge, LA 70806

Voice: 1.800.256.1523

Fax: 1.225.342.8636

Customer Service

If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Service

9107 Bluebonnet Centre Blvd.

Baton Rouge, LA 70809

Voice/TTY: 1.888.699.6869

Fax: 1.225.293.3583

E-mail: larelay@hamiltonrelay.com

CapTel® Customer Service

450 Science Drive

Madison, WI 53711

Voice: 1.888.269.7477

TTY: 1.800.482.2424

Fax: 1.608.238.3008

E-mail: CapTel@CapTelMail.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Call: 1.888.CALL.FCC (Voice), 1.888.TELL.FCC (TTY), or visit: www.fcc.gov/cgb/complaints.html.

Louisiana Relay is powered
through Hamilton Relay —
a national leader in providing
high quality relay services
for people who are Deaf,
Hard of Hearing, Deaf-Blind
or Speech Disabled.



Make a free call and see for yourself.

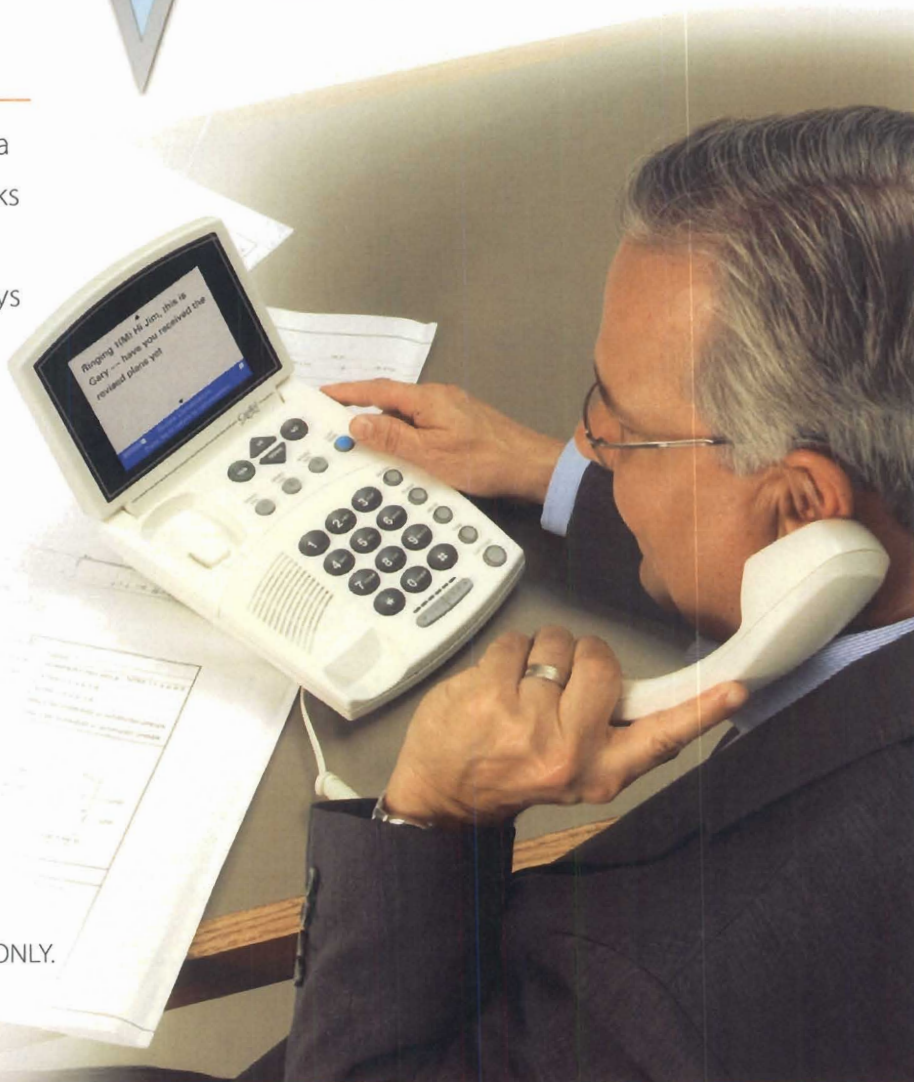
Ringing 1(M) Hi Jim, this is
Gary -- have you received the
revised plans yet

The phone next to you is called a captioned telephone and it works just like any other phone – with one important addition: it displays word-for-word what is said to you. You can listen while reading the captions on the CapTel phone's bright display window.

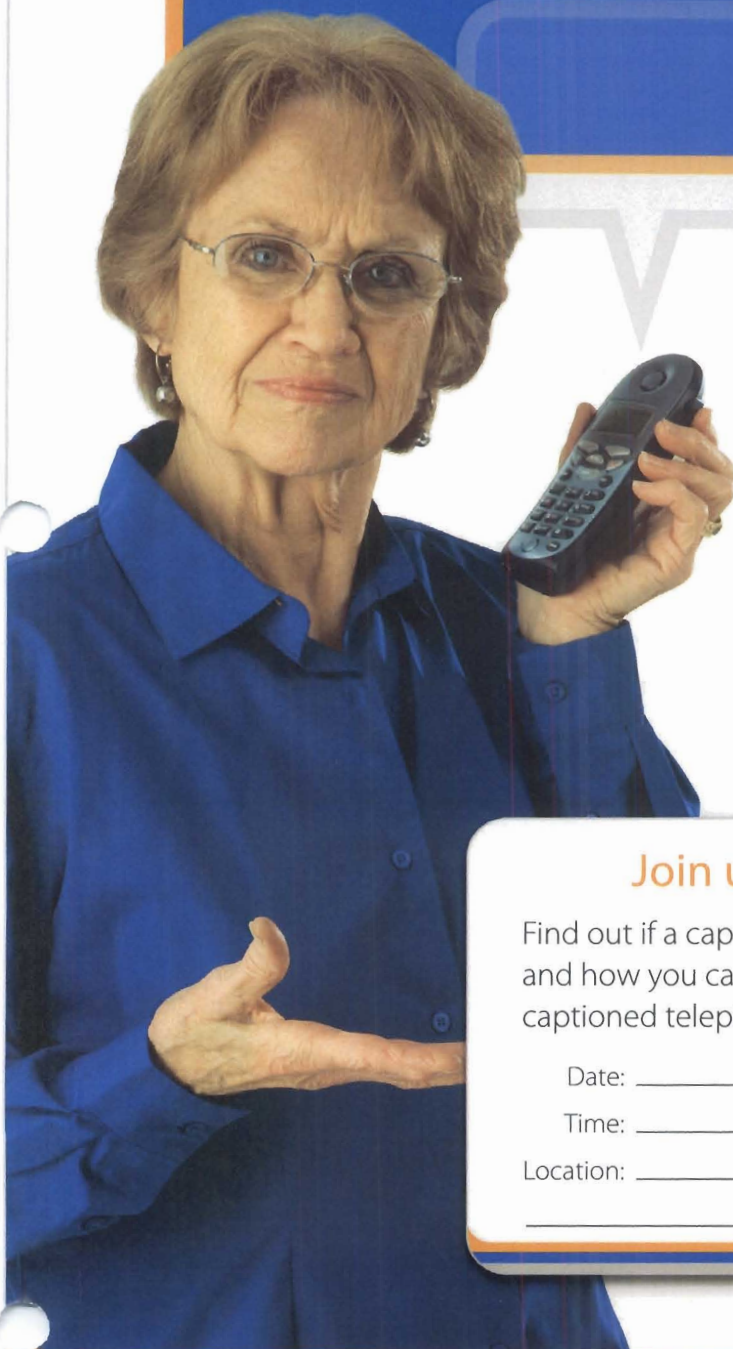
So if you just can't hear on the phone, try making a call with this phone and "see what they say-!"

*** Please Note:**

Testing is available for LOCAL CALLS ONLY.



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



But with Louisiana
Captioned Telephone
I can "see what they say™."

If you've ever missed out on what was said during a telephone call – you no longer need to. Now you can see word-for-word what is said to you throughout your phone conversation. It's called CapTel or Captioned Telephone.

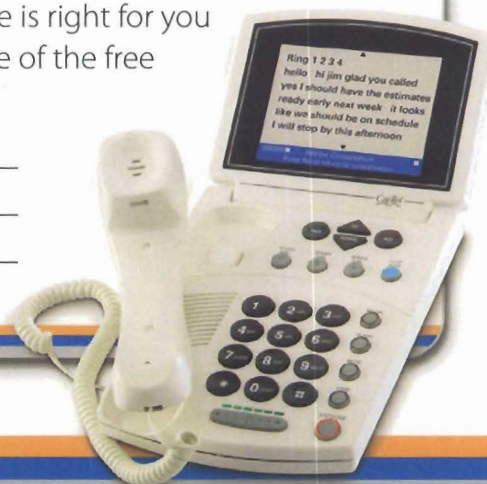
Join us for a free presentation!

Find out if a captioned telephone is right for you and how you can take advantage of the free captioned telephone service.

Date: _____

Time: _____

Location: _____



For Immediate Release

**Contact: Beth Slough, 402-694-3656 v/TTY
TRS Contract Manager/Senior Editor
Hamilton Relay, Inc.**

Hamilton Relay Launches Innovative Web Captioned Telephone (CapTel®) for On-line Captioned Telephone Calls

Web Captioned Telephone Service Available Now for People with Hearing Loss Nationwide

AURORA, NE – Hamilton Relay today announced the availability of Hamilton *Web CapTel*®.

CapTel is a service designed for individuals who have difficulty hearing on the telephone, where captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations. Previously available only through State Relay programs and with a specialized *CapTel* phone, individuals nationwide can now make *CapTel* calls via the Web. *Web CapTel* works with any type of telephone and any type of Internet access device. Hamilton *Web CapTel* is available at www.hamiltoncaptel.com.

Hamilton *Web CapTel* requires no special equipment. Along with a standard telephone or mobile phone, individuals can see every word a caller says on a computer screen. All that is required is an Internet connection and a computer or laptop with a standard web browser — no special equipment or special software is needed. Individuals can listen to the caller and read the written captions of everything the caller says.

Hamilton *Web CapTel* works by providing two telephone numbers, your telephone number and the telephone number you wish to call. When you place a call, the *Web CapTel* Service calls your number first, then the number of the person you wish to call. You will be able to see the captioning page from the computer monitor and once you answer your telephone, captions will begin and the system is calling out to the person you wish to call. When you are waiting to receive a call, a person dials *Hamilton Web CapTel* Service at **1-800-933-7219**. *Web CapTel* Service checks to see if you are logged on and waiting for calls, then places a call to your telephone number where you are waiting.

"Hamilton is thrilled to introduce Hamilton *Web CapTel*," says Dixie Ziegler, Vice President of Hamilton Relay. "This exciting web-based service expands Hamilton's *CapTel* offering by bringing the flexibility and mobility of the Internet to the *CapTel* experience that so many people have come to enjoy. Individuals who have missed out on what was being said during a telephone conversation no longer need to. Hamilton *Web CapTel* allows individuals with hearing loss to 'see what they say.' "

Individuals will view telephone conversations word by word, phrase by phrase, on-screen as the conversation takes place. There is no charge for using Hamilton *Web CapTel*.

Individuals and organizations who would like more information are encouraged to contact a Hamilton Relay Representative at 800-618-4781 (Voice/TTY) or via Email at help@hamiltoncaptel.com.

About Hamilton Relay

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at www.hamiltonrelay.com. Hamilton Relay provides traditional relay services to 15 states, the Island of Saipan and the Virgin Islands.

CapTel and *Web CapTel* are registered trademarks of Ultratec, Inc.

CapTel® | news



I love this CapTel phone and this is my only link to the world.

— C. Green, California

New Jersey Athlete Plays with CapTel

Can CapTel improve your tennis score?

While hearing loss may not affect your tennis serve, it's difficult to schedule court time when you can't hear clearly over the phone. Just ask Beverly Sudler of Union, New Jersey.

"I am an avid doubles tennis player – addicted to the game!" Beverly explains. She relies on her CapTel phone to make tennis dates and schedule court time. "Without this phone, I would not be included in games. Everyone I play with has 'normal' hearing!"

How did Beverly cope before she started using CapTel? "I kept buying a variety of phones which did not provide much clarity. I stopped after #12," chuckles Beverly. "It was totally frustrating."

But as Beverly points out, CapTel is not just all for "fun and games". "In an emergency when time is a factor, it is an indispensable device and it is imperative that hard of hearing people have access to this technology."

"The CapTel phone has given me freedom and independence. I do not have to ask

anyone to help me," declares Beverly. "I like to do things by myself and CapTel gives me this empowerment." Sounds like a winning combination.



IN THIS ISSUE :

You've Got the Power • Answering the Call on a Different Phone • How to Update Your CapTel Software
Set-up Tip for Success • Register Your Long Distance Carrier • CapTel Celebrates 20th Anniversary of ADA

I just love my CapTel phone so much. For a person as hard of hearing as I am, it is great to read captions. It has opened up a whole new world for me. I am really enjoying it.

– D. Kearney, California



You've Got the **POWER!**

Make sure that you use the same power adapter that came with your CapTel telephone instead of a spare electrical cord you may already have at home. A different power adapter may not work properly and may even cause damage to the CapTel phone.

Answering the Call on a **Different Phone**

CapTel 200 & CapTel 800

If you answer an incoming call on a different phone and you hear a beep that reoccurs throughout the call, the person calling you dialed through the Captioning Service. That means you can see captions during the call.

Simply pick up the handset on your CapTel telephone. Your CapTel phone will detect the beep signal and begin showing you captions. Hang up the extension phone right away and continue the call using your CapTel phone.

CapTel 800i

If you answer an incoming call on a different phone and you wish to use the CapTel 800i, simply pick up the handset on your CapTel phone and press any key on the number dialing pad.



I am very satisfied with the CapTel service. I could not contact or communicate with others without this service. Thank you.

– F. Welch, South Carolina

Thank you, we love our CapTel, we are really pleased with it and the service.

– N. Hannah, Florida

CapTel 800 / CapTel 800i

How to Update Your CapTel Software

As part of CapTel's commitment to quality, the telephone software is occasionally updated to take advantage of advances in technology. Using your CapTel 800 or CapTel 800i phone, you can check whether updates are available. To check if an update is available:

For your CapTel 800i

1. With the handset hung up, press the YES button to see the Options Menu.
2. Press the DOWN button until Phone Settings is highlighted. Press the YES button.
3. Press the DOWN button until Update Phone is highlighted. Press the YES button.
4. Press the YES button to begin the update process.

For your CapTel 800

1. With the handset hung up, press the YES button to see the Options menu.
2. Press the DOWN button until Settings is highlighted. Press the YES button.
3. Press the DOWN button until Phone Settings is highlighted. Press the YES button.
4. Press the DOWN button until Update Phone is highlighted. Press the YES button.
5. Press the YES button to begin the update process.

Your CapTel phone checks to make sure that your software is up-to-date. If a new software version is available, your CapTel phone will update to the most current version or let you know no updates are available.

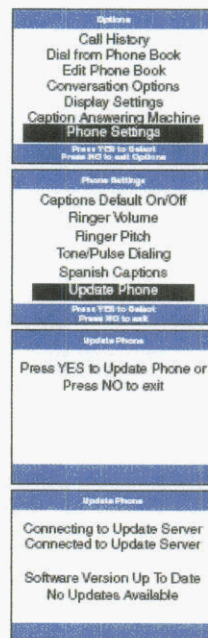
Checking for software updates is not available with CapTel 200.



Set-up Tip for Success

Make a Test Call.

Once you have the phone lines and power cords plugged in, it is very important to make a test call BEFORE you start adjusting the various menu options. A test call ensures the connection to the Captioning Service is working properly before you start to customize the phone settings.



Your CapTel phone may notify you that a software update is available. If you get this notice, simply press YES to begin the update process.

Register Your Long Distance Carrier

If you make long distance captioned calls with your *CapTel* 200 or *CapTel* 800 telephone setup in 1-Line Mode, remember to register your long distance provider with *CapTel* Customer Service.

People who call you via long distance through the Captioning Service should also register their long distance provider as well. *CapTel* 800i and *CapTel* 200 / 800 2-Line Mode users do not need to register their long distance provider.

Registering is easy!

Phone: 1.888.269.7477

Fax: 1.608.204.6167

Online: www.CapTel.com

Email: CapTel@CapTel.com



Customer Service

450 Science Drive
Madison, WI 53711

1-888-269-7477 (CapTel/Voice/TTY)

1-866-670-9134 (Español)

1-608-204-6167 (Fax)

CapTel@CapTel.com

www.CapTel.com

If you are not already receiving this newsletter directly, please write or send us your email address to get the latest *CapTel* newsletter electronically! Visit our website (www.CapTel.com) and click on "Contact Customer Service" to sign up!



Twenty years ago, the Americans with Disabilities Act (ADA) profoundly expanded the opportunities for people with hearing loss to use basic telecommunications services. Many of the communication technologies we take for granted today were made possible by this momentous legislation. To commemorate the anniversary, *CapTel* recently joined the FCC, the White House, and the Department of Commerce for an ADA celebration in Washington, D.C.

CapTel Celebrates 20th Anniversary of ADA

Ultratec, Inc.
450 Science Drive
Madison, Wisconsin 53711



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

CapTel

<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE 1-877-243-2823 then, enter my phone number My phone number: () -</p> <p><i>CapTel</i></p>

The Hamilton RELAY CONNECT[®]

SUMMER 2011

hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER SERVICE NUMBERS

Arizona

866-259-1768 V
800-347-1695 TTY

California

877-632-9095 TTY/V

Georgia

866-694-5824 TTY/V

Idaho

0-368-6185 TTY/V

Iowa

888-516-4692 TTY/V

Kansas

866-735-2957 TTY/V

Louisiana

888-699-6869 TTY/V

Maine

800-270-9709 TTY/V

Maryland

866-269-9006 TTY/V

Massachusetts

800-720-3479 V
800-720-3480 TTY

Montana

866-897-8860 TTY/V

New Mexico

877-463-0994 TTY/V

Rhode Island

06-703-5485 TTY/V

Utah

877-831-4782 TTY/V

Celebrating 110 Years ... and Counting!

Hamilton Telecommunications, parent company of Hamilton Relay, is excited to be celebrating its 110th year of providing telecommunications products and services to individuals across the nation.

In 1901, Hamilton began as a local telephone cooperative, serving the residents of Hamilton County, Nebraska. Today, Hamilton has grown to encompass seven diverse company divisions that operate on a local, regional, national – and even international level.

In addition to offering Telecommunications Relay Services and Captioned Telephone, Hamilton offers a variety of services through the following company divisions:

- **Hamilton Telephone Company:** Provides local telephone service to communities in Central Nebraska.
- **Hamilton Long Distance:** Provides residential and business long distance telephone services.
- **Hamilton.net:** Offers wireless and DSL high speed Internet service.
- **Hamilton Information Systems:** Provides technology and communications planning, support, and implementation of solutions for a wide range of clients on a local and regional level.
- **Hamilton Managed Hosting and Colocation:** Provides clients with managed data and application hosting solutions to meet their diverse business needs.
- **Mid-State Community TV:** Provides quality cable television programming service to communities in Central Nebraska.



Hamilton's long-standing commitment of delivering exceptional personalized services, combined with innovative telecommunications and information technology has lead to their continued expansion throughout the years.

"We are proud to be celebrating 110 years of delivering telecommunications and technology services," said John Nelson, President of Hamilton Relay and Vice President of Hamilton Telecommunications. "We deeply appreciate the remarkable loyalty we have received over the years from our customers and from the communities in which we serve. We look forward to continuing to provide the latest in advanced telecommunications and technology products and services to our customers for the years to come."

Hamilton Relay thanks you for being an integral part of their success — and for giving Hamilton the opportunity to connect you with your family, friends, businesses, and loved ones for over 110 years!



Hamilton Relay Awards Scholarships to High School Graduates

In addition to being busy high school seniors—gearing up for exams, submitting college applications, and finally graduating—numerous students across the United States went a step further to complete and submit an application and essay to qualify for this year's Hamilton Relay Scholarship Program.

Recently, Hamilton awarded 17 high school graduates with individual \$500 college scholarships. "We believe in acknowledging exceptional students for their academic excellence and outstanding leadership," said Dixie Ziegler, Vice President of Hamilton Relay. "We are proud to contribute to furthering these students' education and are confident that they will be successful in reaching their personal and professional goals."

In order to qualify for the scholarship, students must be deaf, hard of hearing, deaf-blind, or have difficulty speaking and reside in a state where Hamilton is the contracted Relay and/or Captioned Telephone service provider. We commend all of the candidates for the effort put forth in applying and are proud to recognize and congratulate each of the following individuals for receiving the 2011 Hamilton Relay Scholarship:

ARIZONA: Daniel Hildreth – Mountain View High School, Chandler, AZ

CALIFORNIA: Aimee Fischer – River Valley Charter School, Lakeside, CA

DISTRICT OF COLUMBIA: Lauren Sebaugh – Model Secondary School for the Deaf, Washington, D.C.

GEORGIA: Dustin Schroeder – Oconee County High School, Watkinsville, GA

IDAHO: Jeremy Hegman – Twin Falls High School, Twin Falls, ID

IOWA: Kelli Ann Peters – East Sac County High School, Sac City, IA

KANSAS: Payal Sharmacharya – Shawnee Mission East High School, Lenexa, KS

KENTUCKY: Shanice White – Kentucky School for the Deaf, Frankfort, KY

LOUISIANA: Mechelle Cureaux – Slidelle High School, Slidelle, LA

MAINE: Jacob Buck – Presque Isle High School, Presque Isle, ME

MARYLAND: Olivia Smith – Stephen Decatur High School, Bishopville, MD

MASSACHUSETTS: Kara Jane Mongell – North Andover High School, North Andover, MA

NEW MEXICO: Nolan Riley – V. Sue Cleveland High School, Rio Rancho, NM

PENNSYLVANIA: Casey Green – Tri Valley Junior-Senior High School, Ashland, PA

RHODE ISLAND: Samantha Collins – Toll Gate High School, Warwick, RI

TENNESSEE: Chelsea Klytta – Mount Juliet High School, Mount Juliet, TN

UTAH: BreAna Stokes – Skyline High School, Kearns, UT

For more information about the Hamilton Relay Scholarship Program and the winner in your state, visit www.HamiltonRelay.com.



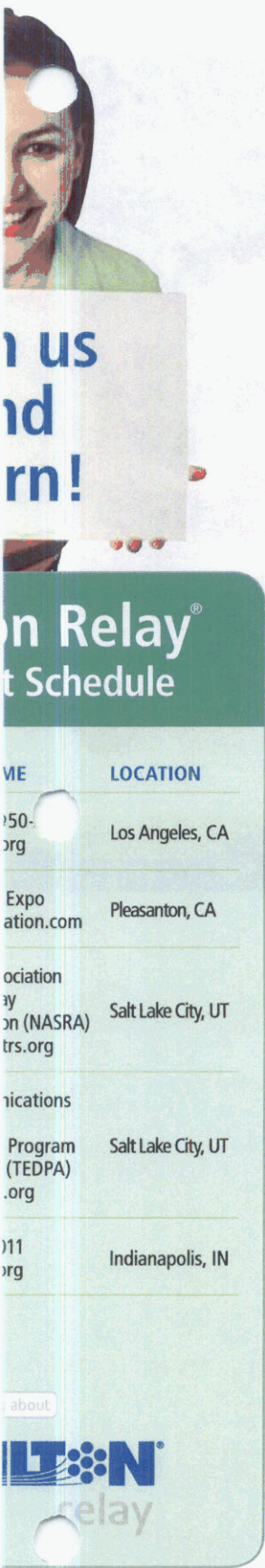
Join
an
lea

Hamilton 2011 Events

DATE	EVENT NAME
Sept 22 - 24	AARP Life@50 www.aarp.org
Oct. 8	DeafNation www.deafnation.org
Oct. 19 - 22	National Association for State Relay Administrators www.nasra.org
Oct 24 - 27	Telecommunications Equipment Distribution Association www.tedpa.org
Oct. 26 - 30	ALDAcon 2011 www.alda.org

That's what I'm talking about

HAMILTON



Hamilton Relay®
Event Schedule

NAME	LOCATION
50- org	Los Angeles, CA
Expo ation.com	Pleasanton, CA
ociation y on (NASRA) trs.org	Salt Lake City, UT
ications Program (TEDPA) .org	Salt Lake City, UT
011 org	Indianapolis, IN

about

Hamilton Relay

Deaf Community Leader Award Winners to be Announced in September

Hamilton Relay is currently in the process of gathering and reviewing nominations for the Hamilton Relay 2011 Deaf Community Leader Award. Each year, we enjoy learning about the accomplishments that the candidates have realized and have the difficult task of choosing just one award recipient in each state where we are the contracted Relay and/or Captioned Telephone service provider. The winners will be announced during or around Deaf Awareness Week in September and we look forward to sharing photos and information about their leadership and commitment to their communities on our website and on our corporate and professional Facebook pages.

For information on how you can nominate an outstanding leader in your state, visit www.HamiltonRelay.com or contact customer service at 1.800.618.4781 (Voice/TTY).



Hamilton Mobile CapTel® Compatible with More Networks and Smartphones than ever with Addition of App for Android™

In June, Hamilton CapTel® released the Hamilton Mobile CapTel App for Android,™ making it possible for individuals with hearing loss to place and receive captioned telephone calls on their Android smartphone. The free app allows users to listen, read captions of everything that is said during phone calls, and naturally respond—allowing seamless, clear, and easy conversation.

“We are dedicated to delivering technologically advanced solutions that are easily accessible to individuals who experience hearing loss,” said Dixie Ziegler, Vice President of Hamilton Relay, provider of Hamilton Mobile CapTel service. “With the introduction of this new app, Hamilton Mobile CapTel is now compatible with even more smartphones—BlackBerry®, iPhone® and now Android. We are excited about providing additional platforms for accessing Hamilton Mobile CapTel—allowing individuals with hearing loss the ability to place and receive captioned telephone calls while away from their home or office.”

Hamilton Mobile CapTel is a service that can be used on a single smartphone that is capable of supporting both voice and data simultaneously through a 3G, 4G or Wi-Fi connection. The free Hamilton Mobile CapTel App for Android can be downloaded at the Android Market. Just search “Hamilton Mobile CapTel” and download directly.

Android users who are new to CapTel can visit www.HamiltonMobileCapTel.com for more details, and can visit www.HamiltonWebCapTel.com to complete the one-time registration process.

CapTel is a registered trademark of Ultratec, Inc. Android and Android Market are trademarks of Google, Inc. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. iPhone is a trademark of Apple, Inc.

Slow Type Buffer Allows You to Control Your Call

Did you know that you can customize the speed at which text is displayed on your TTY, Telebraille, computer screen, or other device during relay calls? This feature, called "Slow Type Buffer," allows the Communication Assistant (CA) to type the other person's response at a normal pace while the text is transmitted onto your screen at the pace you dictate.

By filling out a profile form which can be obtained by calling Customer Service or by visiting your state's web page at www.HamiltonRelay.com, you can update or change the typing speed. Just check the box next to "Slow Type Buffer" and enter the speed you desire in 5-minute increments—beginning at 10 words per minute up to 45 words per minute. In addition, the CA is able to adjust the speed for you at any time—so if you are in the middle of a call and would prefer slower typing, don't worry, you may ask the CA to slow down before or during your phone call.

For more information about the Slow Type Buffer and other features available to you, please contact customer service in your state or visit www.HamiltonRelay.com.



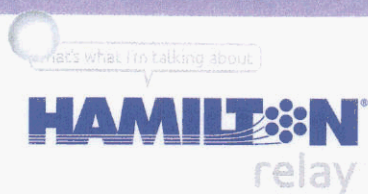
If you no longer wish to receive information from Hamilton Relay, please contact us at 800-618-4781 V/TTY or email to info@hamiltonrelay.com.

4

That's what I'm talking about



Hamilton Relay Service
P.O. Box 285
Aurora, NE 68818



HAMILTON Hometown News

An Occasion to Celebrate

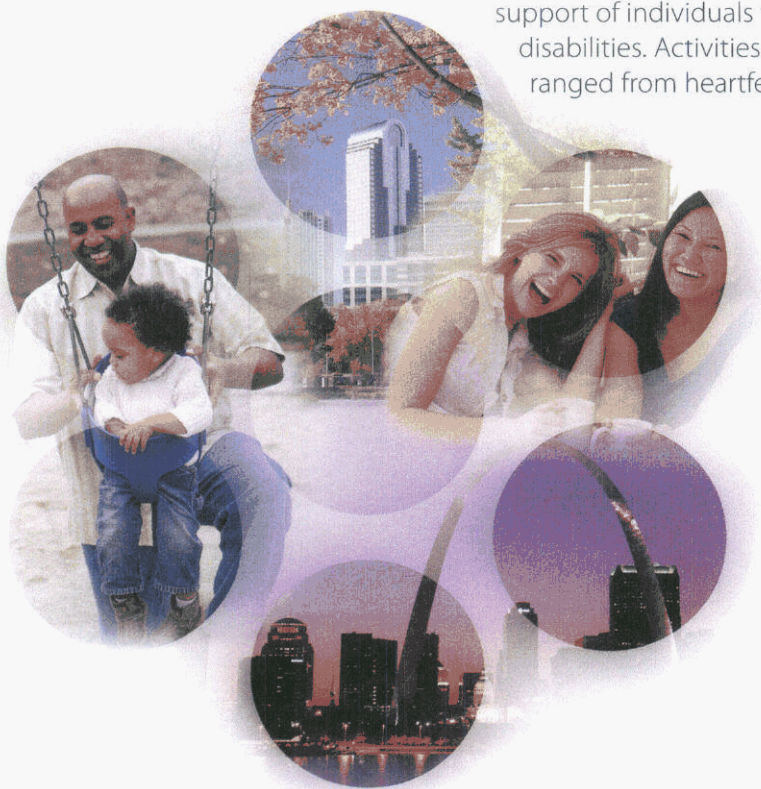
"The Americans with Disabilities Act has fundamentally changed how American businesses interact with their employees and customers."

The Americans with Disabilities Act was signed into law on July 26, 1990 and has since changed the lives of individuals with disabilities nationwide. This past July marked the 20th Anniversary of the ADA, and many throughout the United States gathered to celebrate.

On July 26, 2010 a variety of organizations were commended and recognized for their efforts in support of individuals with disabilities. Activities ranged from heartfelt

presentations and performances to a public gathering at the White House where many, including President Obama, acknowledged and remembered those who helped inspire others. These events were a great reminder of how times have changed, and how equal access and equal opportunity have increased over the past 20 years.

Hamilton Relay is proud to have participated in a variety of these celebrations across the nation, supporting communities on local and state levels. "The Americans with Disabilities Act has fundamentally changed how American businesses interact with their employees and customers," said John Nelson, president of Hamilton Relay. "This change is so profound that it's difficult to remember how many of the resources that we take for granted were very scarce just twenty years ago. From services like relay and captioned telephone, to captioned television and assistive visual displays, to wheelchair ramps and curb breaks, the ADA has changed the lives of all Americans for the better."





Hamilton CapTel® Expands its Suite of Services in 2010

2010 has been a year full of new additions for Hamilton CapTel®. Individuals no longer need to miss out on what is being said, wherever they are, with the freedom and convenience of Hamilton CapTel on their iPhone®, BlackBerry® Bold™ (9700) or BlackBerry® Storm 2™ (9550) smartphones.

On June 16, 2010, the Hamilton Mobile CapTel application for the iPhone became available nationwide. This free, easy-to-use App delivers a number of features that meet the demands of people who are hard-of-hearing, including; integrated contacts, free captions in both English and Spanish, and the ability to work with an iPhone compatible headset – wired or Bluetooth. Most important, users may now listen to what is said while simultaneously reading captions of what's said right on the screen of their iPhone.

On July 8, 2010, at the 50th Biennial of the National Association of the Deaf (NAD) Conference, Hamilton announced the availability of the Hamilton Mobile CapTel solution for use with the BlackBerry Browser. Attendees were able to visit the Hamilton booth to view a demonstration of calls placed using

Hamilton CapTel on the BlackBerry Bold and Storm 2.

On September 2, 2010, the Hamilton Mobile CapTel App for BlackBerry was launched at ALDACon held in Colorado Springs, and at Kentucky DeaFest held at Horse Cave, KY. This App also delivers a number of features, including integrated contacts and can be downloaded directly on to a BlackBerry Bold (9700) and Storm2 (9550).

Increasingly, people rely on their mobile phone or smart phone to communicate every day. Fortunately, with deep-seeded roots in the telecommunications industry, Hamilton CapTel continues to innovate new ways to deliver captioned telephone. For further instruction on how to download and use Hamilton CapTel on these mobile devices, visit www.HamiltonCapTel.com.

CapTel is a registered trademark of Ultratec, Inc. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. iPhone is a registered trademark of Apple Inc.

Hamilton Relay Expands Recognition Awards

Being recognized for an achievement, contribution, or just plain hard work is a rewarding and gratifying experience. Many individuals work hard every day to advocate on behalf of others, raise awareness, improve conditions and often don't receive recognition that is well deserved. This year, with an increased focus on acknowledging and recognizing outstanding individuals within our contracted states, Hamilton Relay celebrates community leaders who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Over the past 5 years, Hamilton has solicited numerous nominations and has had the privilege of recognizing and awarding deaf or hard of hearing leaders in honor of National Deaf Awareness Week. While this award continues, Hamilton has chosen to independently recognize individuals who are hard of hearing or have difficulty speaking during Better Hearing and Speech month which takes place annually in May. Last May, we were pleased to have received a significant number of nominations, making the selection of an award recipient in each state a difficult task.

In addition to the above mentioned awards, 2010 marked the first year Hamilton established a scholarship award for high school seniors who are deaf, hard of hearing, deaf-blind, or have difficulty speaking, in support of their post-secondary education. The scholarships are available to individuals from states for which Hamilton provides relay services. Many applicants worked hard to meet the eligibility requirements and submit their materials by the March, 2010 deadline. Recipients of this award are now posted on their individual state pages within www.HamiltonRelay.com.

"Through the information received for each of these awards, Hamilton Relay Outreach Coordinators gain the opportunity to learn more about the leaders in their respective states," says John Fechter, National Outreach Manager, "Hamilton Relay looks forward to participating in these events each year and is honored to support and recognize such distinct individuals for their outstanding contributions."

Hamilton Attends TEDPA

Hamilton Relay is thrilled to participate in the 2010 TEDPA conference this year. We truly believe in and support the mission of TEDPA and value our relationships with the Equipment Distribution Programs (EDP) in each of our contracted states. By working together, dependable services, specialized telecommunications equipment, and targeted outreach and education are provided for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

With our recent expansion into mobile relay through the Internet, mobile VCO, and Hamilton Mobile CapTel, Hamilton is eager to better understand the future of EDP's in providing mobile device options. In the most recent months, we have recognized that several EDP's are beginning to include mobile devices. As we continue to develop additional platforms, consumers will have the advantage of using these telecommunication solutions wherever they are.

Speech-to-Speech Relay Service Confidence and Independence



those who may feel anxious or nervous that the person on the other end of their conversations will not be able to understand their speech. Having these kinds of feelings can sometimes deter individuals from making important phone calls.

When it comes to STS, Hamilton Relay trains its operators to understand the importance of efficiently facilitating STS calls. They are specially trained to recognize a variety of speech patterns and they offer an abundance of patience and flexibility. Each STS call is tailored to fit the unique needs of the user so that they may use the phone effectively and with confidence.



Imagine your body tensing up every time you go to make a simple phone call - this often happens to David Bauer of Washington, DC, who recently learned about Hamilton Speech-to-Speech while attending a conference for Adults with Cerebral Palsy (CP) in October of 2009. "CP is a funny thing," said David, "when I get nervous, I tense up - which means that my muscles (including vocal cords) tighten up and my speech, which is not too good under

Increasingly, many people who have difficulty speaking due to cerebral palsy, stroke complications, voice disorders or other speech disabilities look to assistive communication technology to support them while using the telephone. Over the years, Speech-to-Speech (STS) service has proven to be an effective service to

Extends

normal circumstances, becomes even harder to understand."

The ability to trust and rely on specially trained STS operators, particularly when trying to call someone who isn't familiar with your speech, can allow for a more relaxing, flowing conversation. "Very often, I depend on the operator during the first 2 – 3 minutes of the conversation," David said, "but then I relax and sometimes can finish the conversation without assistance."

David has been using Hamilton STS for approximately one year and states that it has made his life easier and he feels more independent. "The most important thing is, that I feel better about myself," he said. "Not being able to make a phone call is depressing, or at least, I let it depress me."

David finds himself making more calls through the use of Hamilton STS service; specifically, he now feels comfortable when conducting business calls. "My family and friends are used to my speech and we are able to stumble through conversations. But business people sometimes don't take the time or trouble to understand me, and

these are the times when STS is invaluable."

STS is a free service available to anyone by dialing 711 or the specific state toll-free STS number. Hamilton Relay processes STS calls in both English and Spanish 24 hours a day, 7 days a week. If you or someone you know may benefit from STS, or have questions, please contact Hamilton Relay by phone at 1-800-618-4781 V/TTY, or by sending an email to info@hamiltonrelay.com.

Hamilton Relay would like to thank David Bauer for sharing his experience in using Hamilton STS.

A Presence on Facebook and Twitter

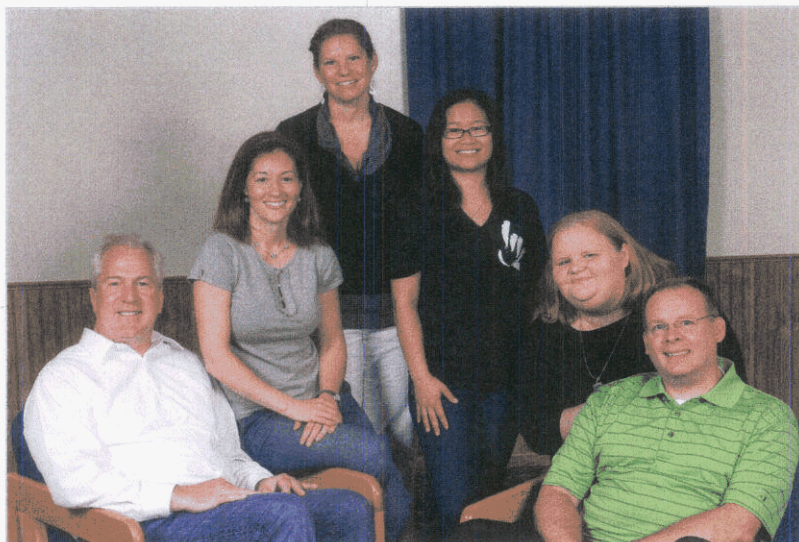


Everyday millions of people log on to social networking sites such as Facebook and Twitter to find out the latest news, seek out advice

from their friends, share their stories, and more. Facebook statistics show that more than 30 billion pieces of content such as web links, news stories, blog posts, notes, photo albums, etc. are shared EACH month!

Over the past year, Hamilton Relay and Hamilton CapTel have developed a greater presence on Facebook and Twitter – updating friends and fans about new products and services and inviting all to stop by Hamilton booth exhibits that take place at different events within the states for which we provide contracted relay services, as well as throughout the United States. This means of communicating to current relay users and potential users has allowed Hamilton to be more interactive on a daily basis. If you are not already a friend or fan, become one today!

Hamilton Relay Pleased to Announce New Team Members



It is with great pleasure that Hamilton Relay welcomed one new Account Manager and five new outreach team members to the team last Summer. The following individuals bring an array of experience, knowledge and skills that fully support Hamilton's efforts in enhancing awareness of relay services within their individual states.



Edward Kinal –
California Relay Service
Account Manager:
Edward brings 14 years
of relay experience in
areas such as project management,
outreach and account management.
He worked for the Arizona

Commission for the Deaf and
Hard of Hearing as a Special
Projects Coordinator and previously
served three years as the Arizona
Telecommunications Relay
Service Administrator.



Rebecca Miller –
Maryland Captioned
Telephone Outreach
Coordinator: Rebecca
is a Maryland native
and is experienced in public relations,
lead development, marketing and
customer service. She received her
Associate of Arts Degree in General
Studies from the Community College
of Baltimore County – Essex.



Lauren Cramer –
District of Columbia
Relay/Pennsylvania
Captioned Telephone
Relay Service Outreach
Coordinator: Lauren is also a Maryland
native who brings experience in
public relations, customer service
and media marketing. In 2004, she
received her Bachelors degree in
Public Relations from Long Island
University and is currently continuing
her education at the Community
College of Baltimore County in
order to obtain certification in Sign
Language Interpreting.


Emily Simmonds –

Relay Utah Outreach Coordinator: Emily grew up in the Salt Lake City area where

she attended Utah Valley State College. Her work experience includes public relations, customer service, and community service. She is involved in the deaf and hard of hearing communities and for the past two years has taught American Sign Language at City Academy.


Crystal Eusebio –

California Relay Service Outreach Coordinator (Northern CA): Crystal is a California native

and received her undergraduate degree in Marketing from California State University of Northridge (CSUN) in May 2005. She has a variety of experience in marketing, education and customer service.


Paul Stuessy –

California Relay Service Outreach Coordinator (Southern CA): Paul is a Wisconsin native

who received his undergraduate degree in Business Management from Gallaudet University in 1994.

Paul most recently worked for the Greater Los Angeles Agency on Deafness, Inc (GLAD), as Project Coordinator with Health Care Access and instructor of American Sign Language. He has many years experience in the relay industry as well as in the areas of leadership, customer service and public relations.

These new Outreach Coordinators will join the rest of the Hamilton Relay Team for the annual Outreach and Marketing Summit to be held in November in Aurora, Nebraska. Hamilton Relay looks forward to gathering at this year's Summit with the goal of sharing tools and ideas that can be applied everyday to serve our relay users better!

Relay Users Enjoy the Following Services from Hamilton Relay

State/711 Relay – Traditional TTY relay service and special call types such as VCO, HCO and STS accommodate individual needs and calling preferences.

Internet Relay Services – Hamilton Instant Relay™ using AIM® or Google Talk®, and Hamilton Web Relay™ – a web-based relay service that allows users to make and receive calls in a private on-line environment without the interruptions of an Instant Messaging setting, provide excellent text-based online relay solutions.

Captioned Telephone – Traditional state-based CapTel service, the new CapTel 800i, Hamilton Web CapTel and Hamilton Mobile CapTel allow individuals to listen and read captions of what's said over the phone.

Google Talk is a trademark of Google Inc.
AIM is a registered trademark of AOL LLC.

That's what I'm talking about



The Hamilton Hometown
News is published by:

Hamilton Relay

1006 12th Street

Aurora, NE 68818

Voice/TTY: 800.618.4781

Comments?

Please send e-mail to:

info@hamiltonrelay.com



*Nokia is a registered trademark
of Nokia Corporation.*

New Mobile Access for VCO Users

November, 2010 brings a new way for Hamilton Relay users to utilize Voice Carry Over (VCO) on a mobile device! This new and effective feature offered by Hamilton Relay and Mobile Captions Company, LLC (MCC) uses an application that is pre-loaded on a mobile device to allow individuals who are hard of hearing to listen and receive text of their telephone conversations.

"This new mobile access for VCO strengthens the features available to states, and becomes part of Hamilton's existing contracted services," says Dixie Ziegler, vice president of Hamilton Relay.

"Calls are processed by a Communication Assistant and the mobile VCO user is able to listen to whatever they can and receive text generated by the CA."

This service is compatible with the new Nokia E5 (<http://www.nokia.com/find-products/phones/nokia-e5>) which can be purchased through Consumer Cellular, Inc. The necessary software is pre-loaded onto the device and users have the ability to turn the application on or off at any time. With a low-cost plan through Consumer Cellular, users are able to access the service anywhere within the United States where cellular service is available. No contract is required.

Hamilton Relay is excited to offer this new, turnkey solution for making VCO calls on the go.

Choose your flavor with Hamilton Web Relay™

Ingredients:

Computer

Internet Browser

Hamilton Web Relay™

*Hamilton HomeTown
Number™*



Method:

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

Directions:

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

A large graphic for Hamilton Web Relay. At the top left, a speech bubble says "That's what I'm talking about." Below it is the "HAMILTON internet relay" logo. The background is a collage of images: a family (father, mother, and child) on a swing set, a woman smiling, and a city skyline at night with the Gateway Arch. The website address "www.HamiltonRelay.com" is in the top right. At the bottom right, the text "Your Hometown Recipe for Internet Relay" is displayed.

That's what I'm talking about.

HAMILTON
internet relay

www.HamiltonRelay.com

Your Hometown Recipe for
Internet Relay

That's what I'm talking about



Ingredients:

Computer or Wireless Device

AIM or GoogleTalk Account

Buddy Name "That'sHamilton"

*Hamilton HomeTown Number**



Cook up your Internet Relay experience... instantly.

Method:

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



Directions: **Make a Call**

Use AIM or GoogleTalk

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

Presto! You're connected.

Directions: **Receive a Call**

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

- Go to www.HamiltonRelay.com
- Click on "HomeTown Number"
- Select "Register"
- Submit your registration
- You'll receive your local HomeTown Number
- Share your HomeTown Number!

Now you can start taking calls anywhere!



For more information about Emergency 911 calls using Hamilton Relay services, please visit www.HamiltonRelay.com.

Get your Hamilton HomeTown Number™ now.

Visit: www.HamiltonRelay.com

Click on the HomeTown Number icon

Click on "Register" and complete the form



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

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

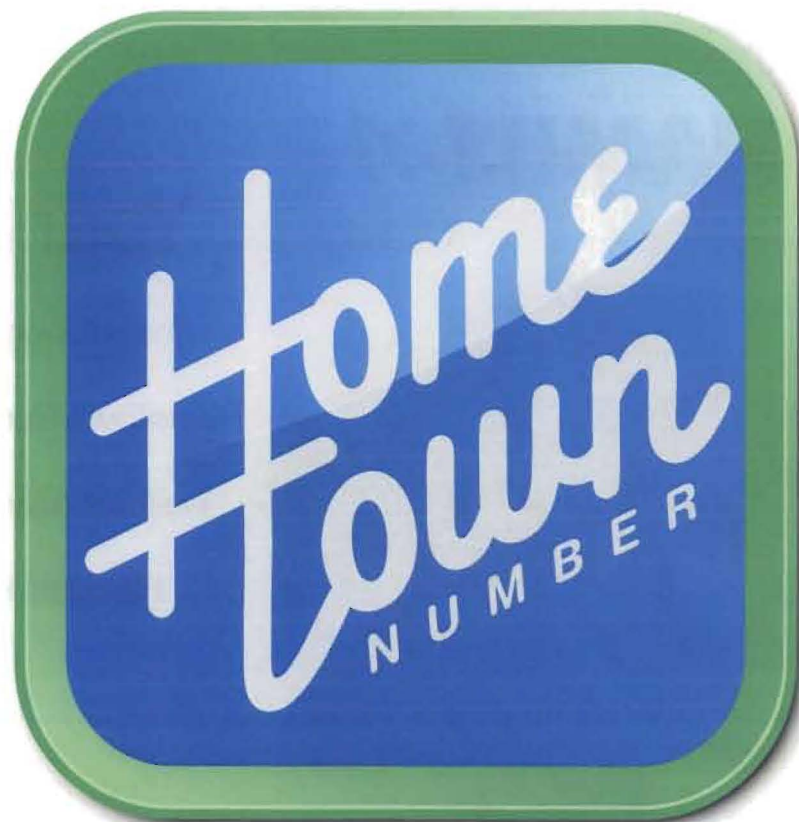
Hamilton HomeTown Number. That's what I'm talking about.

For More Information

Visit: www.HamiltonRelay.com • E-mail: info@HamiltonRelay.com

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

For more information about Emergency 911 calls using Hamilton Relay services, please visit www.HamiltonRelay.com.



That's what I'm talking about

HAMILTON
relay

www.HamiltonRelay.com

Your HomeTown Advantage

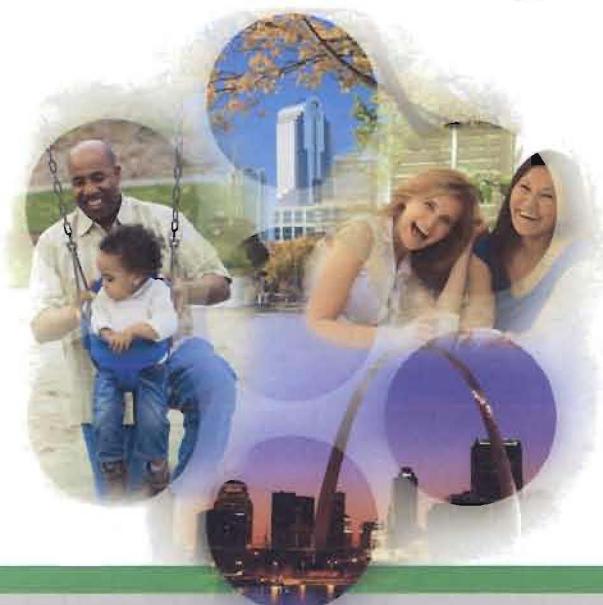
Introducing your
HomeTown Number,
available only from
Hamilton Relay.

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

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

Get your Hamilton HomeTown Number today!

Visit www.HamiltonRelay.com and click on the HomeTown Number icon.



That's what I'm talking about

HAMILTON
relay



Internet Relay may be used to make 911 calls, but may not function the same as traditional 911 services.

For more information about the benefits and limitations of Internet Relay and Emergency 911 calling, visit www.hamiltonrelay.com

HamiltonRelay.com



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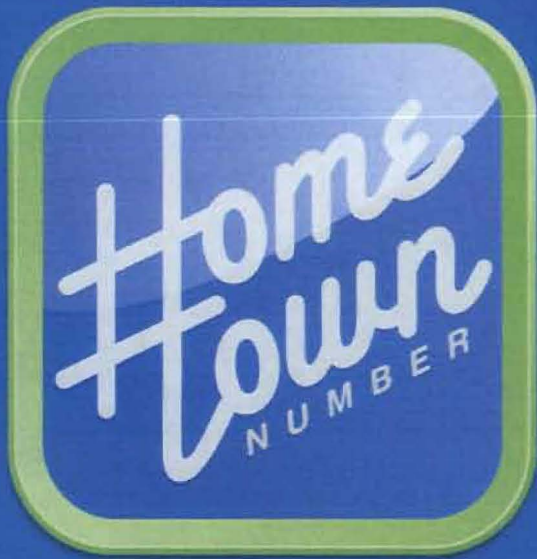


=



HamiltonRelay.com

Make
the call.



That's what I'm talking about

HAMILTON
relay

Get connected with your HomeTown Number!

Method:

A Hamilton HomeTown Number™ allows you to receive calls using Hamilton Web Relay™ or Hamilton Instant Relay™. If you miss a call, the caller's message will be sent to your e-mail. Sweet!

Directions:

- Go to www.HamiltonRelay.com
- Click on "HomeTown Number"
- Select "Register"
- Submit your registration
- You'll receive your locally-based, 10-digit HomeTown Number
- Share your HomeTown Number!

Log into Hamilton Web Relay, AIM® messaging service, or Google Talk™ instant messaging service to start taking calls anytime, anywhere!



Cook up your Internet Relay experience... instantly.

Method:

With Hamilton Instant Relay you can place and receive calls instantly – wherever you are and whenever you want. Make a call. Share your HomeTown Number and receive a call!

Directions:

Use AIM or Google Talk

- Add **"ThatsHamilton"** to your buddy list
 - Open an IM conversation with **"ThatsHamilton"**
 - Enter the ten-digit number you want to call
- Presto! You're connected.

Receive calls instantly with your HomeTown Number. Visit www.HamiltonRelay.com and click on the "HomeTown Number" icon to register for your locally-based, 10-digit HomeTown Number.

Ingredients:

Computer or Wireless Device

AIM or Google Talk Account

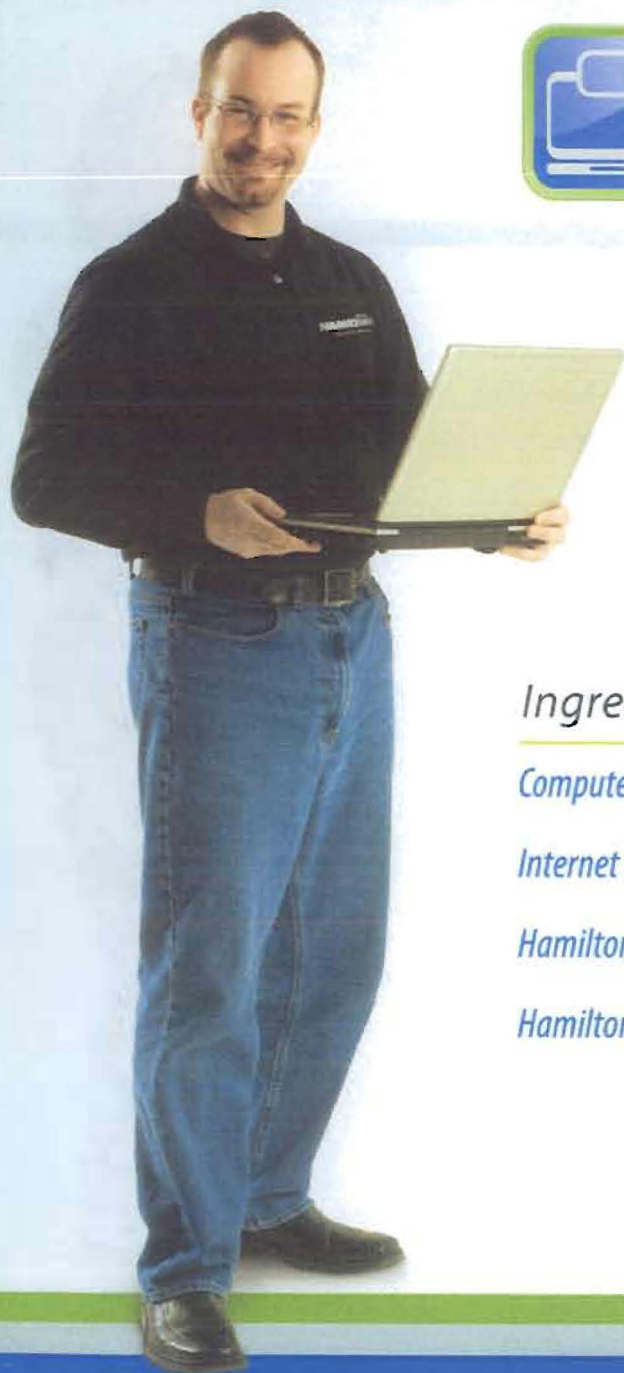
Buddy Name "ThatsHamilton"

Hamilton HomeTown Number





Choose your flavor with Hamilton Web Relay.



Ingredients:

Computer

Internet Browser

Hamilton Web Relay

Hamilton HomeTown Number

Method:

Make and receive calls at your convenience without being interrupted by friends through your Instant Messenger program! Available to you 24/7/365!

Directions:

Visit www.HamiltonRelay.com.

- Click on "Make & Receive Calls"
- Log in with your Hamilton Account
- Start making and receiving calls!

If you don't have an account – just click on "HomeTown Number" to register. You'll get a locally-based, 10-digit number for receiving calls, plus speed dial and other personalized preference settings! You can also choose between Real Time and Instant Messaging conversation styles. Make it personal with Hamilton Web Relay.

See what they say

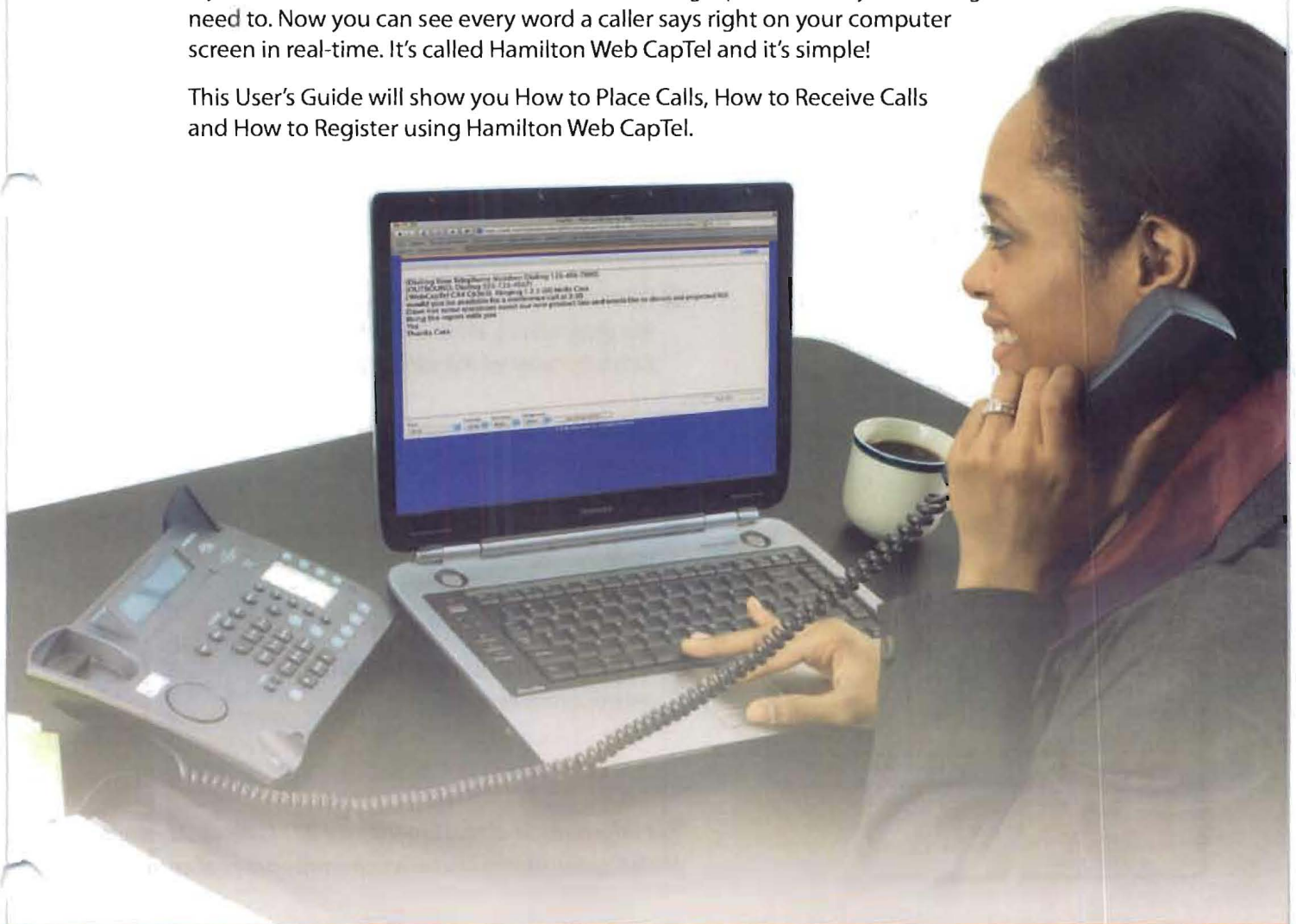
HAMILTON
webcapitel

Hamilton Web CapTel User's Guide

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

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

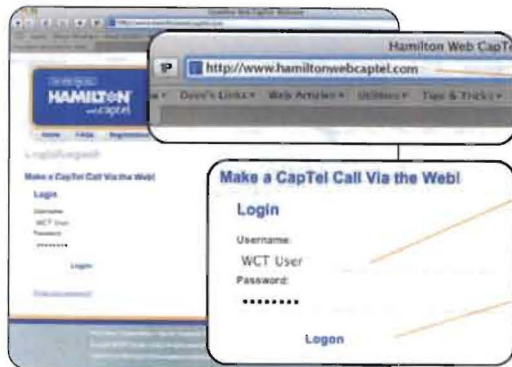
This User's Guide will show you How to Place Calls, How to Receive Calls and How to Register using Hamilton Web CapTel.



How to Place Calls

See what they say

HAMILTON
webcapitel



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

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

3 Click: "login"



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

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

6 Click: "Place Call"

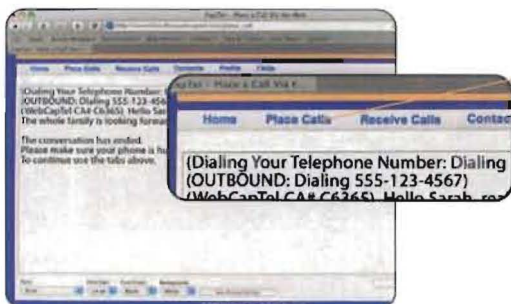
* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed.



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

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

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



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

For information about Emergency 911 Calls and Hamilton Web CapTel, please visit www.hamiltoncapitel.com.

How to Receive Calls



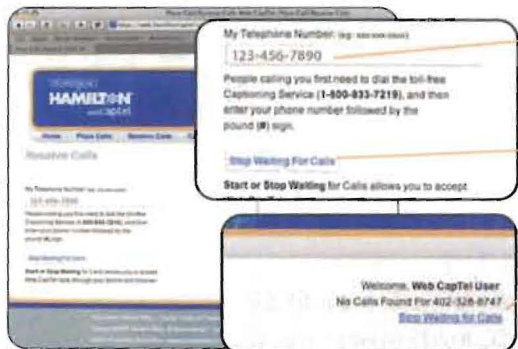
1 Visit: <http://www.hamiltonwebcaptel.com>

2 Logon: enter your Username & Password

3 Click: "logon"



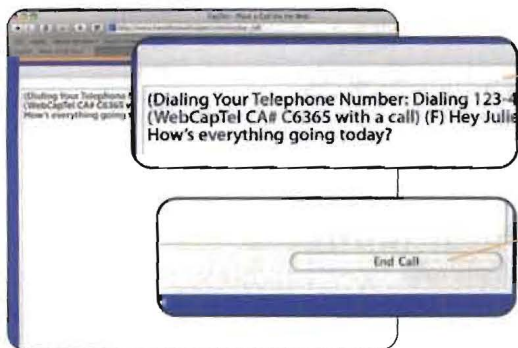
4 Click on: "Receive Calls" tab



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

6 Click on: "Start Waiting For Calls"

7 Confirm "Status": while waiting for calls, you should see "No Calls Found For xxx-xxx-xxxx"

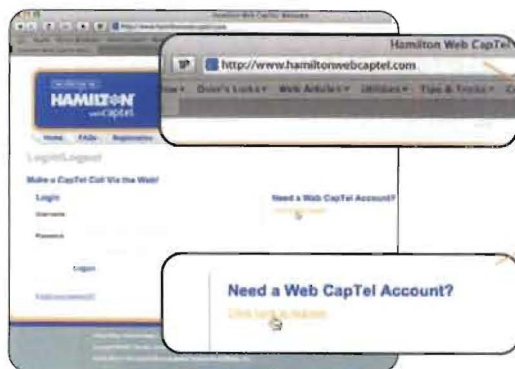


8 Receive a call: Caption page pops-up, your phone rings, answer your phone, talk as usual while reading captions on your screen

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

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

How to Register



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

2 Click on: "Click here to register"

Hamilton Web CapTel
Customer Service:

Call toll-free:

877-455-4227 English

866-670-9134 Spanish

E-mail:

info@hamiltoncaptel.com

For more information
on-line:

Visit: www.hamiltoncaptel.com



3 Complete the form (all fields are required)

4 Image verification: simply enter the
letters or numbers you see (ignore case
and underscore)

5 Click on: "Submit"



6 Activate your account: follow the instructions in
the email sent to your registered email address*

7 Confirmation: as part of the activation
process, a message will confirm that your
account is activated

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



You're registered!

Visit hamiltonwebcaptel.com to logon to place and
receive Hamilton Web CapTel calls.

From: Hamilton CapTel [webcaptel@hamiltoncaptel.com]
Sent: Monday, October 27, 2008 4:11 PM
To: tina.hunt@hamiltonrelay.com
Subject: Introducing Hamilton Mobile CapTel



See what they say... wherever you are.



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

Tina Hunt, you can be one of the first to, "See what they say," wherever you are!

As a current user of Hamilton Web CapTel, you have the exclusive opportunity to preview Hamilton Mobile CapTel on the iPhone 3G. That's right! With Hamilton Mobile CapTel, you can use your iPhone 3G right now to place and receive calls — and see captions of every word a caller says.

So no matter where you are, Hamilton Mobile CapTel turns your iPhone 3G into a mobile captioned telephone. It's simple, easy and always free!

For more information about Hamilton Mobile CapTel and the iPhone 3G, just click here:

<http://click.icptrack.com/icp/relay.php?r=59274710&msgid=696452&act=53VJ&c=348831&admin=0&destination=http%3A%2F%2Fwww.hamiltoncaptel.com>

Thanks for using Hamilton Web CapTel and we hope you enjoy using Hamilton Mobile CapTel — the only single-phone solution for Captioned Telephone on the go.

If you have any additional questions or comments, please send e-mail to info@hamiltoncaptel.com.

Thanks Again.
 Hamilton Web CapTel Customer Service Team

Don't have an iPhone 3G? Call us to discover your best, single-phone Mobile CapTel solution: 888-514-7933

Please note: If any of the links above are not active, please copy and paste the link into the address bar of your browser.

Hamilton Mobile CapTel & the iPhone 3G:

<http://click.icptrack.com/icp/relay.php?r=59274710&msgid=696452&act=53VJ&c=348831&admin=0&destination=http%3A%2F%2Fwww.hamiltoncaptel.com>

You've received this message as a registered user of Hamilton Web CapTel. If you would prefer to no longer receive messages like this, please click on "Manage your subscription" below to unsubscribe. Thank you.

[Video Relay / Internet Relay](#) | [CapTel / Captioned Telephone](#) | [State Relay / 711 Relay Services](#) | [Company Information](#)

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Tina Hunt

From: Hamilton Relay [info@hamiltonrelay.com]
Sent: Tuesday, November 11, 2008 1:06 PM
To: tina.hunt@hamiltonrelay.com
Subject: Hamilton Relay Introduces Hamilton Web Relay and Hamilton HomeTown Number Services



Hamilton Web Relay™ and Hamilton HomeTown Numbers™ now available.

Aurora, NE – November 5, 2008 – Hamilton Relay is pleased to introduce Hamilton Web Relay, the latest innovation in web-based relay service; and the availability of local, 10-digit Hamilton HomeTown Numbers.

Hamilton Web Relay allows individuals who are deaf, hard of hearing or speech disabled to place and receive calls using any Internet-connected computer and a web browser. While the interface is user customizable, what makes Hamilton Web Relay truly unique is that it is completely web-based – there's nothing to download and it is available wherever the user connects.

Additionally, with Hamilton Web Relay, users enjoy an uninterrupted call experience. The Web Relay environment is private – not an instant messaging community with buddy lists and potential, unwanted disruptions.

Hamilton Web Relay in combination with a Hamilton HomeTown Number (a local, 10-digit number), makes it possible for users to receive calls directly. This also means that callers can leave a message if a call is missed. A local, 10-digit Hamilton HomeTown Number can be used with Hamilton Instant Relay™, AOL Instant Messenger® and GoogleTalk®.

"Hamilton HomeTown Numbers allow friends, family and co-workers to call our relay users by dialing a standard, 10-digit phone number," said Dixie Ziegler, Vice President of Hamilton Relay. "This is a huge breakthrough for the Deaf, Hard of Hearing and Speech Disabled community. The hearing population takes for granted that everyone has a local number – it's just a given. Now with Hamilton HomeTown Numbers, everyone can have a local number."

Individuals and organizations that would like more information Hamilton Web Relay and Hamilton HomeTown Numbers are encouraged to visit: www.HamiltonRelay.com or send e-mail to info@hamiltonrelay.com.

About Hamilton

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, CapTel, Web CapTel, and Mobile CapTel.

Hamilton Relay provides traditional relay services to 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at www.HamiltonRelay.com

For information about Hamilton Web Relay or Hamilton HomeTown Number Services, Contact:

Tina Hunt, Marketing Communications Manager
Hamilton Relay, Inc.
tina.hunt@hamiltonrelay.com
402-694-3656 V/TTY

You have received this message because at some point you indicated interest in receiving information from Hamilton Relay. If you would prefer to no longer receive messages like this, please click on "Manage your subscription" below to unsubscribe. Thank you.

[Video Relay](#) / [Internet Relay](#) | [CapTel](#) / [Captioned Telephone](#) | [State Relay](#) / [711 Relay Services](#) | [Company Information](#)

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That's what I'm talking about



Now available in your Hometown... instantly.

Introducing Hamilton Instant Relay

Whether you're at home, work or traveling the country – you can count on Hamilton Instant Relay to keep you connected.

Place and receive calls

Personal 800 number

Instant 24/7/365 access

E-mail missed call notification



Bring it Home instantly!

www.HamiltonInstantRelay.com

Hamilton Video Relay • Hamilton Instant Relay



That's what I'm talking about



Your Hometown Team for all Things Relay

Hamilton Web Relay™

Hamilton Instant Relay™

Hamilton Hometown Number™

Hamilton CapTel®

Hamilton Web CapTel®

Hamilton Mobile CapTel®

www.HamiltonRelay.com



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



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.

See what they say

HAMILTON
mobile captel

See how Hamilton Mobile CapTel works with your iPhone 3G.

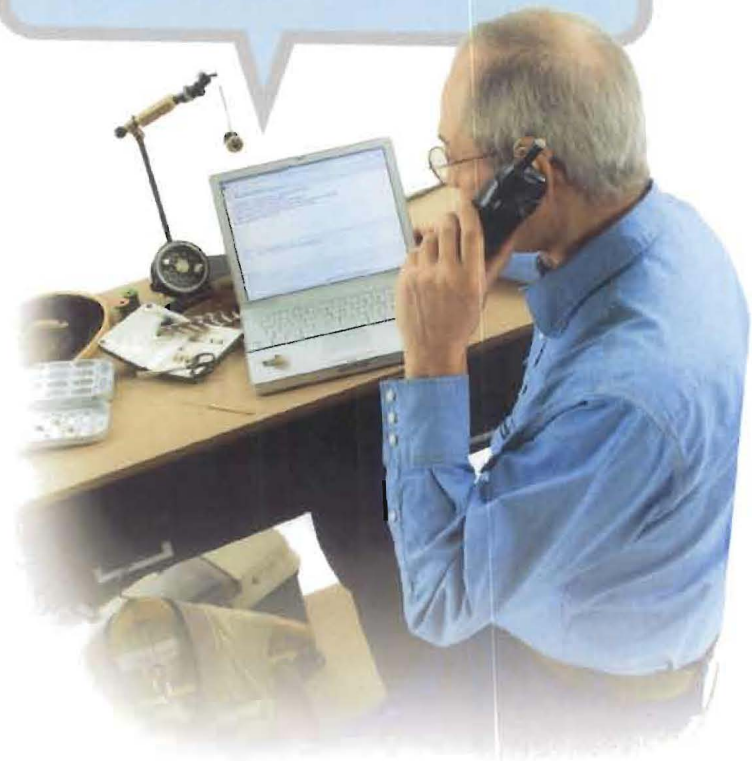
Visit: www.hamiltoncaptel.com • E-mail: info@hamiltoncaptel.com

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

See what they say

HAMILTON
webcaptel

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.

That's what I'm talking about



**Make & Receive
Calls Now**



Register Today!

**Update
My Account**

HAMILTON

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[Team](#)

[Careers](#)

[Policies](#)

[What's New](#)

[Contact](#)

Corporate : What's New

[English](#) | [Español](#)

What's New

Hamilton Relay to participate at TEDPA and NASRA Conferences and will introduce new Mobile Captions Service™

(October 14, 2010)

*Hamilton Relay to participate at
TEDPA and NASRA conferences
where State Relay Administrators &
Telephone Equipment Distribution
Program managers exchange
industry information.*

Durham, N.C. – Hamilton Relay, a leading telecommunications relay provider, will participate this week and next in the TEDPA (Telecommunications Equipment Distribution Program Association) conference and the NASRA (National Association for State Relay Administration) conference. Hamilton will introduce their new Mobile Captions Service, as well as participate on two panels during the event.

"We are honored we have been invited to speak at the NASRA event and to engage with the TEDPA attendees this week – this is our first year attending TEDPA," said Dixie Ziegler, vice president of Hamilton Relay. "These industry events provide the perfect backdrop for us to

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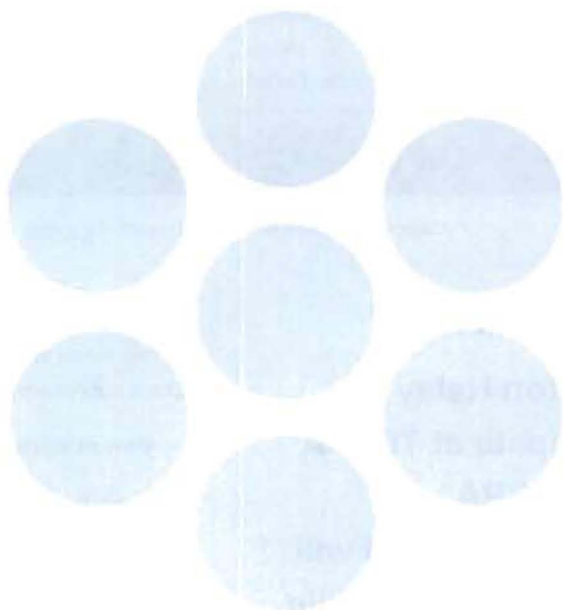
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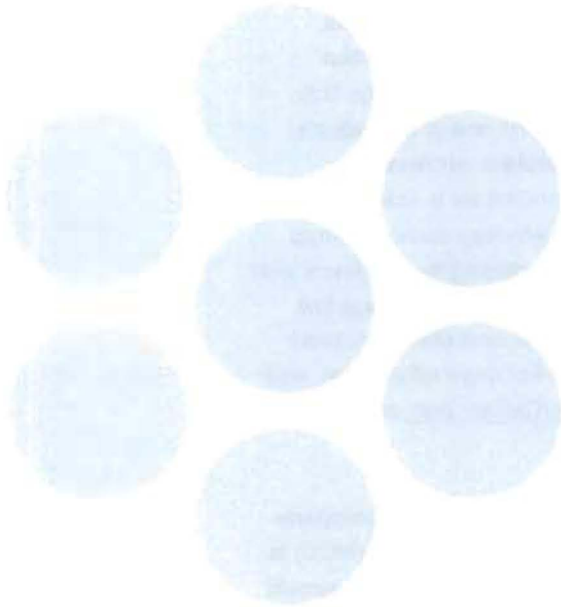
introduce our new Mobile Captions Service. We recognize the frustration that struggling to hear over the phone can cause, and with the variety of relay options we offer, individuals have even more choices to best meet their communication needs, improving their lives and the lives of those around them."

Hamilton Relay recently partnered with Consumer Cellular and Mobile Captions Company to provide a new way of utilizing a traditional relay service, Voice Carry Over (VCO), on a mobile device. Mobile Captions Service will allow individuals who have difficulty hearing on the phone to talk directly to the people they call and read what is spoken by the other person on the screen of a Nokia E5* mobile phone. By using the pre-loaded Mobile Captions Service, users can automatically connect to a Hamilton Relay Communication Assistant (CA) when placing their calls. This service is scheduled to launch in November and we look forward to offering this new solution for making VCO calls on the go.

Both conferences in Durham, NC offer an opportunity for Hamilton Relay to learn from and share experiences and effective practices with state relay administrators and equipment distribution program managers. This conglomeration of industry leaders strives to ultimately improve relay services throughout the United States.

Hamilton Relay will be speaking on the following panels at NASRA:

- National Contract Manager for Hamilton Relay, Beth Slough, will discuss California's new Speech To Speech (STS) requirements, new STS user training, and new STS training services for STS users and



their friends and family and how Hamilton Relay successfully implemented these elements during the "California Relay Enhancements" panel discussion on Monday, October 18th at 2:00PM.

- Vice President of Hamilton Relay, Dixie Ziegler, will discuss captioned telephone services on the "Captioned Telephone Provider Issues" panel at 2:45 PM on Tuesday, October 19.

*Nokia E5 smartphone requires a minimum Voice and Connect! plan. MCS (Mobile Captions Service™) is a free service that is preloaded on the Nokia E5 and is only available to customers in states where Hamilton Relay is the Telecommunications Relay Service provider.

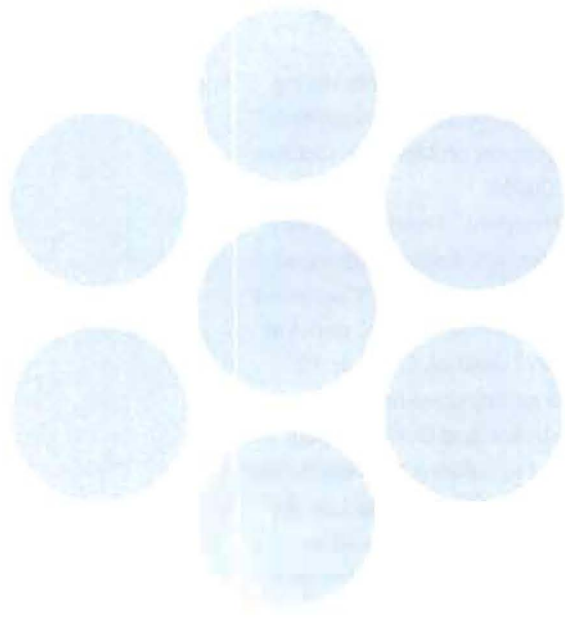
About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Service, Captioned Telephone and Internet Relay services. Hamilton provides Traditional Relay and/or Captioned Telephone services to 18 states, the District of Columbia, the Island of Saipan and the Virgin Islands. More information is available at HamiltonRelay.com.

About Consumer Cellular

Consumer Cellular, the exclusive wireless provider for AARP members, was founded in 1995 on the belief that everyone should have affordable access to the safety and convenience of cellular service. The company provides its customers with simple, affordable cell phones and calling plans, guaranteed satisfaction and top-ranked customer support staff all located within the United States. Plus, Consumer Cellular customers never have to sign a long-term contract in order to start service.

The Portland, Ore.-based company is privately held and utilizes the nation's



largest voice and data network, covering more than 296 million people - or 97 percent of the U.S. population. As one of the nation's leading wireless wholesalers, Consumer Cellular is able to purchase wireless service in large volumes, providing its customers with the best of both worlds: great low rates and the best cellular network available. For more information: visit ConsumerCellular.com or call (800) 686-4460.

About Mobile Captions Company

Mobile Captions Company (MCC) is an emerging technology and service company founded in 2009. MCC specializes in bringing enhanced mobile communications to people who are hard of hearing. MCC's technology is a patent-pending, end-to-end system that allows captions (text) to be delivered to any MCC enabled cell phone over the cellular infrastructure. To learn more about Mobile Captions Company, go to MobileCaptions.com.

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What's New

Hamilton Relay Nationally Celebrates 20th Anniversary Of Americans With Disabilities Act

(July 21, 2010)

Events Across the Country Commemorate Legislative Milestone

Hamilton Relay, a division of Hamilton Telecommunications, announced today their participation in several celebrations across the U.S. recognizing the 20th anniversary of the Americans with Disabilities Act (ADA).

The ADA is a groundbreaking piece of legislation that was implemented 20 years ago to ensure that the approximately 54 million Americans with disabilities would not be discriminated against. The ADA requires that telephone companies provide functionally equivalent telecommunications services to individuals who are deaf, hard of hearing or have difficulty speaking.

"The ADA has brought freedom and equality to Americans with disabilities. Hamilton Relay makes telecommunications relay services available to millions of Americans every day because every phone call

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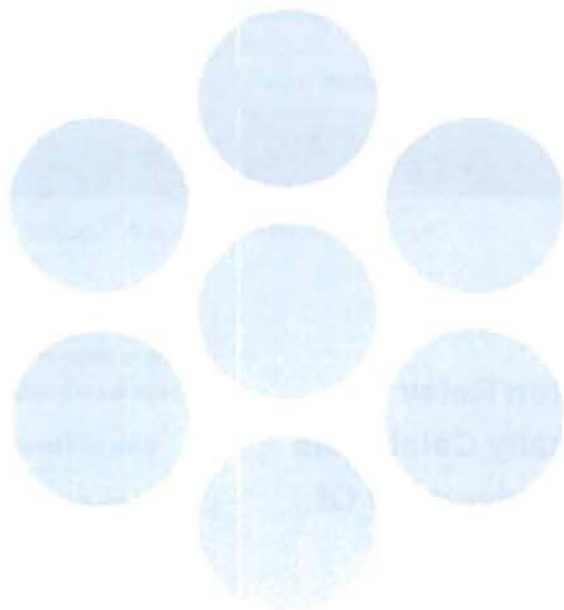
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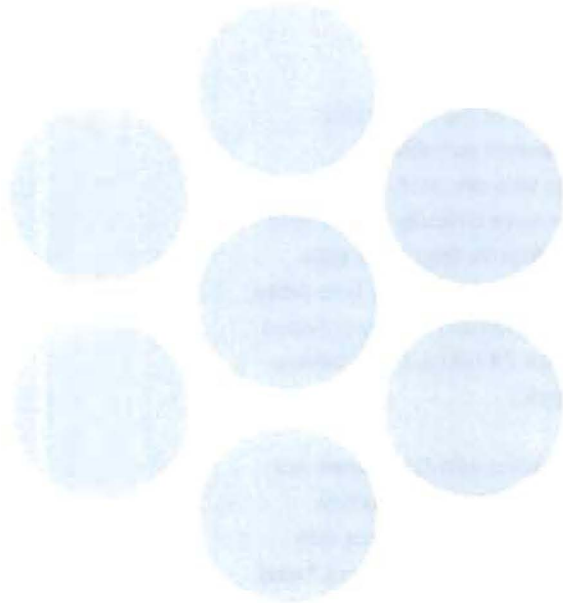
is important," said Dixie Ziegler, vice president of Hamilton Relay. "We are proud participants in ADA anniversary celebrations throughout the country – raising awareness and ensuring that all Americans have access to the telephone. The ADA has changed people's lives for the better and that is our mission every day at Hamilton Relay."

Hamilton Relay will be active in supporting the following events:

Arizona. Sponsorship of the Arizona Disability Advocacy Coalition (AzDAC) ADA 20th Anniversary Gala on July 24 from 6:00 PM to 11:00 PM at the Tempe Mission Palms Resort, and exhibit at the ADA Advocates Conference on July 26, 8:30 AM to 3:30 PM at the Disability Empowerment Center of Arizona in Phoenix.

California. On July 26 from 9:00 AM to 1:00 PM, Hamilton Relay will exhibit at the Department of Rehabilitation ADA 20th Anniversary Celebration on the West Steps of the State Capitol in Sacramento.

Georgia. Information on Hamilton Relay and Georgia Relay services will be made available at the 20th Anniversary Celebration on July 24 from 6:00 PM to 10:00 PM at the Field of Dreams, Alberta Banks Park in Flowery Branch.



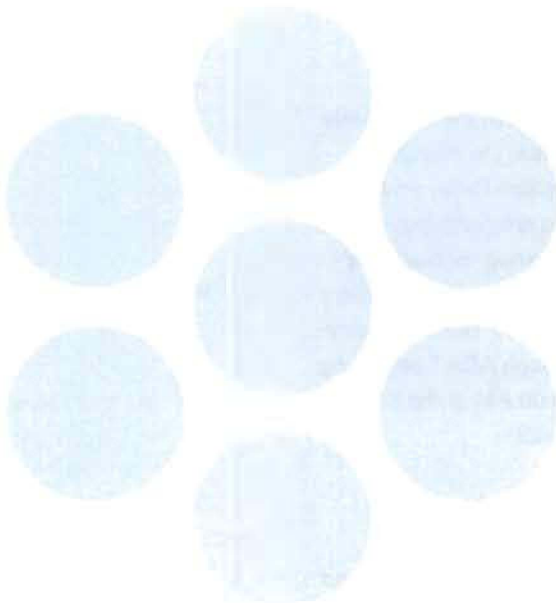
Iowa. On July 24, Hamilton Relay is a sponsor at the ADA Festival at the Iowa State Capitol. On July 26, Hamilton Relay and Relay Iowa are participating in a Workshop for business and community members titled, "20 Years of Relay Through ADA," beginning at 9:00 AM at the State Capitol.

Kansas. On July 26, Hamilton Relay is providing information and support of two events: the free ADA Anniversary Celebration in South Park &ndash Lawrence from 6:00 to 8:00 PM, and in Hays, at the 20th Anniversary of the ADA from 10:00 AM to 3:00 PM. This event is also free and includes a movie and a DJ.

Montana. On July 26, Hamilton Relay is partnering with Montana Telecommunications Access Program to exhibit at the ADA Celebration in Missoula from 6:00 to 9:00 PM at the Summit Independent Living Centers Historical Museum, Bldg 322.

Rhode Island. On July 23, Hamilton Relay and Rhode Island Relay are sponsors of the 2010 ADA Celebration for Rhode Island, being held at the Department of Administration at Capitol Hill, Atrium Level from

1:00 PM to 4:00 PM.



A direct result of the ADA, relay service makes it possible for individuals who are deaf, hard-of-hearing or have difficulty speaking to make and receive telephone calls. There are no restrictions or time limits on calls and Hamilton Relay provides relay service 24 hours a day, seven days a week.

"The Americans with Disabilities Act has fundamentally changed how American businesses interact with their employees and customers," said John Nelson, president of Hamilton Relay. "This change is so profound that it's difficult to remember how many of the resources that we take for granted were very scarce just twenty years ago. From services like relay and captioned telephone, to captioned television and assistive visual displays, to wheelchair ramps and curb breaks, the ADA has changed the lives of all Americans for the better."

"We encourage everyone to participate in their local ADA Anniversary celebrations to commemorate how far our nation has come and how far we can go in the future to support those with disabilities," said Ziegler. "At Hamilton Relay, we believe it is important to support the community on a local and state level."

About Hamilton Relay

Hamilton Relay, a division of Hamilton Telecommunications, is a diversified communications and technology services provider based in Aurora, Nebraska. Founded in 1901, Hamilton Telecommunications has grown to encompass eight primary company divisions allowing Hamilton to operate on a local, regional and

national basis. For more information,
please visit, www.hamiltonrelay.com.

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What's New

Hamilton Mobile CapTel® Compatible with More Networks and Smartphones than Ever with Addition of App for Android™

(June 1, 2011)

***Hamilton Mobile CapTel is the first
to offer single-phone Captioned
Telephone (CapTel) solutions for
BlackBerry®, iPhone®, and
Iroid™***

Hamilton CapTel® announced today that it has released the Hamilton Mobile CapTel App for Android, which makes it possible for individuals with hearing loss to make and receive captioned telephone calls on their Android smartphone. The free app allows users to listen, read captions of everything that is said during phone calls, and naturally respond - allowing seamless, clear and easy conversation.

"We are dedicated to delivering technologically advanced solutions that are easily accessible to individuals who experience hearing loss. More importantly, users now have the ability to place and receive phone calls away from their home or office," said Dixie Ziegler, vice president of Hamilton Relay, provider of Hamilton Mobile CapTel service.

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"With the introduction of this new app, Hamilton Mobile CapTel is now compatible with even more smartphones – Android, BlackBerry and iPhone. We are excited about more people having access to Hamilton Mobile CapTel as more platforms are now available."

Currently holding 35% market share, Android is emerging as the leading smartphone operating system in the U.S. Meeting this growing demand, the Hamilton Mobile CapTel App for Android combines nearly a decade of proven captioned telephone technology with the form, function and features of the Android platform:

- Listen and simultaneously read captions of what's said on the Android screen
- Place and receive calls with captions on a single device
- Save and review conversations
- In-app integration of contacts and phone numbers
- Free captions in English or Spanish
- Compatible with Android OS 2.1 and higher
- Works with any Android compatible headset – wired or Bluetooth
- Available 24/7

"The development of the Hamilton Mobile CapTel App for Android marks an incredible milestone for us. There are nearly 36 million individuals in the US who experience hearing loss and the addition of the Hamilton Mobile CapTel App for Android means that

more of those individuals will be able to get back in the conversation," said Ziegler.

Hamilton Mobile CapTel is a service that can be used on a single smartphone that is capable of supporting both voice and data simultaneously through a 3G, 4G or Wi-Fi connection. The free Hamilton Mobile CapTel App for Android can be downloaded at the Android Market. Just search "Hamilton Mobile CapTel" and [download directly](#).

Android users who are new to CapTel can visit www.HamiltonMobileCapTel.com for more details or may begin the one-time registration process at www.HamiltonWebCapTel.com.

About Hamilton CapTel

Hamilton CapTel is a service of Hamilton Relay, a division of Hamilton Telecommunications, a diversified communications and technology services provider based in Aurora, Neb. Founded in 1901, Hamilton Telecommunications has grown to encompass eight primary company divisions allowing Hamilton to operate on a local, regional and national basis. For more information about Hamilton CapTel, please visit www.hamiltoncaptel.com.

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What's New

CapTel® Expands Customer Service

Hours to Include Weekends

(June 9, 2011)

CapTel Customer Service Now Available 7 Days a Week

Effective immediately, CapTel® Customer Service is available to serve customers 7 days a week. Now people who use the CapTel Captioned Telephone can reach highly-trained support personnel every day of the week.

"People often rely on family and friends to help them get set up during the weekend hours, or to pose a question they don't have time to ask during the work week," explains Pamela Holmes, Director of CapTel Customer Service. "As part of our strong commitment to our customers, we're dedicated to providing support during the weekends as well."

CapTel Customer Service is available Monday through Friday, from 7:00 am – 7:00 pm Central Standard Time (CST). In addition, Customer Service is now available Saturdays and Sundays from 8:00 am – 5:00 pm CST. Customers can access support personnel either over the telephone or online via Instant Help at www.CapTel.com. Additional support

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materials are also available anytime at the Customer Support link on the CapTel website.

The CapTel Customer Service team has been recognized industry-wide and by its customer base for its excellent customer support, acknowledged as going "above and beyond" to help bring about positive outcomes for CapTel users.

The CapTel Captioned Telephone is a revolutionary telephone and service that allows people to read captions of everything a caller says during their telephone calls. Ideal for people with some degree of hearing loss, the CapTel phone shows word-for-word captions during the call, making sure users catch every word – either by hearing it or by reading it.

REACHING CAPTEL CUSTOMER SERVICE:

Tollfree: 1-888-269-7477

(Voice/CapTel/TTY)

Spanish support: 1-866-670-9134

In California only: 1-888-402-4018

Fax: 1-608-204-6167

Email:

CapTel@CapTel.com

Mail: CapTel Customer Service

450 Science Drive

Madison, WI 53711

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Aurora, NE, October 5, 2005: Hamilton Relay Participates in Hurricane Relief Efforts

Hurricanes Katrina and Rita have taken a devastating toll on Louisiana as well as many other southern states in the Gulf of Mexico. Hamilton Relay serves thousands of people who are deaf, hard of hearing, or speech disabled in the State of Louisiana, many of whom have been affected by these disasters. Hamilton Relay is offering assistance by providing free specialized telecommunications equipment to those affected and is taking every effort to ensure that evacuees know that there is assistance available to them.

Hamilton Relay Distributes Adaptive Telecommunications Equipment to Hurricane Victims

With the mission of providing communication access to displaced deaf, hard of hearing and speech disabled individuals, Hamilton Relay staff members traveled from all across the nation to join forces with colleagues at the Hamilton Relay Call Center in Baton Rouge. In coordination with the National Red Cross, teams reached more than 20 shelters throughout the state of Louisiana, locating and assisting individuals in need. As the Relay provider for the State of Louisiana, Hamilton Relay shares the goal of alleviating some of the stress and frustration involved with displacement from family, friends and daily life. "It was our desire to assist evacuees in connecting with others so they could begin the process of putting their lives back together," explains Dixie Ziegler, Vice President of Hamilton Relay. Outreach teams were touched by the many stories of people who had been unable to communicate with family members, service providers, and fellow evacuees.

TTYs, Voice-Carry-Over equipment, and videophones were distributed to shelters and individuals at no cost (recipients will retain the equipment). Generous donations of equipment from the states of Maine, Montana and Kentucky contributed to the success of this effort. Hamilton Relay added to the equipment distribution from its inventory, and the distribution of equipment will continue in collaboration with the Catholic Deaf Center and Deaf Action Center in Baton Rouge.

Hamilton Relay is working closely with the National Red Cross to provide training in supporting people who are deaf, hard of hearing, or speech-disabled in the midst of an emergency. This collaboration will ensure that the needs of deaf, hard of hearing and speech-disabled individuals are included in emergency relief efforts in the future.

Hamilton Relay provides additional resources

Hamilton teams also provided interpreting services at the shelters and the Catholic Deaf Center. This service was provided at no cost and will continue to be offered as needed.

As Hamilton Relay teams visited shelters, they provided writing pads and pens to individuals, as well as shelter personnel, enabling communication in daily exchanges. Hamilton teams also distributed stamped postcards to assist with written communication to family or friends across the country.

In cooperation with Gifts in Kind, Hamilton Relay is also distributing hearing aid batteries at shelters. Gifts in Kind's generous donation will meet the needs of individuals who rely on hearing aids to assist in communication.

Materials were left behind with shelter managers, providing contact information for Louisiana Relay Service staff to ensure ongoing assistance with communication access. Additionally, large signs were posted at shelters allowing individuals to find the communication assistance they need.

Hamilton Relay contributes financially to relief efforts

Hamilton Relay has made financial contributions to:

- Louisiana School for the Deaf Hurricane Relief Fund
- National Association of the Deaf Hurricane Katrina Relief Fund
- Telecommunications for the Deaf, Inc. Hurricane Katrina Relief Fund
- Sponsorship of a Katrina Relief Benefit Dinner & Show in collaboration with the Wisconsin and Madison Associations of the Deaf

Hamilton Relay Baton Rouge Call Center

Hamilton Relay's Baton Rouge Call Center provided service throughout both Hurricane Katrina and Hurricane Rita. "Our employees have done extraordinary things to ensure continuous call processing. We have had employees remaining in our call center to ensure they could process calls the next day in case roads were not passable. Our employees in Nebraska and Wisconsin have also worked many extra hours to ensure all relay calls were processed. Our technical team kept all equipment operational. It truly has been a team effort," said Ziegler.

Hamilton Relay continues to assess the needs of the communities which they serve, and will continue to respond as needed.

For more information or requests for assistance, individuals can contact Hamilton Relay Customer Service at 800-618-4781 TTY/voice or send an email to info@hamiltonrelay.com.

About Hamilton

Hamilton offers a variety of features and services to further enhance relay communication including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at www.hamiltonrelay.com. Hamilton also provides traditional relay services to nine states, the District of Columbia, the Island of Saipan and the Virgin Islands. Established in 1901, Hamilton also provides local telephone and cable television service, call center services, Internet services, computer sales, network integration and much more to customers in Nebraska and across the country.

#



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1006 Twelfth Street
Aurora, Nebraska 68818
voice/TTY 800.618.4781
fax 402.694.5110
web site: www.hamiltonrelay.com
e-mail: info@hamiltonrelay.com

Date: April 15, 2008

For Immediate Release

Contact: Dixie Ziegler, 402-694-3656 v/TTY
Vice President, Hamilton Relay, Inc.

Nebraska Business Selects Pittsfield as Site for New Communications Center

Pittsfield, Massachusetts— April 15, 2008. A business that provides a unique nationwide communications service to people who are Deaf, Hard of Hearing or Speech Disabled is opening a Telecommunications Relay Service Center in Pittsfield.

As the result of a competitive bidding process, Verizon Corporate Services Group Inc. (Verizon) awarded the contract to Hamilton Telecommunications to provide Telecommunications Relay Service to the State of Massachusetts. Hamilton will begin processing Massachusetts Relay calls on July 1, 2008, and has selected Pittsfield as the site for its center. Hamilton will provide service from its location at 703 W. Housatonic Street.

"The Massachusetts Relay Service makes it possible for thousands of people who are deaf, hard of hearing, late-deafened, or living with a speech disability to use the telephone and provides opportunities for full engagement with the world around them," said Heidi Reed, Commissioner of the Massachusetts Commission for the Deaf and Hard of Hearing. "All of us at the Commission look forward to working with Hamilton Relay and to continued excellence in telephone relay services for residents of Massachusetts."

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

Incorporated in 1901, Hamilton Telecommunications, parent company of Hamilton Relay, began providing relay service in 1990. Since that time, Hamilton Relay has expanded to become one of the largest telecommunications relay service providers in the United States. With the opening of the Pittsfield center, Hamilton will up its total number of states to which it provides relay service to 16 states, plus the Island of Saipan, and the Virgin Islands. "Hamilton has a reputation in the industry for stability and longevity of our business operations," says Dixie Ziegler, Vice President of Hamilton Relay.

Hamilton has been working closely with the Economic Development Council of Western Massachusetts and the Massachusetts Office of Business Development to locate the Relay Center in Pittsfield. "We are excited to begin operations and are impressed with what Pittsfield has to offer. The community has been extremely helpful to work with and preparations are well underway to open our center," said Ziegler.

Hamilton's new Pittsfield communications center will employ 50 full time people. "Hamilton Relay offers the opportunity for full-time, stable employment in Pittsfield. In addition, Hamilton Relay offers very rewarding work for individuals."

Ziegler says the benefits generated by the new Relay Center through increased jobs and payroll dollars will have a positive impact on the growth of Pittsfield's economy. "Hamilton is a company with longevity and stability. We look forward to being a part of the Pittsfield community for a very long time. To date, Hamilton has never closed a

relay facility.”

Hamilton is currently accepting applications for a variety of positions in the Pittsfield facility. Applications for relay operators for all shifts are being accepted Monday-Friday, from 8:30 am to 4:30 pm at the Berkshire Works Career Center, 160 North Street, Suite 302, Pittsfield, MA 01201. The telephone number for information about employment opportunities and interviews with Hamilton Relay is 413-499-2220. Individuals may also contact Hamilton’s corporate Human Resource Department at 1-800-821-1831 or send inquiries and/or resumes to www.hamilton.net/employment.html to the attention of Cindy Blase. All full-time employees have the opportunity for a benefit package including paid health and life insurance, long term disability, 401(K), cafeteria, paid time off, and holidays. Voluntary benefits include dental and additional life insurance.

“Excellent company benefits is one of the draws for employment with Hamilton. However, the meaningful and helpful nature of the work is very rewarding. As a result, many of our relay operators and management staff have been with the company for 10 to 15 years, or more,” adds Ziegler.

Hamilton is an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

About Hamilton Relay

Hamilton Relay offers a variety of services including Internet Relay, Video Relay, Wireless Relay and *CapTel*. All services are available at www.hamiltonrelay.com. With the addition of Massachusetts, Hamilton Relay will provide traditional relay services to 16 states, the Island of Saipan and the Virgin Islands.

CapTel is a registered trademark of Ultratec, Inc.

#

Hamilton Relay Service Combined Outreach 2010-2011

Arizona Outreach Activities 2010

Date:	Activity	# people
6-Jan	Mesa Adult Center: CTS presentation - Mesa	9
7-Jan	Apache Junction Adult Center: CTS presentation - Apache Junction	14
9-Jan	Deaf Community: a joint presentation with ACDHH on Interpreter Licensure and your Rights/ADA and Advocacy and 10 digit numbering - Prescott	13
11-Jan	Lovin' Life After 50 Expo: Exhibit booth - Tucson	1000
13-Jan	Discovery Point: CTS presentation - Mesa	3
19-Jan	Red Mountain Active Adult Center: CTS presentation - Mesa	9
20-Jan	Lovin' Life After 50 Expo: Exhibit booth - Mesa	1300
22-Jan	Arizona Way Community Reception: AZRS & Hamilton Relay presentation - Tempe	150
26-Jan	Lovin' Life After 50 Expo: Exhibit booth - Sun City	1500
28-30-Jan	Western States Classic Basketball Tournament: Exhibit booth - Tucson	450
30-Jan	Desert Cochlear Connections: CTS presentation - Tucson	11
9-Feb	ALOHA Peer Support Group: CTS presentation - Tucson	11
12-Feb	Behavioral Health and Older Adults: Exhibit booth - Tucson	350+
19-Feb	Lincoln Elementary School Deaf/Hard of Hearing Program: AZRS, CTS & Hamilton Relay presentation - Prescott	12
20-Feb	City of Surprise Disability and Human Services Summit: AZRS & CTS presentation/exhibit - Surprise	15/80
25-Feb	Florence K-12 Disability Resource/Transition Fair: exhibit - San Tan Valley	200
26-Feb	ChristianCompanion Senior Care: AZRS & CTS presentation - Tucson	7
27-Feb	Black History Festival: Exhibit booth - Peoria	150
3-Mar	Transition Fair at Catalina Magnet High School: Exhibit booth - Tucson	250
5-Mar	One-on-One conference call with the Senior Outreach Director: CTS - Mesa	1
5-Mar	Arizona Deaf Senior Citizens Coalition: AZRS & Internet Relay presentation - Phoenix	32
6-Mar	DeafNation Expo: Exhibit booth - Phoenix	2000+
6-Mar	DeafNation Expo: AZRS presentation/Word Play: Relay game - Phoenix	125
17-Mar	6th Annual American Indian Disability Summit: Exhibit booth - Tempe	150
17-Mar	7th Annual American Indian Disability Summit: AZRS & CTS presentation- Tempe	150
27-Mar	Celebrating Women's Health Conference: Exhibit booth - Tucson	350
31-Mar	Issues & Aspects of Deafness class @ Phoenix College: AZRS, CTS & Hamilton Relay products presentation - Phoenix	16
1-Apr	Art of Healthy Living Expo: Exhibit booth - Mesa	350
7-Apr	Carol West Senior Center: CTS presentation - Tucson	34
8-Apr	East Valley Sertoma Club: CTS presentation - Mesa	11
8-Apr	Tempe Senior Health and Wellness Expo: Exhibit booth - Tempe	250+
10-Apr	Rays of Hope: A Conference for Survivors of Brain Injuries and Families: Exhibit booth - Phoenix	100
10-Apr	Disability Empowerment Center's Health and Wellness Fair: Safety Issue presentation - Phoenix	7
20-Apr	ITCA's 21st Annual AZ Indian Council on Aging Conference: CTS presentation - Fountain Hills	34
20-21-Apr	ITCA's 21st Annual AZ Indian Council on Aging Conference: Exhibit booth - Fountain Hills	700
21-Apr	Parents learning ASL at Arizona State Schools for the Deaf and the Blind: AZRS, CTS & Hamilton Relay Products - Tucson	8
23-Apr	Senior Companion & Foster Grandparents: CTS & Hard of Hearing Resources presentation - Prescott	15
24-Apr	CBS 5 Parent Care Expo: Exhibit booth - Phoenix	300
7-May	Mercy Housing Community Resource Fair: Exhibit booth - Gilbert	70
12-May	The University of Arizona Center of Excellence in Women's Health's Women's Health Fair: Exhibit booth - Tucson	160
21-May	New Horizons Independent Living Center: AZRS/CTS & Hard of Hearing Resources presentation - Prescott Valley	6
21-May	Prescott Adult Center: "Can You Hear" presentation - CTS & Hard of Hearing Resources - Prescott	8
21-May	Social event: Share information about CTS & ACDHH with parent of hard of hearing child & ASDB CO-OP employees - Prescott	6
22-May	HLAA Chapter: CTS & Hard of Hearing Resources presentation - Prescott	28
27-May	Hard of Hearing Training for Professionals: CTS presentation - Tucson	85

3-Jun	Women with Disabilities: Healthcare Workshop: Exhibit booth - Phoenix	40
8-Jun	Prescott Lakes Senior Community: CTS presentation - Prescott	8
9-Jun	Chino Valley Senior Center: CTS presentation - Chino Valley	28
15-Jun	City of Glendale Commission on Persons with Disabilities: AZRS & CTS presentation - Glendale	12
17-Jun	Women with Disabilities: Healthcare Workshop: Exhibit booth - Tucson	30
23-Jun	La Posada: CTS presentation - Green Valley	13
28-Jun	One-on-One meeting with customer: Captioned Telephone, Web CapTel & Internet Relay 10 digit number - Tucson	1
7-Jul	Las Fuentes Care Center: CTS & ACDHH presentation - Prescott	11
7-Jul	Granite Gate Senior Community: CTS presentation - Prescott	8
7-Jul	Northern Arizona Veterans Hospital - Audiology Clinic: A joint presentation w/ ACDHH on ACDHH, AZRS & CTS - Prescott	2
8-Jul	Prime Time 50+ Expo: Exhibit booth with ACDHH - Prescott	250
8-Jul	Arizona Department of Veterans Services: A joint presentation with Michele Michaels on ACDHH 101, AZRS & CTS - Prescott	3
9-Jul	Embry Riddle University ASL Beginning Class: AZRS, CTS & personal experience presentation - Prescott	17
13-Jul	One-on-One meeting with customer: Captioned Telephone & Web CapTel - Tucson	1
14-Jul	Sierra Vista Com. on Disability Issues: AZRS & CTS presentation - Sierra Vista	7
6-Aug	Arizona Caregiver Night and Conference: Exhibit booth - Phoenix	75
12-Aug	Handi Dogs: Share CTS information with customers - Tucson	3
23-Aug	Outreach Team at Mesa Active Adult Center: AZRS/CTS presentation - Mesa	6
25-Aug	Salt River Pima Disabilities Conference: AZRS & CTS presentation & exhibit booth - Scottsdale	150
26-Aug	Arizona Work Disability Prevention Association Breakfast: AZRS, CTS & RFB presentation - Phoenix	32
27-Aug	One-on-one meeting with customer: Captioned Telephone - Tucson	1
1-Sep	Salt River Pima Sr. Center in Scottsdale, Presented about CTS	56
2-Sep	Developmental Disabilities Planning Council in Phoenix, Presented about AZRS, CTS and Hamilton Relay products and TTY training	4
18-Sep	Raising Special Kids Assistive Technology Forum, Chandler ACDHH	65
20-Sep	AZ Dept of Education/Exceptional Student Services 10th annual Transition Conf, Scottsdale, shared booth with ACDHH	800
23-Sep	ACDHH Open House and Deaf Culture, Phoenix, AZRS presentation	16
25-Sep	AZ Deaf Festival, Phoenix, shared booth with ACDHH	800
25-Sep	AZ Deaf Festival, Phoenix, game called "Word Play: Relay"	60
25-Sep	AZ Deaf Festival, Phoenix, Presentation about AZRS and CTS	120
2-Oct	AZ Disabilities Expo in Phoenix, Shared booth with ACDHH	500
6-Oct	NACOG Area Agency on Aging, Flagstaff, Exhibit Booth	285
9-Oct	Northern AZ Deaf Connections ASL Workshop, Flagstaff	50
16-Oct	AZRS Picnic in Lake Havasu City, mobile CapTel and Internet Relay	75
18-Oct	ASL 101 at Mohave Community College	15
23-Oct	VCD's 13th Annual Hondo Golf Tournament, Tempe, shared event	55
23-Oct	Assoc. of Latened Deaf Adults, Fountain Hills	7
27-Oct	Issues & Aspects of Deafness class @ Phoenix College: AZRS, CTS	17
28-Oct	West Valley HLAA Chapter, Sun City (rescheduled to Dec. 16)	
28-Oct	Issues and Aspects of Deafness class, Phoenix College	14
29-Oct	Assoc. of Latened Deaf Adults, CTS	55
30-Oct	Assoc. of Latened Deaf Adults, CTS	50
1-Nov	Miracle Ear, Scotsdale/presented abt AZRS,CTS&internet based products	20
4-5-Nov	ITCA 6th Annual Caregiver Conf, Chandler -Shared booth with ACDHH	200
6-Nov	LGBT Resource Fair, Phoenix -Exhibit booth-	30
12-Nov	Independent Living Resources Fair, Phoenix -shared booth with ACDHH	250
13-Nov	AZ Provider Fair, Phoenix - exhibit booth-	550
18-Nov	19th Annual Active Adult Expo, Mesa -exhibit booth	750
18-Nov	Developmental Disabilities Planning Council, Phoenix-Refresh training	3
3-Dec	Tinnitus Conference at The University of AZ in Tucson- Exhibit booth	80
9-Dec	ASL Inside's 1st Annual Silent Sleigh in Scottsdale, AZRS, CTS and Hamilton Relay products presentation and exhibit booth	60

11-Dec	Sequoia School for the Deaf and Hard of Hearing 10th Anniversary Banquet in Mesa, Sponsor the event	180
16-Dec	West Valley HLAA Chapter in Peoria, Presented about CTS	16
20-Dec	Armory Senior Center in Tucson, one on one meeting with program coordinator to discuss about the Captioned Telephone and CTS	1
26-Dec	Arizona Association for the Deaf Holiday Party in Tucson	85

Arizona Outreach Activities 2011

Date:	Activity	# people
1-Feb	Red Mountain Active Adult Center in Mesa- CTS	9
2-Feb	Apache Junction Active Adult Center in Apache Junction- CTS	5
3-Feb	Transition Fair at Cesar Chavez High School in Laveen Share a booth ACDHH	150
4-Feb	The Country Club of La Cholla in Tucson- CTS	13
10-Feb	Phoenix Sunnyslope Senior Center in Phoenix- CTS	50
11-Feb	Jasmine Housing Assisted Living in Lake Havasu City	0
11-Feb	Lake Havasu City Senior Center in Lake Havasu City- CTS	1
11-Feb	Prestige Assisted Living in Lake Havasu City- CTS	6
12-13 Feb	Winterfest Festival in Lake Havasu City Exhibit Booth	30,000
17-Feb	Southern Arizona VA Healthcare System in Tucson AZRS and CTS	5
23-Feb	Mesa Active Adult Center in Mesa about CTS	6
23-Feb	HLAA Chapter in Fountain Hills CTS, Web CapTel, Mobile CapTel and MCS	34
23-Feb	Buckeye's 1st Transition Fair in Buckeye Shared booth with ACDHH	125
24-Feb	Surprise Senior Center in Surprise (rescheduled due to no interpreter)	
24-Feb	Pinal County K-12 Transition Fair in San Tan Exhibit Booth	80
4-Mar	ACDHH Visioning Conference in Prescott	28
5-Mar	ACDHH Visioning Conference in Phoenix	53
10-Mar	Presented about CTS, Mobile Captioned Surprise Senior Center in Surprise	40
12-Mar	Exhibit Booth Midtown Sertoma 5K Run & Walk at ASDB in Tucson	325
15-Mar	Presented about CTS The Fountains at La Cholla in Tucson	12
18-Mar	Hands and Voices' Ben's Bells Community event in Tucson	25
19-Mar	ACDHH Visioning Conference in Tucson	63
21-22-Mar	Arizona Indians on Aging Conference in Fountain Hills	700
22-Mar	ASL to English Interpretation class at Phoenix College in Phoenix	6
23-Mar	Issues and Aspects on Deafness class at Phoenix College in Phoenix	22
24-Mar	Exhibit Booth Sierra Vistability Day in Sierra Vista	100
25-Mar	Exhibit booth with ACDHH Arizona School Counselors Conference in Mesa	500
26-Mar	Presentation about AZRS- HLAA Chapter in Prescott	26
9-Apr	Exhibit with ACDHH 2nd Annual Disability Empowerment Center Health and Wellness Fair in Phoenix	350
12-Apr	One on One to assist setting up Nokia E5 phone in Tucson	1
14-Apr	Exhibit with ACDHH at Tempe Senior Health and Wellness Expo	250
16-Apr	Exhibit with ACDHH at Asian Festival in Mesa	5,000
21-Apr	Presentation about CTS at Univ. of AZ Speech Language and Hearing Sciences Living with Hearing Loss Group in Tucson	19
21-Apr	Co-present "Can You Hear Me?" at Prime Timers of Phoenix	50
30-Apr	Share exhibit with ACDHH 3rd Annual Military Women Conf in Phoenix	350
6-May	University of AZ Veterans Education and Transition Exhibit	60
9-May	Phoenix College IPP 30th Anniversary Graduation Celebration in Phoenix	200
12-May	Grace Bible Church in Sun City, co-present "Can You Hear Me?"	50
18-May	Health Fair in Sun City	300
24-May	ALOHA Peer Support Group in Tucson, Presentation about CTS	26
25-May	Mesa Active Adult Center in Mesa, "Can You Hear Me?"	10
25-May	Pima County WIC Program in Tucson, Presentation about AZRS	45
6-Jun	Exhibit, 2011 American Indian Parent Conference, Glendale	125
7-8-Jun	Exhibit with ACDHH, Arizona Technology Access Program, Glendale	200
8-Jun	Presentation, Arizona Technology Access Program	12
10-Jun	Presentation, COPD Youth Program in Tucson	17
11-Jun	Presentation, Arizona Deaf Blind Community in Phoenix	24
7-Jul	Prescott 50+ Expo in Prescott	200
14-Jul	Presentation at Apache Junction Senior Center in Apache Junction	15
15-16 July	Exhibit for Hearing and Healthcare Providers of Arizona in Glendale	110

19-Jul	Arizona School Nurse Consortium in Scottsdale; exhibit	150
20-Jul	Presentation for Jewish Family and Children's Services of So. Arizona in Tucson	5
21-Jul	Discussion at International Rescue Committee in Tucson	2
2-Aug	Presentation to Direct Center for Independence, Inc. in Tucson	8
18-Aug	Overview of products at Northland Pioneer College in Show Low	7
19-Aug	Outreach Dinner Network in Show Low (Q&A about ACDHH/AZRS/CTS	8
20-Aug	Present- "Can You Hear Me" at The New Living Church in Lakeside	7
22-Aug	Cascades at Tucson Retirement & Assisted Living in Tucson (rescheduled)	
25-Aug	Exhibit at Salt River Pima Maricopa's 4th Annual Disabilities Conference in Scottsdale	250
28-Aug	Radio Show WVOI- Hearing Matters with Dr Janis Gasch in Tucson	
6-Sep	Presentation- Emergency 911 Tempe Police Dispatchers Briefing, Tempe, AZ	18
8-Sep	Presentation- Emergency 911 Tempe Police Dispatchers Briefing, Tempe, AZ	14
10-Sep	Exhibit- Phillips Memorial CME Church Health Fair, Phoenix	55
13-Sep	Presentation- Globe Active Adult Center in Globe	10
17-Sep	Exhibit- Cobra Valley Regional Medical Center Health Fair in Globe	500
22-Sep	Exhibit and Sponsor- ACDHH Open House in Phoenix	190
24-Sep	Exhibit- AZ Deaf Festival in Tucson	990
28-Sep	ASL and Interpreting classes at Coconino Community College in Flagstaff	23
29-Sep	NACOG's 20th Annual Elder Issues Conference in Flagstaff	200
29-Sep	Issues and Aspects on Deafness class at Phoenix College in Phoenix	16
Oct 3-4	Arizona Dept of Education 11th Annual Transition Conference/Scottsdale	800
7-Oct	Deaf Social Night at Scott's Chicago Pizza in Flagstaff	65
8-Oct	Northern Arizona Deaf Expo in Flagstaff Exhibit	250
14-Oct	Arizona Deaf Senkior Citizens Coalition's Oktoberfest in Tempe	74
18-Oct	Disability Employment Awareness Information Fair Thunder Mountain Activities Center on Fort Huachuca Base in Fort Huachuca	90
19-Oct	Desert West Community Center Senior Health Fair in Phoenix Exhibit	100
20-Oct	Sun City Library in Sun City Presentation	5
21-Oct	Miami Senior Center in Miami, discussions	2
26-Oct	Issues & Aspects on Deafness class at Phoenix College Presentation	20
27-Oct	Manistee Manor Senior Apartments Community Health Fair in Glendale	65
31-Oct	Meet with customers in Tucson	2

California Outreach Activities 2010

Date:	Activity	# people
1-Sep	Blackberry CapTel Application Training	
11-Sep	SCA Sr Saturday Event, exhibit booth, Huntington Beach, CA	50
7-Sep	One on One CapTel, S Pasadena, CA	4
18-Sep	Hearing Loss Asso of America- SanDiego Chapter(event generation)	27
19-Sep	Center on Deafness- Deaf Awareness Week(exhibit/booth), Riverside, CA	250
20-Sep	Outreach Team Meeting: Marketing Plan and CapTel Placement	
22-Sep	Greater LosAngeles Agency on Deafness, Hearing Loss Resourse Fair (booth/exhibit) Eagle Rock	15
25-Sep	Hearing Loss Asso Of America-Los Angeles Chapter 6th Yr Anni/Meeting, South Pasadena	45
25-Sep	DEAFestival 2010 (Exhibit/booth) Van Nuys, CA	1000/200
28-Sep	The Hearing Center (Info Sharing) Pasadena, CA	3
	Activity for Northern CA Relay	
6-Aug	Friday Night Live, Deaf Sr. Club, Sacramento, CA	15
25-Aug	Health Fair, NorCal Center, Sacramento, CA	100
8-Sep	Meeting with Nor Cal Center, North Highlands, CA	
12-Sep	Meeting with DCARA San Leonardo, CA	
15-Sep	Meeting with Fresno CTAP Fresno, CA	
18-Sep	Sacramento Zoo Deaf Awareness, Sacramento, CA	100
21-Sep	Meeting with Oaklnad CTAP, Oakland, CA	
30-Sep	Celebrate ASL Sacramento, CA	
2-Oct	Deaf Awareness Day (booth/exhibit) San Diego	310
3-Oct	Rock Church, San Diego	25
9-Oct	Deaf/Nation booth/exhibit, Pleasanton, CA	27
10-Oct	Island Empire Nu-Voice Technology Event, Riverside, CA	27
14-Oct	Golden 50+ Senior Expo, Pasadena CA	55
16-Oct	HLAA - San Diego Meeting-presentation, San Diego	31

20-Oct	Fifty and Better Health Fair, Riverside	325
22-Oct	Respectability Conference 2010, Burbank	176
23-Oct	Island Empire Disability Resource Fair	315
24-Oct	No Limits Speaks Out Walk-a-Thon, Long Beach, CA	270
24-Oct	D/HH Family Resource Event, Moorpark, CA	87
30-Oct	Customer 1 on 1(Landham)CapTel presentation, Pasadena, CA	6
3-Nov	Meeting- Walnut Creek HLLA- Napa, CA -reschedule Feb 2011	
4-6-Nov	MATA Deaf Expo Ontario, CA - booth/exhibit-	1000
5-6-Nov	TADDAC -meeting- Oakland, CA	21
5-6-Nov	Mata Expo Ontario, CA - booth/ exhibit	1000
8-11-Nov	Hamilton Outreach Team Summit, Aurora, NE -training-	
17-Nov	Napa HLLA Chapter Presentation	27
18-Nov	TADDAC Meeting, Oakland, CA -Introduction meeting	21
18-20-Nov	Abilities Expo at San Jose- booth/exhibit	
20-Nov	No Limits Speaks Out Parent Group-Spanish(presentation#1) Culver City	9
20-Nov	No Limits Speaks Out Parent Group-English(presentation#2) Culver City	12
4-Dec	Southern CA Association for Deaf-Blind (Meeting) Los Angeles, CA	18
11-Dec	Hearing Loss Association of America (Presentation) San Francisco, CA	14
11-Dec	Deaf Hope, (Network) Fremont, CA	150
14-Dec	One on One Consumer (WebCapTel) Los Angeles, CA	1
15-Dec	Speech to Speech Panel (Meeting) Oakland, CA	16
16-Dec	TADDAC (Meeting) Oakland, CA	51
18-Dec	GLAD Holiday Event (network) Los Angeles, CA	200
27-Dec	Greater Los Angeles Agency on Deafness Hard of Hearing Specialist (Meeting) Los Angeles, CA	1

California Outreach Activities 2011

Date:	Activity	# people
6-Jan	Greater Los Angeles Agency on Deafness HUD/Senior Apt Coordinator Los Angeles, CA	1
6-Jan	Greater Los Angeles Agency on Deafness Hard of Hearing Specialist Meeting in Los Angeles, CA	1
7-Jan	Greater Los Angeles Agency on Deafness Director of Human Resources (Meeting) Los Angeles, CA	1
14-Jan	1:1 Consumer/Advocate	1
15-Jan	Los Angeles Club of the Deaf Meeting with their board	16
16-Jan	Consumer CapTel Training and Distribution Riverside, CA (cancelled)	
17-18 Jan	Fancy Food Show (mainly for new Relay friendly business program)	1000
22-Jan	Hearing Loss Association of America	35
24-Jan	Advocacy Council for Abuse of Deaf Children Altadena, CA (postponed)	
29-Jan	Deaf Seniors Foundation of Palm Spring Palm Springs, CA	210
30-Jan	Festival of Human Abilities Long Beach Aquarium Deaf and Hard of Hearing Family Day Long Beach, CA	25/100
2-Feb	Presentation: Hearing Loss Association of American Walnut Creek, CA	20
5-Feb	Presentation on Relay and CSUN Technology Conference South California Deaf Blind Organization Los Angeles	10
8-Feb	Presentation: Fairfield Senior Day Program Fairfield, CA	13
12-Feb	California Association of the Deaf General Meeting Los Angeles, CA	48
15-Feb	Booth: NCPHS Health and Safety Fair San Francisco, CA	120
18-Feb	Norton Younglove Senior Center Health & Wellness Fair Calimesa, CA Exhibit Booth	150
19-Feb	Children's Wellness Fair (Networking) Eagle Rock, CA	200
23-Feb	Area Agency on Aging Senior Center at Braille Inst in Los Angeles	75
25-Feb	Thousand Palms Senior Center Presentation/CTAP, Thousand Palms	11
26-Feb	Deaf Hope: Glimmer of Hope Gala Oakland, CA	n/a
26-Feb	Santa Clarita Chamber of Commerce Health Fair Exhibit Booth	850
27-Feb	Holy Angeles Church of the Deaf Community Room Booth, Vernon	55
27-Feb	Pasadena Community Expo, Pasadena	500
28-Feb	Presentation- Advocacy Council for Abuse of Deaf Children, Altadena	11
28-Feb	Dover Woods Senior Apartments Fairfield, CA (rescheduled)	
2-Mar	Hearing & Speech Center San Francisco (Tour/Meeting)	1
2-Mar	CTAP Berkley, CA (Tour/Meeting)	1
3-Mar	TADDAC/STS Roundtable Meeting in Oakland (by phone)	10

3-Mar	CTAP Phone meeting STS	8
3-Mar	Meeting with Activities Director at Mistywoods Retirement Home, Roseville	1
3-Mar	Meeting with Director Eskaton Care Center Roseville, CA	1
3-Mar	Meeting with Activities Director at Eskaton Adult Day Health Center, Carmichael	1
3-Mar	Meeting with Activity Director at Winding Commons, Raystone Seniors in Carmichael	1
3-Mar	Meeting with Activities Director at Sierra Sunrise Senior Apts, Carmichael	1
3-Mar	Meeting with the Director at Atrium of Carmichael	1
3-Mar	Meeting with Activities Director at Aegis Living in Carmichael, CA	1
4-Mar	Booth at Napa Health and Wellness Fair in Napa, CA	150
4-Mar	Meeting with Activities Director at Meadows of Napa-Care Center in Napa	1
4-Mar	Meeting with Director at Meadows of Napa- Senior Living	1
4-Mar	Meeting with Activities Director at Redwood Retirement Residence in Napa	1
4-Mar	Meeting with Manager at Vintage at Napa	1
4-Mar	Meeting with Activities Director at The Berkshire Assisted Living in Napa	1
7-Mar	CTAP Outreach Specialist VP Meeting	1
7-Mar	Presentation at Woodside Terrace in Roseville, CA	18
7-Mar	Meeting with Activities Director at Mistywood in Roseville, CA	1
8-Mar	Presentation at Pioneer Towers in Sacramento, CA	7
8-Mar	Meeting with Activities Director at Pioneer Towers	
10-Mar	Presentation at Dover Woods in Fairfield, CA	2
10-Mar	Meeting with Director at Lady Rosemary Senior Care in Fairfield	1
11-13-Mar	Booth/Exhibit Cal-Ed Conference (3 day event) Norwalk, CA	150
11-Mar	Seminar- Outstanding Communicator- Cancelled	
12-Mar	Presentation-HLAA East Bay in Oakland, CA-Cancelled	
15-19-Mar	Booth/Exhibit CSUN Tech Expo (4-5 day event) San Diego, CA	750
15-19-Mar	Board Meeting TADDAC/Deaf-Blind Panel	74
20-Mar	Booth/Exhibit National Center on Deafness/Sign and Run Event, Northridge	125
21-Mar	Meeting and flyer distribution with Colette Noble in North Highlands, CA	1
21-Mar	VP meeting with Jessica Cruz at NorCal Center on Deafness, Stockton, CA	
21-Mar	Field Visit with Sierra 2 Senior Center in Sacramento, CA	1
25-Mar	Booth- Concord Senior Resource Fair in Concord, CA	300
26-Mar	Booth- Ironside Vineyards Health Fair in San Andreas, CA	250
26-Mar	Exhibit booth Riverside Medical Center Health Fair, Riverside	200
26-Mar	Networking Veterans Mental Health Conference, Anaheim, CA	12
2-Apr	See Hear Smile Health Fair Brea, CA	200
9-Apr	Riverside Faith Temple Ministries Booth/Exhibit in Moreno Valley, CA	85
13-Apr	DHHSC's Inspiration Day Merced, CA	100
14-Apr	Presentation- on Lok Center in San Francisco, CA	15
14-15-Apr	Booth at Senior Health Leisure Fair in Sacramento, CA	200
15-Apr	Booth/Exhibit Catalina Community Health Fair Catalina, CA	300
16-Apr	Booth/Exhibit Santa Clarita Valley YMCA Community Kids Health Fair	200
17-Apr	Abilities Expo in Los Angeles, CA	3,000
17-Apr	Hearing Loss Association of America walk4Hearing Kickoff in Duarte, CA	100
18-Apr	Yolo Adult Day Center presentation to staff Woodland, CA	15
18-Apr	Field Visit in Cottonwood Meadows in Concord, CA	1\
19-Apr	Presentation at On Lok Center in Fremont, CA	25
20-Apr	Presentation at Corsair Senior Apts in North Highlands, CA (cancelled)	
20-Apr	Meeting with Colette Noble (rescheduled until 5/5)	
20-Apr	Field Visit with Craig Cares in Roseville, CA	1
20-Apr	Field Visit Somerford Place in Roseville, CA	1
20-Apr	Field Visit The Terraces of Roseville	1
20-Apr	Field Visit Sierra Regency in Roseville, CA	1
22-Apr	Autism Society Wretches and Jabberers Film	87
25-Apr	Presentation at Merrill Gardens in Stockton, CA	15
26-29-Apr	Booth Aging in America Conference in San Francisco	300
27-Apr	Presentation at Mistywoods in Roseville, CA (rescheduled to May 25)	
27-Apr	Tri County GLAD 911 and Relay Workshop in Ventura, CA	47
28-Apr	Booth Supported Life Institute Tech Expo in Sacramento CA (cancelled)	

30-Apr	Booth Sunnyvale Health and Safety Fair in Sunnyvale, CA	1500
30-Apr	RC Health Fair Booth Exhibit in Rancho Cucamonga, CA	150
30-Apr	Kids of Deaf Adult West Fundraiser in Glendale, CA	100
1-May	Networking/Parkinson's Beach Brigade Walkathon and Resource, Santa Monica	500/25
4-May	Meeting/Tour: Colette Noble NorCal Center on Deafness, N. Highlands, CA	1
5-May	Booth at Castro Valley Health Fair, Castro Valley, CA	200
5-May	Pacifica Senior Living Meeting with Activities Coordinator, Castro Valley	1
5-May	Meeting at Sandra Mercado Queen of All Saints Church Member	1
5-May	Meeting with Debbie at St Regis Retirement Center, Castro Valley	1
5-May	Meeting with Amber Bennett at Carlton Senior Living, San Leonardo, CA	1
6-May	Hamilton Scholarship Award/California State University-Northridge, Northridge, CA	200
7-8-May	Booth/Exhibit Deaf Nation, Riverside, CA	8000
10-May	Field Visit, Coloma Woods, Rancho Cordova, CA	1
10-May	Field Visit, Eskaton Lodge Gold River, Rancho Cordova, CA	1
10-May	Field Visit, Devices for less, Rancho Cordova, CA	1
11-May	Presentation at City of Emeryville Adult Services (rescheduled)	
12-May	Presentation/tour at The Springs of Napa, Napa, CA	7
12-May	One on One Consumer, Internet and Relay, Palm Desert, CA	2
13-May	Booth at Winding Commons Health Fair, Carmichael, CA	70
14-May	HLAA BHSM Award Meeting in San Francisco, CA	30
14-May	Meeting with Gerald Kapsner at San Francisco Public Library Deaf Services Center	2
14-May	Meeting Kenny President HLAA SF San Francisco, CA	3
14-May	NAD Gala San Francisco, CA	150
15-May	Presentation at New Life Community Church in Fair Oaks, CA	5
17-May	Networking ACC Green Haven Senior Health Fair, Sacramento, CA	100
17-May	Meeting with Tisha Arzaluz at Asian Community Center, Sacramento, CA	1
18-May	Meeting with Tina Cook at NorCal Center for Deaf-Redding Office, Redding, CA	3
18-May	Field Visit Meeting Hilltop Estates with Director, Redding, CA	1
18-May	Field Visit Kirkwood Assisted Living with Activities Coordinator, Redding, CA	1
18-May	Meeting with Ron Rose at Dept of Rehabilitation in Redding, CA	1
18-May	Meeting with Joe Ross at Redding Rancheria	1
18-May	Meeting with Debi Bruner at Dept of Veterans Affairs	1
18-May	Meeting with Mary at Visions of the Cross	1
18-May	Meeting with Kacey Alexander at First Christina Church	1
18-May	Meeting with Thomas Hughe at Samaritan Homes	1
18-May	Meeting with Tom Burger at Project Recovery	1
18-May	Meeting with Linda McCrea at Women's Health Specialist	1
18-May	Meeting with Denise Morey at Safety Net Plus	1
19-May	Presentation at Multipurpose Senior Center in Pleasant Hill, CA	10
19-May	Field Visit at Care Focus in Pleasant Hill, CA	1
19-May	Field Visit at Pleasant Hill Senior Center	2
19-May	Field Visit at Aegis Living in Pleasant Hill, CA	1
20-May	Booth at Hilltop Commons Senior Health Fair in Grass Valley, CA	70
20-May	Meeting with Sue Lauver at Home Instead in Grass Valley, CA	1
20-May	Meeting with Berry Bartolillo at Comfort Keepers in Grass Valley	1
20-May	Meeting with Marsha at FREED in Grass Valley	2
20-May	Meeting with Cheryl Maxwell Hilltop Commons Senior Community, Grass Valley	1
21-May	Presentation at Hearing and Speech Center (support group) San Francisco, CA	7
21-May	Rancho Los Amigos Stroke and Gerontology Health Fair Booth/Exhibit, Downey, CA	360
22-May	Parish Health Resource Fair at St Barthomolew Church in Poway, CA	150
22-May	Networking at Pacific Rim Festival in Sacramento, CA	300
24-May	Booth at Dept of Healthcare Services /Dept of Public Health Resource Fair, Sacramento	200
25-May	Booth Disability Capital Action Day, Sacramento, CA	2000
25-May	Meeting with Lynda Eaton at Traumatic Brain Injury Services of CA RE: STS	1
25-May	Meeting at CA Disability Services Association RE: STS in Sacramento, CA	1
25-May	Meeting at CA united Homecare Workers	1
25-May	Volunteer Career Day/GLAD in Los Angeles, CA	
25-May	Meeting with Tommy Yang and Chris Jensen at Resources for Independent Living, Sacramento, CA	2
25-May	Meeting with Jaquie Foss STEP, Sacramento, CA	1
25-May	Meeting with David Lopez at Alta CA Regional Center	2

25-May	Presentation Murphy's Senior Center, Murphy's, CA's	
25-May	Booth Hispanic Chamber Health Fair, Pleasant Hill, CA	100
25-May	Meeting Angelina Breen, Freedom Mobility in Sacramento, CA	
26-May	Meeting with Connie Neuharth at Sierra Regency Senior Apts in Roseville, CA	1
26-May	Presentation at Misty Woods in Roseville, CA	
26-May	D-Day (Disability Awareness Day) Los Angeles City College Booth/Exhibit	100
27-May	San Fernando Valley Health Fair Booth/Exhibit in Los Angeles, CA	350
27-May	Booth at Project Senior Connect Health Fair in Oakland, CA	1
31-May	Meeting with Trisha Arzaluz Asian Community Center, Sacramento, CA	1
2-Jun	Presentation: Spanish, Concord, CA	7
4-Jun	Presentation: NorCal Center on Deafness, North Highlands	20
5-Jun	Booth: Run for Deaf Humanity, San Francisco	150
6-Jun	Presentation: River Garden Retirement Home, Lodi	18
7-Jun	Booth: Spanish: Cancer Society Health Fair, Napa, CA	60
8-Jun	Presentation: All Valley Health Care, Concord, CA	5
10-Jun	Presentation: Senior Center at Sierra 2, Sacramento	3
11-Jun	Booth: Tech Day DCARA, San Leandro, CA	100
15-Jun	Presentation: Older Outreach & Engagement Program, Sonoma, CA	25
16-Jun	Booth: Dept. Health & Transportation Health Fair, Sacramento, CA	200
16-Jun	Presentation: Spanish, Queen of All Saints Church, Concord, CA	18
17-Jun	Presentation: Redwood Retirement, Napa, CA	4
20-Jun	Meeting: Avalon Hearing Center, Sacramento, CA	1
22-Jun	Presentation: Murphy's Senior Center, Murphy's CA	9
23-Jun	Booth: North Oakland Senior Center, North Oakland, CA	150
23-Jun	Meeting: Bancroft Senior Homes, North Oakland, CA	1
23-Jun	Meeting: Sojourner Truth Manor, North Oakland, CA	1
23-Jun	Meeting: USOAC, North Oakland, CA	1
23-Jun	Meeting: Senior Helpers, North Oakland, CA	1
23-Jun	Meeting: Saving Strokes, North Oakland, CA	1
24-Jun	Presentation: Winding Commons, Carmichael, CA	3
25-Jun	Booth: Parkinson's Resource Fair, San Jose, CA	150
25-Jun	Meeting: Home Care Assistance, San Jose, CA	1
25-Jun	Meeting: AlmaVia Assisted Living, San Jose, CA	1
25-Jun	Meeting: The Park View, San Jose, CA	1
25-Jun	Meeting: Therapy in your home, San Jose, CA	1
25-Jun	Meeting: Sunnywise Gardens Assisted Living, San Jose, CA	1
25-Jun	Meeting: Pathways, San Jose, CA	1
25-Jun	Meeting: Parkinson's patients Support Groups Inc., San Jose, CA	1
28-Jun	Alameda Recreation and Park Service, Alameda, CA	5
30-Jun	Booth: Broadmoor Plaza Senior Health Fair, San Leandro, CA	50
30-Jun	Meeting: Windsor Gardens, San Leandro, CA	1
30-Jun	Meeting: ResCare Home Care, San Leandro, CA	1
30-Jun	Meeting: Beacon Home Care, San Leandro, CA	1
30-Jun	Meeting: Lions Center for the Blind, San Leandro, CA	1
1-Jul	Presentation: City of Emeryville Adult Services, Emeryville, CA	12
5-Jul	Meeting/Tour: San Francisco Public Library Deaf Services Center (rescheduled)	1
8-Jul	Meeting: Serving our Seniors	1
12-Jul	1:1 (A. Wolfson)	1
13-Jul	Booth: Pleasant Hill Senior Center, Pleasant Hill, CA	60
14-Jul	Presentation: Camden Springs Retirement Living, Elk Grove, CA	5
14-Jul	Presentation: Sierra Regency Retirement Living, Roseville, CA	5
15-Jul	Booth: Unite Seniors of Oakland Healthy Living Festival, Oakland, CA	3000
16-Jul	Booth: Food Bank Health Fair, Sacramento, CA	100
16-Jul	Farwest Athletic Association of the Deaf (Booth/Exhibit) Escondido, CA	85
20-Jul	Booth: Park Place Senior Health Fair, Sacramento, CA	45
21-Jul	Presentation: BACS Adult Day Care Program, Oakland, CA	20
22-Jul	Presentation: FREED Center for Independent Living, Marysville, CA	9
22-Jul	Meeting: Office Person, Columbian Retirement Home, Marysville, CA	
22-Jul	Meeting: Office Person, Sunrise Gardens, Marysville, CA	
22-Jul	Meeting: Administrator, Butte's Christina Manor, Marysville, CA	
22-Jul	Meeting: Assistive Technology Advocate FREED, Marysville, CA	

23-Jul	No Limits (Network/Playbill) culver city, CA	100
26-Jul	Presentation: Hayward Senior Center, Hayward, CA (cancelled by host)	
26-Jul	Presentation: Monarch Place, Oakland, CA (rescheduled)	
28-Jul	Presentation: Villa Serena Senior Living, Rocklin, CA	7
30-Jul	Booth: Baby Boomer Expo, San Francisco, CA	550
1-Aug	Presentation: SERTOMA Club, Citrus Heights, CA	15
2-Aug	Booth Event National Night Out in Fontana, CA	800
3-Aug	Presentation: Senior Wednesday Club in Carmichael (rescheduled 9/7)	
4-Aug	Successful Aging Meeting in Long Beach	1
6-Aug	Booth: Auburn Health & Fitness Expo, Auburn, CA	100
9-Aug	Booth: Sacramento Hispanic Chamber, Citrus Heights, CA	300
10-Aug	Helen Keller Meeting in San Diego	27
10-Aug	Booth: Commission on Aging, Hayward, CA (canceled)	
11-14-Aug	Booth/Exhibit: California Association of the Deaf Annual Conference, Fremont, CA	200
11-Aug	Meeting: Supported Life Institute re: STS, Sacramento, CA (canceled)	
12-Aug	Presentation: Whitney Oaks Retirement Community at Rocklin, CA	20
13-Aug	Booth: Allen Temple Baptist Church Health Fair in Oakland, CA (cancelled)	
16-Aug	Presentation: Eskaton Village in Roseville, CA (will reschedule)	
16-Aug	Presentation: The Atrium of Carmichael in Carmichael (rescheduled 9/1)	
17-Aug	Presentation: Tuolumne Senior Center in Sonora, CA (will reschedule)	
17-Aug	Presentation: Skyline Place in Sonora, CA (will reschedule)	
17-Aug	Older Outreach and Engagement Program in Sonora (will reschedule)	
24-Aug	CapTel Phone M & G Logan in Glendale	2
26-Aug	Booth/Exhibit: VetStrong in San Francisco	230
30-Aug	Presentation: StPaul's Tower in Oakland, CA	40
30-Aug	Presentation: Piedmont Gardens in Oakland, CA	15
30-Aug	Presentation: Monarch Place, Oakland, CA	9
31-Aug	Presentation: Auburn Senior Center, Auburn, CA	1
31-Aug	Presentation: Country Club Manor Retirement in Sacramento, CA	35
1-Sep	Booth: Sacramento Annual Recovery Fair, Sacramento, CA	3500
2-Sep	Meeting: Whittier Deaf Club, Whittier, CA	80
7-Sep	Presentation: Senior Wednesday Club in Carmichael, CA	20
12-Sep	Presentation: Lucian Manor Christian Retirement, (rescheduled to 10/24)	
12-Sep	Meeting: NorCal Center on Deafness Collette Noble	1
13-Sep	Presentation: Sierra Oaks House 1 (rescheduled to 10/25)	
13-Sep	Booth: Reading Health Fair, Redding, PA (cancelled)	
14-Sep	Presentation: Redding Senior Center and Oakdale Heights (rescheduled)	
15-Sep	Presentation: Redding Pilgrim House, River Oaks Retirement (rescheduled)	
16-Sep	Booth: City of San Leandro Senior Health Fair, San Leandro, CA	350
17-18-Sep	Booth: For Your Health Expo, Long Beach, CA	550
17-18-Sep	Booth/Exhibit: NBC Alive and Well Health Fair, Los Angeles, CA	500
21-Sep	Presentation: HLAA-Napa Chapter, Napa, CA	13
24-Sep	Booth: Fall Prevention, Sacramento, CA	300
25-Sep	Presentation/Deaf Community Leader Award Deaf Hope Tea Party, Pleasanton	100
29-Sep	Booth Exhibit: 3rd Annual Poway Health and Wellness Expo, Poway, CA	300
1-Oct	Deaf Community Services, San Diego Deaf Awareness Week (Booth/Exhibit)	300
1-Oct	Booth: Native American Health Fair, Sacramento, CA	250
1-Oct	Meeting: California Department of Veterans Affairs, Sacramento, CA	1
1-Oct	Meeting: Consumers Self Help Center, Sacramento, CA	1
2-Oct	Hamilton Picnic/Anniversary Celebration, Sacramento	30
5-Oct	Presentation: Eskaton Village, Roseville, CA	1
5-Oct	Field Visit: Casa De Santa Fe, Rocklin, CA	1
5-Oct	Field Visit: Antelope Church, Roseville, CA	1
6-Oct	Supported Life Conference (STS), Sacramento, CA	300
6-Oct	Meeting: Meals on Wheels, Sacramento, CA	1
8-Oct	Booth: Deaf nation, Pleasanton, CA	3000
12-Oct	Booth: Auburn Senior Health and Fitness Fair, Auburn, CA	400
12-Oct	Meeting: Center for Visually Impaired Adults, Auburn, CA	3
12-Oct	Meeting: Placer Independent Resource Services, Auburn, CA	1
12-Oct	Meeting: Multipurpose Senior Center, Auburn, CA	1
12-Oct	Field Visit: Hearing Aid Center of Roseville, Roseville, CA	1

12-Oct	Meeting: Placer County Dept. Health and Human Services, Auburn, CA	1
12-Oct	Meeting: Sons in Retirement, Auburn, CA	2
12-Oct	Meeting: Auburn Ravine Terrace, Auburn, CA	1
12-Oct	Meeting: Rock Creet Care Center, Auburn, CA	1
12-Oct	Meeting: Seniors First, Auburn, CA	1
12-Oct	Meeting: Placer County Speech & Hearing (STS), Auburn, CA	1
12-Oct	Meeting: Emeritus at Emerald Hills, Auburn, CA	1
12-Oct	Meeting: Help at Home Senior Care, Auburn, CA	1
13-Oct	Booth: St. Regis Retirement Annual Health Fair, haywaqrd, CA	100
13-Oct	Meeting: Community Resource for Independent Living, Hayward, CA	1
13-Oct	Meeting: Bay Point Healthcare Center, Hayward, CA	2
13-Oct	Senior Living Options, Hayward, Ca	1
13-Oct	Meeting: St. Christopher Care Center, Hayward, CA	1
13-Oct	Meeting: Bright Star Care, Hayward, CA	1
14-Oct	City of Corona Health Fair, Corona, CA	200
15-Oct	1:1 CapTel Phone with B. Zimmerman	
15-Oct	Booth: North Highlands Jubilee, North Highland, CA	700
15-Oct	Meeting: The North Sac News, North Highlands, CA	1
15-Oct	Meeting: Sacramento Public Library, North Highlands, CA	1
15-Oct	Meeting: Rotary Club of Foothills-Highlands, North Highlands, CA	1
16-Oct	Deaf and Hard of Hearing Family Event, Moorpark, CA	100
17-Oct	Los Angeles Club of the Deaf, Los Angeles	40
18-Oct	Booth: Senior Health Fair, Davis Senior Center, Davis, CA	150
18-Oct	Meeting: Delta Hearing Center, Davis, CA	2
18-Oct	Meeting: Sutter West Medical Group, Davis, CA	1
18-Oct	Meeting: Edlerly Nutrition Program, Davis, CA	1
18-Oct	Meeting: Senior Peer Counseling, Davis, CA	1
18-Oct	Meeting: HLAA - Woodland, Davis, CA	1
18-Oct	Meeting: County of Yolo Veterans Services, Davis, CA	1
18-Oct	Meeting: Senior Link, Davis, Ca	1
19-Oct	Senior Expo Booth Exhibit, Santa Barbara, CA	3000
19-Oct	Tri-County GLAD Presentation and Phone Placement, Ventura, CA	4
20-Oct	Booth: Mental Health Aging Conference, Sacramento, CA	300
22-Oct	Infocus Lifestyles Health Fair Booth/Exhibit, San Bernardino, CA	700
22-Oct	Booth: Disability Services Expo, Santa Rosa, CA	400
23-Oct	No Limits Speaks Out (booth) Los Angeles, CA	300
24-Oct	Field Visit: Woodland Senior Center, Woodland, CA	
24-Oct	Field Visit: St. John's Retirement Village, Woodland, CA	
24-Oct	Field Visit: Chico Speech & Language Center, Chico, CA	
24-Oct	Field Visit: Paradise Hearing & Balance Center, Chico, CA	
24-Oct	Field Visit: Oakmont Retirement Residence, Chico, CA	
24-Oct	Field Visit: Red Bluff Senior Center, Red Bluff, CA	
25-Oct	Field Visit: Hilltop Estates, Redding, CA	
25-Oct	Field Visit: Kirkwood Assisted Living, Redding, CA	
25-Oct	Field Visit: Redding Senior Center, Redding, CA	
25-Oct	Field Visit: Shasta Estates, Redding, CA	
25-Oct	Field Visit: Countryspire Retirement Home, Redding, CA	
25-Oct	Field Visit: Copper Ridge Care Center, Redding, CA	
25-Oct	Field Visit: Center for Veterans Affairs, Redding, CA	
25-Oct	Presentation: Sierra Oaks House 1, Redding, CA	8
25-Oct	Presentation: Sierra Oaks House 2, Redding, CA	14
26-Oct	Advocacy Council for Abused Deaf Children Presentation	14
26-Oct	Presentation: River Oaks Retirement, Redding, CA	6
26-Oct	Booth: Hilltop Estates, Redding, CA	20
26-Oct	Presentation: Oakdale Heights, Redding, CA	2
26-Oct	Field Visit: NorCal Center on Deafness, Redding, CA	
26-Oct	Field Visit: Hearing Aid Center, Redding, CA	
27-Oct	Presentation: Lucian Manor Christian Retirement, Chico, CA	TBA
29-Oct	Hamilton 100th Anniversary Picnic (booth/picnic) Los Angeles, CA	43

District of Columbia Relay Outreach Activities 2010

Date:	Activity	# people
27-Jan	Developmental Disabilities Council Meeting	25
22-Feb	Zion Baptist Senior Day Care	16
22-Feb	MLK Library - scheduled trainings	3
22-Feb	Center for Advancing Health	0
23-Feb	National Rehabilitation Hospital - Speech Services Dept	1
23-Feb	Allen House	5
23-Feb	Chartered Health Center NE	1
23-Feb	East River Family Strengthening Collaborative, Inc.	1
24-Feb	Walter Reed Army Medical Center (5 departments)	6
25-May	First Baptist Senior Center	21
25-May	Dearwood Rehabilitation Center	14
25-May	LeRoy Fykes Law Office	1
25-May	Vida Senior Center	1
26-May	Office of the People's Council	1
26-May	Edwood Terrace Senior Center	1
26-May	Habitat for Humanity of DC	1
26-May	Health Center @ New York Ave	1
26-May	Jewish Community Center	1
26-May	Providence Hospital (Senior Center)	1
26-May	Brookland Senior Daycare	1
26-May	DeafReach	1
24-Jun	Robert Walls Senior Center	8
24-Jun	Washington Senior Wellness	1
24-Jun	Association of Jewish Aging Services	1
24-Jun	ParkSide Senior Center	1
24-Jun	Model Cities Senior Wellness	1
24-Jun	Senior Neighbor & Companions	1
25-Jun	Sunrise of Grand Oaks Assisted Living Center	1
25-Jun	Brookland Senior Daycare	1
25-Jun	James Building Senior Citizens	1
25-Jun	Dwelling Place Senior Center	22
25-Jun	Residence at Thomas Circle	1
19-Jul	ADA Celebration	100
3-Aug	PSC	8
25-Aug	Office of Disability Rights (ODR)	3
25-Aug	MLK Library - Adaptive Services	1
25-Aug	PSC - Kellie Armstrong - provide brochures	1
25-Aug	Residence at Thomas Circle	1
25-Aug	Jewish Community Center	1
25-Aug	Vida Senior Center	1
26-Aug	Knollwood Nursing Home	1
26-Aug	Ingleside at Rock Creek	2
26-Aug	Friendship Terrace Retirement	2
26-Aug	Iona Senior Services	1
26-Aug	9-1-1 TTY Test Call w/ OUC from PSC office	2
3-Sep	PSC Joint Utility Discount Day, exhibit booth	5000
15-Sep	Friendship Terrace CapTel presentation	2
21-Sep	Greenleaf Sr Resident Council, field visit	
21-Sep	Allen House, field visit	
21-Sep	Washington Center for Aging Services, field visit	
25-Sep	Event for Deaf and Deaf-Blind Comm. Dinnr/meet and greet presentation	40
28-Sep	Greenleaf Sr Resident Council, CapTel presentation	5
5-Oct	Office of Tech Officer, Linda Miles HR (need to reschedule)	1
12-Oct	Iona Senior Services, CapTel	8
12-Oct	George Mason Univ 'Access, Employment and Learning' showcase	50
13-Oct	George Mason Univ 'Access, Employment and Learning' showcase	50
15-Oct	Dept of Mental Health TRS Presentation	4
19-Oct	2010 Mayor's Annual Disability Awareness Conf MLK's Library	100
20-Oct	Armed Force Retirement Home Field Visit	

20-Oct	Chevy Chase House Retirement Residence Field Visit	
20-Oct	Chevy Chase ENT Field Visit	
26-Oct	Office of Unified Communications Public Safety 9-1-1 Test calls	3
5-Nov	Congress Heights Services TRS Presentation-Distribution of Materials	12
5-Nov	Gallaudet Univ Int'l Deaf Film Festival-networking, DC Community event	100
6-Nov	TRS, STS, CapTel presentations MLK Jr Library-distribution of materials	15
6-Nov	Presentation- DAW Award, MLK Jr Library- distribution of materials	15
16-Dec	Armed Forces Retirement Home, CapTel Presentation/distribution of materials	70
16-Dec	DC Veterans Center, Office visit/distribution of materials	1
16-Dec	VA Medical Center, Social Services Office visit, Audiology/Speech Pathology Center Office visit/distribution of materials	2
29-Dec	Family Center on Tech and Disability, Office visit/distribution of materials	1
29-Dec	Office of Veterans Affairs, Meeting/distribution of materials	1

District of Columbia Relay Outreach Activities 2011

Date:	Activity	# people
4-Jan	CapTel and TRS Presentation at VA Medical Center	10
26-Jan	University of DC office visit (office was closed)	
3-Feb	Washington Seniors Wellness Center Distribution of Materials	1
3-Feb	The Overlook at Oxon Run Distribution of Materials	1
3-Feb	George Washington University Dept. of Speech and Hearing Science	4
8-Feb	DC Veterans Leadership Forum CapTel/TRS Presentation	15
10-Feb	Gateway Georgetown Distribution of Materials	1
10-Feb	The Georgetown – Senior Assisted Living	1
10-Feb	Georgetown University – Academic Resource Center Disability	1
10-Feb	Georgetown University Hospital Speech Pathology	1
10-Feb	Georgetown University Hospital Division of Audiology and Hearing Research	
19-Feb	Deaf Abused Women's Network (DAWN) \$250 DC Relay Sponsorship	n/a
25-Feb	DC Speech-Language-Hearing Association Exhibit Booth	60
26-Feb	Hearing Loss Association – DC Chapter (HLA-DC) CapTel Presentation	12
2-Mar	Caregiving and Respite Coalition Meeting, DC Office of Aging	12
2-Mar	Office Visit DC Housing Authority ADA Distribution of CapTel and TRS brochures	1
3-Mar	CapTel Demo program at Martin Luther King Jr Public Library	1
3-Mar	Meeting ALS Association DC/MD/VA Chapter	1
11-Mar	TRS and CapTel Presentation at GWU Dept of Speech and Hearing	35
14-Mar	Deaf History Month Event at Martin Luther King Jr Library	25
15-Mar	TRS and CapTel Presentation at The Overlook at Oxon Run	12
19-Mar	CapTel Presentation at MLK Jr Library	10
21-Mar	Meeting with Pat Franklin and Supervisor at Dept of Education	2
21-Mar	Deaf History Month Event at Martin Luther King Jr Library	15
19-Apr	Martin Luther King Jr Dc Public Library, Adaptive Technology, Accessibility DC Meet-up, CapTel Demo Program	20
20-Apr	Exhibit Booth, Green DC Day, Freedom Plaza, Distribution of TRS and CapTel brochures.	300
21-Apr	H.E.A.R.D. General Meeting Dc Relay Networking, Cleveland Park Library	20
28-Apr	ALS Association-DC/MD/VA Presentation on HCO, STS, TRS and brochures	10
1-May	HLAA DC Chapter Meeting at MLK Jr. DC Public Library	12
19-May	Adaptive Technology Services at MLK Jr DC Public Library	1
20-May	CapTel Demo Program and Presentation at DC Demo Center	4
26-May	PSC Hearing Room, DC TRS Advisory Board Meeting/Outreach and MCS Presentations	21
2-Jun	Model Secondary School for the Deaf, Senior Award Ceremony, Washington DC Hamilton Scholarship Award Presentation to Lauren Sebau	
8-10-Jun	Deaf & Hard of Hearing in Government National Training Convention, Washington DC, DC Relay Exhibit Booth	100
15-18-Jun	HLAA National Convention, Arlington VA, Hamilton CapTel Exhibit Booth	300
19-20-Jun	Int'l Hearing Loop Conference, Hamilton CapTel Exhibit Booth, Arlington, VA	21
29-Jun	M&T Bank Office Visit, Washington DC	1
29-Jun	Omni Shoreham Hotel Office Visit	2
29-Jun	Mariott Wardman Park Hotel Office Visit	1
29-Jun	Chevy Chase Post Office Office Visit	1
7-Jul	Office Visit, OMB, Washington, DC (distribution of materials)	

21-Jul	CapTel/Welcome Reception/Exhibit Booth; A.G. Bell Listening and Spoken Language Symposium, Washington, DC	150
22-Jul	CapTel/Welcome Reception/Exhibit Booth; A.G. Bell Listening and Spoken Language Symposium, Washington, DC	300
25-Jul	MLK, Jr. DC Public Library, Mobile captel Presentation; distribution of materials	14
9-Aug	CapTel Presentation at Department of Education at 400 Maryland Ave, SW	3
24-Aug	CapTel Field Visit, ABA Home Health Care, 821 Kennedy St, NW	1
24-Aug	CapTel Field Visit, AmeriCare In Home Nursing, (contact n/a), left brochure and business card	
24-Aug	Tenley Friendship DC Public Library	2
8-Sep	FCC- Next Generation Emergency 911	20
17-Sep	DC Walk4Hearing Kickoff	120
23-Sep	CapTel Exhibit Booth-Quality Healthcare for Deaf and HOH	100
24-Sep	CapTel Demo- HLAA Hearing Accessible Technology (HAT) Conference	20
25-Sep	CapTel Presentation HLAA HAT Conference, Gallaudet University	20
27-Sep	CapTel Presentation, JUDD Convention Center	2000
1-Oct	CapTel Presentation, Adaptive Services Saturday Sessions, Martin Luther King, Jr. Public Library< Washington, DC	10
1-Oct	Hamilton 110th Anniversary Celebration, Martin Luther King Jr. Public Library	15
8-Oct	Mayor's Annual Disability Awareness Day, Martin Luther King Public Library	100
22-Oct	DC Accessibility Camp, Martin Luther King Jr. Public Library	50
22-Oct	DC Association of Black Deaf Advocates Black Tie, Holiday Inn, Presentation of Hamilton Deaf Community Leader Award, Washington DC	250
31-Oct	Section 508 Disabilities Awareness Fair, Web and Mobile CapTel Demos, DC	60

Georgia Outreach Activities 2010

Date:	Activity	# people
12-Jan	Westport Village - Waycross, GA	7
14-Jan	Carrollton Senior Center - Carrollton, GA	26
19-Jan	Columbus Ave Senior Center - Athens, GA	14
22-Jan	Warm Springs Rehab Institute - Warm Springs, GA	15
23-Jan	Men's & Women's Health Expo - Columbus, GA	100
25-Jan	Dade County Senior Center - Trenton, GA	22
26-Jan	Richmond Hill Senior Center - Richmond Hill, GA	17
26-Jan	Glynn County Recreation & Parks - Brunswick, GA	4
27-Jan	Hinesville Senior Center - Hinesville, GA	17
29-Jan	Pembroke Senior Center - Pembroke, GA	18
30-Jan	PINES Workshop at AASD - Clarkston, GA	100
4-Feb	Windsor Forest Golden Age Center - Savannah, GA	24
5-Feb	Lumpkin County Senior Center - Dahlonega, GA	26
5-Feb	Towns County Senior Center - Hiawassee, GA	10
11-Feb	Silent Fingers' Valentine's Luncheon - Atlanta, GA	12
17-Feb	Rural Health Day at State Capitol - Atlanta, GA	200
19-Feb	The Community Resource Fair at Douglasville Conference Center - Douglasville, GA	75
20-Feb	Focus Transition at Mercer University - Atlanta, GA	100
23-Feb	Gwinnett Christian Terrace - Lilburn, GA	11
24-Feb	United Way of Metro Atlanta - Atlanta, GA	17
25-Feb	Health & Wellness Showcase 2010 - Cartersville, GA	250
26-Feb	50+ Plus Health Fair - Alpharetta, GA	150
2-Mar	Kennesaw Mountain High School- Kennesaw, GA	17
3-Mar	LIFE, Inc - Savannah, GA	12
3-Mar	Effingham County Senior Center - Springfield, GA	42
4-Mar	LIFE, Inc - Savannah, GA	14
5-Mar	Georgia Relay Center - Albany, GA	8
10-Mar	Athens-Clark County Senior Center- Athens, GA	38
11-Mar	Deaf Day at Capitol-Atlanta, GA	100
13-Mar	Fifty Plus Fair-Dunwoody, GA	200
17-Mar	Silent Fingers' St. Patrick's Day Luncheon - Decatur, GA	22
19-20-Mar	GSHA Conference - Duluth, GA	250
22-Mar	Georgia Relay Center - Albany, GA	8
23-24-Mar	2010 Aging Services of Georgia Annual Conference - Peachtree City, GA	300

26-Mar	St Simons at the Sea Hospital - St. Simons Island, GA	3
27-Mar	CSRA/Seniors/Family/Caregivers Expo - Martinez, GA	100
3-Apr	Lifestyle and Wellness Expo- Dahlonaga, GA	300
7-Apr	Spring Into Health-4th Annual Health Awareness- Brunswick, GA	200
8-Apr	Cave Spring Deaf Luncheon - Cave Spring, GA	15
12-Apr	Port Wentworth Senior Center- Port Wentworth, GA	23
12-Apr	Mary Flourey Senior Center - Savannah, GA	39
18-20-Apr	Deaf Seniors of Georgia Conference	23
22-23-Apr	Assisted Living Association of GA - St. Simons Island-- St. Simons Island	100
24-Apr	CSRA Transition Resource Fair - Evans, GA	150
29-Apr	18th Annual Spalding County Senior Games & Informational Expo- Griffin, GA	250
30-Apr	Super Senior Expo at the Swails Center - Franklin Springs, GA	200
1-May	Total Wellness Health Fair by Delta Sigma Theta Society -Clarkston, GA	100
7-May	Sweet Auburn Festival - Atlanta, GA	150
10-May	AARP Monthly Meeting at Ryan's - Griffin, GA	15
11-May	Freeman Poole Senior Center Health Fair - Smyrna, GA	350
12-May	Cumming Kiwanis Club - Cumming, GA	39
14-May	Gentilly Gardens Assisted Living - Statesboro, GA	29
19-May	Georgia Tech Health Fair - Atlanta, GA	300
20-May	Senior Day in the Park - Macon, GA	400
22-May	GACHI Spring Fest - Forsyth, GA	67
23-May	Crusselle Freeman Church for the Deaf - Atlanta, GA	52
26-May	GRA Annual Training Conference - Augusta, GA	24
27-May	AARP Del Mar Gardens - Loganville, GA	23
1-Jun	Roswell Senior Center - Roswell, GA	32
2-Jun	Eastview Community Center - Augusta, GA	17
10-Jun	AARP Monthly Meeting at Western Sizzlin -- Albany, GA	18
12-Jun	Men's Health and Wellness Expo -- Atlanta, GA	150
14-Jun	Cedartown Heights Senior Living -- Cedartown, GA	16
14-Jun	The Villas Senior Living -- Rome, GA	1
16-Jun	North Cobb Senior Center -- Acworth, GA	24
18-19-Jun	Health Mental for the Deaf Workshop -- Atlanta, GA	132
21-Jun	Senior Connections-- Chamblee, GA	0
28-Jun	Washington Commons Retirement Community -- Evans, GA	16
29-Jun	Coastal Regional Commission of Georgia -- Brunswick, GA	10
30-Jun	Whitfield County DFCS -- Dalton, GA	16
30-Jun	Murray County DFCS -- Dalton, GA	4
7-Jul	Arbor Terrace at Cascade - Atlanta, GA (rescheduled)	0
9-10-July	GPCIA Retreat - Crandall, GA	47
12-Jul	Sand Hills Community Center - Augusta, GA	36
13-Jul	Fayette County Senior Center - Fayetteville, GA	37
8-Jul	1:1 visit with Nancy Messa (Internet Relay-Hometown number)	1
20-Jul	Bleckely County Senior Center - Cochran, GA	24
20-Jul	Bleckely County 911 Center - Cochran, GA	2
10-Aug	Hillendale at Old Mill - Cartersville, GA	16
11-Aug	Franklin County Senior Center - Carnesville, GA	18
13-Aug	Dept of Labor - Augusta, GA	55
14-Aug	Code Med Fair - Macon, GA	342
17-Aug	GAHHA 2010 Annual Meeting - Savannah, GA	200
18-Aug	St. Marys Senior Center - St. Marys, GA	30
18-Aug	Magnolia Manor - St. Marys, GA	14
25-26-Aug	2010 Service Coordinator Leadership Conference - Atlanta, GA	150
28-Aug	GAD Family Fun Day - Warm Springs, GA	52
29-Aug	Peachtree Latino Festival - Atlanta, GA	20,000
1-Sep	Exhibition- Marietta Business Expo- Marietta, GA	300
16-Sep	Advisory Bd Meeting at GACHI - Decatur, GA	
18-Sep	Presentation- GA Relay 3rd Annual Picnic- Clarks Hill, SC	25
21-Sep	Exhibition- GRHA Annual Meeting- Yound Harris, GA	150
22-Sep	Exhibition- Sr Expo at Classic Center- Athens, GA	200
27-28-Sep	Exhibition- 26th National HCBS Conference- Atlanta, GA	500
2-Oct	16th Annual Social Circle Friendship Festival, Social Circle, GA	800

8-Oct	Senior Health Fair, McDonough, GA	300
9-Oct	Trane Health and Wellness Fair Macon, GA	150
16-Oct	ACLA Health Fair, Dalton, GA	1,000
18-Oct	Livalbe Communications Symposium, Athens	160
19-Oct	Macon Senior Center, Macon	54
23-Oct	Old Towne Fall Festival, Conyers	1,500
25-Oct	Golden Retreat, Albany	24
25-Oct	Albany Senior Center Site 1, Albany	43
25-Oct	Englewood Health Systems, Albany	5
26-Oct	Warner Robins Senior Center, Warner Robins	56
28-Oct	2010 Deaf Extreme, Valdosta, GA	300
29-Oct	12th Annual Gwinnett Senior Health Fair, Lawrenceville	400
25-Oct	"Reaping a Healthy Harvest" exhibition at Woodie Fite Sr.Center, Douglasville	300
6-Nov	Exhibition-Darien Fall Festival, Darien, GA	2,000
8-11-Nov	Hamilton Relay Summit, Aurora, NE	
13-Nov	Presentation- Middle GA Chapter of GAD, Macon, GA	130
15-Nov	Presentation- Burke County Senior Center, Waynesboro,GA	42
17-Nov	Presentation- Lanier Gardens Assisted Living, Athens, GA	12
18-Nov	Presentation- Estes Park Apartments, Douglas, GA	2
1-Dec	Exhibit- Enhancing Life by Creating Health Traditions, Atlanta, GA	250
2-Dec	Presentation- Madison County Senior Center, Danielsville (postponed)	
6-Dec	Presentation- Bainbridge Senior Center, Bainbridge, GA	31
7-Dec	Presentation- Baker County Senior Center, Newton, GA	
8-Dec	Presentation- The MEWS Senior Living, Social Circle, GA	10

Georgia Outreach Activities 2011

Date:	Activity	# people
4-Jan	Presentation-AARP Monthly Meeting at Wood Fite Sr. Center -Douglasville, GA	31
6-Jan	Presentation – Union County 911 Center – Blairsville, GA	2
12-Jan	Presentation – Grady County Senior Center Cairo, GA (postponed)	
13-Jan	Presentation – Miller County Senior Center Colquitt, GA (postponed)	
14-Jan	Presentation – Early County Senior Center – Blakely, GA (postponed)	
18-Jan	Presentation – Seminole County Senior Center – Donalsonville, GA	18
19-20 Jan	Exhibit - GHCA Winter Conference – Atlanta, GA	500
26-Jan	Presentation - Speech & Hearing Center – Savannah, GA	19
27-Jan	Presentation – AARP Monthly Meeting – Cornelia, GA	55
28-29 Jan	Exhibit - GAA Annual Conference – Marietta, GA	500
1-Feb	Presentation - Leesburg Senior Center - Leesburg, GA	31
1-Feb	Presentation - Albany ARC - Albany, GA (rescheduled)	
2-Feb	Presentation - Sylvester Senior Center Sylvester, GA	18
3-Feb	Presentation - Dawson Senior Center Dawson, Ga	25
4-5 Feb	Exhibit - Abilities Celebration at Georgia Aquarium Atlanta, GA	75
7-Feb	Presentation - Shady Pines Estate Retirement Home Abbeville, GA	14
8-Feb	Presentation - Crawford County Senior Center Roberta, GA	25
9-Feb	Presentation - Coffee County Senior Center Douglas, GA	35
14-Feb	Presentation - Hearing Drs. Fayetteville, GA (rescheduled)	
17-Feb	Presentation - Arlington Senior Center Arlington, GA	31
18-Feb	Presentation - Bainbridge Dept of Labor Bainbridge, GA	11
19-Feb	Exhibit - 9th Annual Forsyth Senior Expo Cumming, GA	700
21-22 Feb	Exhibit - 10th Annual EHDI Conference Atlanta, GA	300
23-25 Feb	Exhibit - GHPCO Conference Athens, GA	350
8-Mar	Presentation - Department of Health Conference in Helena, GA	70
9-Mar	Presentaion - Reginald Barry Senior Center in Cordele, GA	33
15-Mar	Exhibit - Health and Wellness Showcase in Cartersville. GA	350
18-Mar	Exhibit - Senioopr Health Fair in Suwannee, GA	400
23-Mar	Exhibit - Aging and DisabilitiesResources Connection "Your Health Matters" Ellaville	75
24-Mar	Presentation - AARP Monthly Meeting in Atlanta, GA	15
29-Mar	Presentation - United Way 211 Metro Atlanta, GA	13
31-Mar	Presentation - Grady County Senior Center, Cairo, GA	31
31-Mar	Exhibit- Muscogee County School Dept Transition Fair Columbus, GA	200
2-Apr	Exhibit - Lumpkin County Senior Expo Dahlonega, GA	400

5-6-Apr	Exhibit - 2011 Aging of GA Annual Conference Savannah, GA	200
8-Apr	Interview - GARRS Broadcasting Atlanta, GA (on air interview)	2
12-13-Apr	Exhibit - Georgians for A Healthy Future Atlanta, GA	400
12-Apr	Presentation - Columbia County 911 Center Appling, GA	15
14-Apr	Presentation - Columbia County 911 Center Appling, GA	15
15-Apr	Presentation - Lanier Gardens Athens, GA	10
3-4-May	Exhibit- 2011 Service Coordinator Conference Norcross, GA	250
6-May	Presentation- Hospice Savannah, Savannah, GA	13
10-May	Exhibit- Active Generation Health Fair, Flowerey Branch, GA	300
11-May	Exhibit- Cobb Senior Services Info Fair Marietta, GA	700
16-May	Presentation- Veranda at Auburn Point Retirement Community, Atlanta, GA	11
17-May	Presentation- Americus Senior Center, Americus, GA	21
18-May	Presentation- McRae Manor Nursing Home, McRae, GA	10
20-May	Presentation- Department of Labor, Columbus, GA	15
20-May	Presentation- Taylor County Senior Center, Reynolds, GA	30
21-May	Exhibit- Health Fitness Fair, Duluth, GA	200
25-May	Exhibit- Sunny Grove Assisted Living Health Fair, Barnesville, GA	300
2-Jun	Presentation, Dorothyh C Benson Senior Center, Sandy Springs, GA	4
7-Jun	Presentation, Center for Palliative Care, Macon, GA	24
15-Jun	Presentation, Schley County Senior Center, Ellaville, GA	29
16-Jun	PSC Meeting, Decatur, GA	
18-Jun	Exhibit, Launch Out Ministries 1st Community Health Fair, McDonough, GA	200
20-Jun	Presentation, Hospice of Central Georgia, Macon, GA	30
21-Jun	Presentation, Hogansville Senior Center, Hogansville, GA	19
22-Jun	Direct Corp Services Community Cre, Columbus, GA	5
22-Jun	River Valley Regional Commission, Columbus, GA	5
23-Jun	Miller County Senior Center, Colquitt, GA	14
24-Jun	Stewart County Senior Center, Lumpkin, GA	24
27-Jun	Alie Bankston Edwards Senior Center, Zebulon, GA	25
7-Jul	Presentation: Quality Living Services, Atlanta, GA	11
8-Jul	Presentation: Magnolia Manor, Americus, GA	24
11-Jul	Presentation: Dorothy C. Benson Senior Center, Sandy Springs, GA	16
12-Jul	Presentation: Canterbury Court Retirement Community, Atlanta, GA	15
14-15-Jul	Exhibit: GACCP Summer Conference, Savannah, GA	1000
23-Jul	Exhibit: Back To School Bash at AASD, Clarkston, GA	35
26-Jul	Presentation: Albany ARC, Albany, GA	55
27-Jul	Presentation: Fox Senior Center, Columbia, GA	7
29-30-Jul	Exhibit: 2011 Homeschool Expo, Marietta, GA	5000
9-Aug	Presentation- Banks County 911 Center, Homer, GA	5
10-Aug	Presentation- West Point Senior Center, West Point, GA	24
11-Aug	Presentation- Banks County 911 Center, Homer, GA	30
16-Aug	Exhibit- GRPA Conference, Macon, GA	300
23-Aug	Exhibit- GAHHA 2011 Annual Meeting, Savannah, GA	350
24-Aug	Presentation- EJ Knight Senior Center, Columbus, GA	37
31-Aug	Exhibit- GRA Conference, St Simon's Island, GA	250
14-Sep	Presentation- GECC Conference, Athens, GA	425
17-Sep	Exhibit- GACHI Health and Resource Fair, East Point, GA	175
20-21-Sep	Exhibit- GGS Conference, Athens, GA	350
24-Sep	Exhibit- Men's Health Fair, Macon, GA	200
30-Sep	Presentation- Bayada Nurses, Roswell, GA	3
1-Oct	Hamilton Relay/Georgia Relay Picnic, Stone Mountain, GA	65
7-Oct	Exhibit, Leroy Rogers Senior Center, Health Fair, Tifton, GA	300
11-Oct	Star12 Workshop - Developing Your Emotional Intelligence, Atlanta, GA	
12-Oct	Exhibit, Gainesville 5th Annual Health Expo, Gainesville, GA	400
14-Oct	Exhibit, Super Senior Expo, Lagrange, GA	300
15-Oct	Exhibit Health Expo as Discover Mills, Lawrenceville, GA	200
18-Oct	Exhibit, 2011 Caregivers & Aging Resources Expo, Athens, GA	200
20-Oct	Exhibit, Stephens County Senior 1st Health Fair, Toccoa, GA	125
Oct 23-25	Exhibit, Georgia Emergency Medical Services Conference, Savannah, GA	250
26-Oct	Presentation, DisAbility Link, Decatur, GA	12

28-Oct	Exhibit, Bethesda Park Seniors' Health Fair, Lawrenceville, GA	300
29-Oct	Exhibit, AARP Senior Health Fair, Douglasville, GA	450

Idaho Outreach Activities 2010

Date:	Activity	# people
26-Jan	Garden Plaza of Post Falls	23
27-Jan	1:1 CapTel Demo and Sale	16
29-Jan	Hayden Leisure Park	2
5-Jan	Aspen Springs Assisted Living	
26-Jan	Creekside Inn	
26-Jan	Gardian Angel Homes	
26-Jan	Legacy House	
29-Jan	Post Falls Senior Center	
29-Jan	Vetrans of Foreign Wars Hall	
29-Jan	Kellogg Senior Center	
9-Feb	Lake City Senior Center	45
10-Feb	Spirit Lake Community Center	68
11-Feb	Post Falls Senior Center	27
12-Feb	Events- Twin Falls Equipment/Demo Program, Twin Falls, ID	46
1-2-Mar	Tools for Life booth, Boise, ID	475
3-Mar	Salmon Creek Retirement Center, Meridian	3
3-Mar	Salmon Creek Retirement Health Fair, Meridian	65
17-Mar	Sandpoint Senior Center, Sandpoint, ID	35
25-May	Nampa Senior Center, Nampa, ID	35
26-May	Nampa Friends Luncheon, Nampa, ID	52
6-9-Jun	Work Readiness Summer Camp for Deaf, Gooding, ID	21
29-Jun	Idaho Hard of Hearing Leadership Award Ceremon, Couer d'Alene	12
6-Jul	Wellspring Meadows Retirement, Hayden, ID	20
26-Jul	ADA 20 year Celebration, Couer d'Alene	56
28-Jul	Care Net - Senior care networking group, Post Falls, ID	45
4-Aug	Golden Spike Retirement Community, Rathdrum, ID	29
17-Aug	Area Agency on Aging, Coeur d'Alene	8
21-Aug	Idaho Hamilton Picnic, Post Falls, ID	41
24-Aug	Timber Cove Senior Living, Rathdrum, ID	19
4-Oct	Field Visits-Chardonnay, Desert Rose, Bridgeview Estates, TwinFalls and Brookdale Sr/Retirement Living, Twin Falls, ID	3
4-Oct	Field Visits-Idaho FallsHealth/Rehab, Bonaventure Ret/Asst Living, Parkwood Meadows Asst Living, Idaho Falls Care/Rehab, Lincoln Court, Idaho Falls, ID	
5-Oct	Field Visits- Quail Ridge RetirementCommunity, Highland Hills, Pocatello, ID	
5-Oct	Idaho Falls Equipment and Demo, Idaho Falls, ID	
5-Oct	Idaho Speech and Hearing Asso Conf, Pocatella, ID	2
6-8-Oct	Idaho Health Fair, Boise, ID	200
9-10-Oct	CareNet Luncheon, Coeur d'Alene, ID	3000
27-Oct	Field Visit-Lake City Sr. Center, Coeur d'Alene, ID	65
16-Nov	Field Visit- Hayden Sr Gems, Hayden, ID	
16-Nov	Event- Leasure Park Retirement Village, Hayden, ID	
18-Nov	Field Visit-Spirit Lake Senior Center, Spirit Lake, ID	21
18-Nov	Field Visit- Rathdrum Senior Center, Rathdrum, ID	
18-Nov	Event- Generations Assited Living, Rathdrum, ID	
19-Nov	Field Visit- Post Falls Senior Center, Post Falls, ID	6
22-Nov	Field Visit- Area Agency on Aging of N. ID, Coeur d'Alene, ID	
22-Nov	Event- Loyaltan of Coeur d'Alene, Coeur d'Alene, ID	
23-Nov	Event- Bestland of Couer d'Alene, Coeur d'Alene, ID	28
29-Nov	Event- Lake City Senior Center, Coeur d'Alene, ID	10
10-Dec	Field Visit- Hayden View Cottage, Hayden, ID	54
10-Dec	Field Visit- Well Spring Meadows, Hayden, ID	
10-Dec	Field Visit- Heritage Place, Coeur d'Alene, ID	
10-Dec	Field Visit- North Side Manor Homes, Coeur d'Alene	
10-Dec	North ID Deaf Club Christmas Party, Coeur d'Alene	
11-Dec	North ID Deaf Professionals, Coeur d'Alene	43
12-Dec	Spirit Lake Senior Center	14

15-Dec	Field Visit- Aspen Springs Pioneer Home, Spirit Lake	25
15-Dec	Eastern Washington Center for Deaf and Hard of Hearing Christmas Party, Spokane, WA	
18-Dec	Seniors Hospitality Center, Bonners Ferry, ID	59
22-Dec	Field Visit- Ace Elder Care I, Bonners Ferry, ID	38
22-Dec	Field Visit- Community Restorium, Bonners Ferry, ID	
22-Dec	Priest River Senior Center, Priest River, ID	
29-Dec	Field Visit- Huckleberry Retirement Homes, Sandpoint, ID	28
29-Dec	Hayden Senior Gems (Mobile Captioning Service), Hayden ID	

Idaho Outreach Activities 2011

Date:	Activity	# people
18-Jan	Post Falls Senior Center (Mobile Captioning Service) Post Falls, ID	23
20-Jan	ElderHelp of North Idaho (CapTel and Mobile Captioning Service)	21
24-Jan	CareNet Luncheon (CapTel), Couer d'Alene	6
26-Jan	Presentation at Sunnybrook Assisted Living Facility	46
4-Feb	Helen Hardy 1:1 CapTel Demo, Bonners Ferry, ID	2
8-Feb	Wallace Senior Center, Wallace, ID	19
14-Feb	Kellogg Senior Center, Kellogg, ID	26
19-Feb	North Idaho Valentine Party, Coeur d'Alene, ID	42
23-Feb	CareNet Luncheon, Post Falls, ID	35
28-Feb	Marci Clark Wellness Center Post Falls, ID	5 staff
15-Feb	Field Visit- The Bridge, Post Falls, ID	
22-Feb	Field Visit- Beehive Homes, Coeur d'Alene, ID	
22-Feb	Field Visit- Bestland of Coeur d'Alene	
7-8-Mar	Tools for Life Fair, Twin Falls, ID	400
23-Mar	CareNet Luncheon. Coeur d'Alene	40
24-Mar	North Idaho College ASL Classes (2 presentations)	48
28-Mar	Field Visit- Hayden Gems Senior Center	
28-Mar	Field Visit- Wellspring Meadows, Hayden, ID	
26-Apr	ID Transition Team Meeting Couer d'Alene	7
27-Apr	Booth - ID Educational School for the Deaf and Blind Seminar Couer d'Alene	41
8-Jun	Moscow Senior Fair, Moscow ID	150
8-Jun	Aspen Park Healthcare Field Visit, Moscow, ID	
8-Jun	Moscow Village, Fairview Village Estates Field Visit, Moscow, ID	
8-Jun	Friendly Neighbors Senior Citizens, Inc Field Visit, Moscow, ID	
8-Jun	Disability Action Center Field Visit, Moscow	
21-Jun	21 Rose Terrace Country Home Event, Spirit Lake, ID	18
22-Jun	CareNet Luncheon Event, Post Falls, ID	36
28-Jun	Sylvan House Retirement Home Event, Hayden, ID	23
29-Jun	Rathdrum Senior Center, MCS presentation, Rathdrum, ID	38
6-Jul	North Side Manor Homes, presentation, Coeur d'Alene, ID	16
7-Jul	Jewett House, presentation, Coeur d'Alene, ID	11
11-Jul	Better Hearing and Speech Month Award Ceremony, Sandpoint	23
20-Jul	Field Visit, Rathdrum Chamber of Commerce	2
20-Jul	Field Visit, Post Falls Chamber of Commerce	1
20-Jul	Field Visit, Coeur d'Alene Chamber of Commerce	1
20-Jul	Field Visit, Hayden Chamber of Commerce	1
27-Jul	CareNet Luncheon, Coeur d'Alene, ID	38
27-Jul	Fairwinds Retirement Community, presentation, Coeur d'Alene, ID	21
28-Jul	Field Visit, Clark House in Moscow	1
28-Jul	Field Visit. Latah Health Services Assisted Living Center in Moscow	1
28-Jul	Moscow Disability Action Center Presentation and Captel phone placement, Moscow	6
30-Jul	HLAA Chapter Picnic, Spokane	35
2-Aug	Event at Pinehurst Senior Volunteer Program Mtg. Pinehurst, ID	22
9-Aug	Event at Burley Senior Center in Burley	29
9-Aug	Field Visit at Valley Vista Village in Twin Falls	1
9-Aug	Field Visit at Heritage of Twin Falls	1
10-Aug	Event at Idaho Council for the Deaf and HOH Board meeting and 20 Yr Celebration	64
11-Aug	Event at Boise Deaf Community Picnic (Hamilton sponsored)	150
12-Aug	Event at Caldwell Senior Center in Caldwell, ID	38
12-Aug	Field Visit at Villas At River Place in Boise	1

12-Aug	Field Visit at Logan Park Congregate Care in Caldwell	1
12-Aug	Field Visit at Valley Plaza Retirement Center in Napa	2
12-Aug	Right at Home Residential Adult Living in Meridian	2
12-Aug	Touchmark at Meadow Lake Village in Meridian	1
12-Aug	Field Visit at Garden Plaza at Valley View Retirement Community, Boise, ID	1
12-Aug	Field Visit at Englefield Green in Boise	1
12-Aug	Field Visit at Chateau De Boise in Boise, ID	1
13-Aug	Event at Idaho Association for the Deaf Conference and Business Meeting, Boise, ID	165
23-Aug	Event at Creekside Inn in Coeur d'Alene	46
25-Aug	Event at Legends Park Assisted Living Community in Coeur d'Alene	18
6-Sep	Event, Presentation at Post Falls Lions Club Luncheon	18
8-Sep	Field Visit, Lake City Senior Center, Coeur d'Alene	2
9-Sep	Field Visit, Post Falls Chamber of Commerce, Post Falls	1
9-Sep	Field Visit, Coeur d'Alene Chamber of Commerce	3
12-Sep	Field Visit, Post Falls Senior Center	1
13-Sep	Event, Presentation at River City Hospice, Post Falls	4
15-Sep	Field Visit, Hospice of North Idaho, Hayden	2
15-Sep	Field Visit, Family Home Care and Hospice, Hayden	2
16-Sep	Field Visit, Hayden Chamber of Commerce	2
22-Sep	Field Visit, Applegate Hospice, Coeur d'Alene	1
22-Sep	Field Visit, Auburn Crest Hospice, Post Falls	1
22-Sep	Field Visit, Hayden Senior Gems, Hayden	3
6-7 Oct	Inter Mountain Area Speech and Hearing Convention, Salt Lake city, UT	400+
8-9 Oct	Boise Health and Beauty Fair	3000
11-Oct	Eagle Senior Center, Eagle, ID (Event)	30
11-Oct	Star Lion's Club, Star, ID (Event)	18
11-Oct	Field Visit, Summer Wind Retirement Homes, Boise, ID	1
11-Oct	Field Visit, Plantation Place Assisted Living, Boise, ID	1
11-Oct	Field Visit, Valley View Retirement, Boise, ID	1
11-Oct	Field Visit, Bancroft Arms, Boise, ID	2
12-Oct	Deaf Awareness Week Award Ceremony and Presentation	15
15-Oct	Hamilton Anniversary Party, Coeur d'Alene, ID	25
25-Oct	American Legion Hall 143 Auxiliary Field Visit, Post Falls, ID	2
25-Oct	Field Visit, Veterans of Foreign Wars, Post Falls, ID	1
25-Oct	Field Visit, American Legion Hall 14, Coeur d'Alene, ID	1
25-Oct	Field Visit, Veterans of Foreign Wars Post 889, Coeur d'Alene, ID	1
28-Oct	Field Visit, Timber Cove Senior Living, Rathdrum, ID	2
28-Oct	Field Visit, Hayden View Cottage, Hayden, ID	1

Iowa Outreach Activities 2010

Date:	Activity	# people
11-Jan	Presentation at Northwood Senior Center	9
12-Jan	Presentation at Carroll Area Nursing Service	25
13-Jan	Unified Therapy Services Speech to Speech presentation	15
14-Jan	Home Instead Senior Care Meeting	8
14-Jan	Presentation at Dubuque Retirement Community	3
14-Jan	One on one visit to potential CapTel customer	4
28-Jan	One on one visit to current CapTel customer	2
28-Jan	Exhibit Booth Deaf Capitol Day	1
1-Feb	Presentation for 911 Dispatch Training	40
4-Feb	One on one visit to potential CapTel customer	24
2-Feb	Presentation for The Meadows Assisted Living	2
4-Feb	Presentation for Linwood Estates Assisted Living	16
11-Feb	Presentation to Glenwood Senior Center	5
11-Feb	Presentation to Ambassador Sidney Care Facility	22
11-Feb	Relay Friendly Business Training for SW Iowa Home Health Center	2
11-Feb	Presentation Risen Son Christian Village	7
16-Feb	One on one visit to current CapTel customer	44
16-Feb	Presentation for 911 Dispatch Training	1
3-Mar	Presentation to Arlington Place Assisted Living	4

3-Mar	Pocahontas County HCA Agency Meeting	15
3-Mar	Presentation to Lake City Public Library	2
4-Mar	Presentation to MOSAIC Assisted Living employees	28
4-Mar	One on one visit to current CapTel customer	9
4-Mar	Presentation to Dunlap Assisted Living	2
5-Mar	Presentation and Town Hall Meeting with Council Bluffs Deaf Club	3
6-Mar	Presentation to Bickford Cottage Assisted Living	14
10-Mar	Presentation for 911 Dispatch Training	10
10-Mar	Presentation to ISU Extension 4-H Communication Workshop	20
11-Mar	Presentation for 911 Dispatch Training	13
16-Mar	Presentation to Terrace Park Assisted Living	14
18-Mar	Presentation for 911 Dispatch Training	8
18-Mar	Presentation to Bickford Cottage Assisted Living	9
24-Mar	Hearing Loss Association of Central Iowa Meeting	11
25-Mar	Telecommunications Access Iowa Connections Marketing Meeting	13
25-Mar	Deaf Services Commission of Iowa Meeting	2
26-Mar	Exhibit Booth Iowa Hearing Association Conference	32
26-Mar	One on one visit with current CapTel customer	70
26-Mar	Presentation to Pella Public Library	1
30-Mar	Relay Friendly Business Training for Country Inn & Suites	9
30-Mar	Dual Party Relay Council Meeting	4
31-Mar	TAI and Relay Iowa E-Connections Newsletter Meeting	16
7-Apr	Community Emergency Preparedness & the Deaf and Hard of Hearing Wksp	2
16-Apr	Relay Friendly Business Training Monroe County Hospital Clinic	40
20-Apr	Iowa Public Television Meeting	17
22-Apr	Area Education Agency Statewide Meeting	2
22-Apr	New Iowan Center Advisory Committee	15
27-Apr	Waukee Public Library CapTel Demo Placement	8
27-Apr	Courtyard Estates Assisted Living of Bondurant	1
27-Apr	Iowa Assisted Living Association Membership	6
28-Apr	Hamilton Scholarship Award Announcement for Iowa	0
28-Apr	Presentation for 911 Dispatch Training	0
5-May	Hearing Loss Association of Central Iowa Meeting	23
5-May	Home Instead Senior Care Meeting	5
5-May	One on one visit with current CapTel customer	1
6-May	Presentation to Park Place Estates Assisted Living	1
13-May	Deaf Services Commission of Iowa Meeting	5
14-May	2 Hear Again CapTel Workshop	18
19-May	Presentation to Sidney Public Library	4
21-May	Assisted Living Federation of America Exhibit Booth	5
25-May	Office of Deaf Services Sponsorship	500
1-Jun	One on One CapTel Customer	0
10-Jun	Presentation for Pocahontas Home Health Agency	2
10-Jun	One on One CapTel Customer	11
15-Jun	One on One CapTel Customer	2
15-Jun	Presentation and CapTel Demo Placement Lincolnwood Assisted Living	1
16-Jun	Meeting with Northeast Iowa Center for Independent Living	8
16-Jun	Meeting with Mercy Medical Center Oak Crest Manor	3
16-Jun	Presentation for Center for Active Seniors Inc., Summer Picnic	2
24-Jun	Exhibit Booth for Center for Active Seniors Inc., Summer Picnic	170
24-Jun	Hearing Loss Association of Central Iowa Meeting	170
24-Jun	Iowa School for the Deaf Golf Fundraiser Sponsor	12
26-Jun	One on One CapTel Customer	80
29-Jun	Presentation to Skiff Medical Center Home Health Agency	2
29-Jun	Meeting with Director of Martina Place Assisted Living	16
29-Jun	Sponsorship of Iowa 20th Anniversary Celebration ADA	1
24-Jul	Presentation Workshop at ADA Celebration at State Capitol	75
26-Jul	Iowa Brain Injury Association Support Group Meeting	15
26-Jul	One on One HCO Customer	2
26-Jul	Presentation to Cedar Rapids Senior Center	2
28-Jul	Presentation to Hiawatha Senior Center	32

29-Jul	Meeting with Hiawatha Public Library	36
29-Jul	Presentation to Ridgeview Assisted Living	2
29-Jul	Presentation to Ottumwa Senior Center	7
11-Aug	One on One CapTel Customer	15
11-Aug	Presentation to Northridge Assisted Living	1
11-Aug	Sponsorship West Bend DeafSenior Conference	11
14-Aug	Presentation Waterford Senior Center	
17-Aug	Presentation Bickford Assisted Living	18
17-Aug	One on One, Waterloo, CapTel Customer Service	12
17-Aug	Meeting, DesMoines, Dual PartyRelay Council, IA Utilities Board	2
18-Aug	One on One, DesMoines CapTel Customer Service	20
18-Aug	Exhibit Booth, Iowa State Fair, Building BridgesDay	2
21-Aug	Presentation Newton Public Library	50
24-Aug	Presentation NE IA Center for Independent Living	6
25-Aug	Presentation Access to Independence, Univ of IA	7
25-Aug	Exhibit Booth IA Caregivers Conference	3
30-Aug	One on One, Ottumwa, IA CapTel Customer Service	280
2-Sep	Presentation, Ottumwa, IA PA Place Ind Living, CapTel Demo Placement	2
2-Sep	Presentation - Charles City, IA - CharlesCity Housing Auth. Relay Friendly Business	21
15-Sep	Meeting - Charles City, IA - Pt Charles Assi Living- CapTel Presentation	10
15-Sep	Exhibit Booth, Des Moines, IA - IA Assi Living Asso Conf	1
23-Sep	Presentation Des Moines, IA Exhibitor Presentation	60
23-Sep	Meeting - Des Moines, IA Scottish Rite Pk Apts. HLA/Relay Iowa Picnic Planning Meeting	60
24-Sep	Presentation/Exhibit Booth - Des Moines, IA - Iowa Hearing Asso Conference CapTel Workshop Speaker/ Literature and Brochures	4
24-Sep	Event Des Moines, IA - Deaf Awareness Picnic	18/60
26-Sep	Event Des Moines, IA - Relay Iowa/Hearing Loss Asso Picnic	26
26-Sep	Exhibit Booth - Orlando, FL - AARP Conference Hamilton CapTel	29
29-Sep-1-Oct	Presentation, Des Moines Sertoma Club, TRS/CapTel	
5-Oct	TRS/CapTel Presentation Area Edu Agency 267, Marshalltown, IA	21
7-Oct	CapTel Presentation, Wesley Homes at the Village Asst Living, Indianola	25
7-Oct	Bronze Curriculum Sponsor, IA Rehab Asso Conf., Des Moines, IA	15
20-Oct	VA Central IA Healthcare System-Audiology-CapTel Presentation, DesMoines	85
21-Oct	Waukee Public Library,CapTel/TRS Workshop, Meeting, Waukee, IA	4
21-Oct	IA Sec of State-Business Serv Office, Relay friendly presentation, DesMoines	2
21-Oct	IA Sec of State-Election/Voter RegDiv, Relay friendly presentation, DesMoines	7
21-Oct	IA Deaf Blind Advisory Comm, TRS/CapTel Presentation, Urbandale, IA	6
25-Oct	Presentation-TRS/CapTel- Heartland AEA 11, Johnston, IA	14
27-Oct	Meeting-2011 Maketing Plan, IA Utilities Board DesMoines, IA	
27-Oct	Presentation-HCO/STS/CapTel, IA Speech/Hearing Language Conf, IowaCity	
28-Oct	Event-Brochure Dissemination Only, Panel Disc on DC, DesMoines, IA	41
30-Oct	Presentation- TRS/CapTel Cedar Valey Sertoma Club, Cedar Falls, IA	100
2-Nov	CapTel Presentation, Meadows Assited Living, Shell Rock, IA	9
2-Nov	Meeting- National Outreach Summit Aurora, NE	11
8-11-Nov	2011 IUB Marketing Plan Meeting, DesMoines, IA	24
15-Nov	TRS/CapTel PresentationOld Capital Sertoma Club, Iowa City, IA	3
18-Nov	CapTel Presentation- Marshalltown Sr Center, Marshalltown, IA	14
19-Nov	1 on 1 CapTel Customer Service, Waterloo, IA	44
19-Nov	CapTel Presentation-Kiwanis Club, Alta, IA	2
23-Nov	CapTel Interview- KQWC Radio, Windsor Manor Wellness Prgm, Webster City, IA	18
1-Dec	TRS/CapTel Presentation- Area Education Agency, Heartland II, Johnston, GA	5
1-Dec	CapTel Demo Presentation- Elm Springs Assisted Living, Allison, GA	14
9-Dec	CapTel Demo Presentation- Arlington Place at Grundy Center, IA	15
9-Dec	Presentation- Relay IA Services Training, Deaf Services Unlimited/TAI	6
14-Dec	Education- 1 day seminar, Business Writing Course Omaha, NE	3
16-Dec	Sedgwick Aging Services	

Iowa Outreach Activities 2011

Date:	Activity	# people
7-Jan	Sioux City Sertoma Club TRS/CapTel Presentation	29
19-Jan	Polk County Sr Services CapTel Presentation Des Moines, IA	22
20-Jan	Stockport Senior Center CapTel Presentation Stockport, IA	11
20-Jan	Sunnybrook Ashford Park Assisted Living CapTel Demo	9
22-Jan	Hearing Loss Asso of Central IA Meeting Des Moines, IA	10
23-Jan	First Congressional Church CapTel Presentation Waterloo, IA	22
25-Jan	Robey Memorial Library CapTel Demo (rescheduled)	
26-Jan	1:1 CapTel Customer Service Templeton, IA	2
2-Feb	Presentation, Johnston, IA 911 Dispatch Training TRS/CapTel	14
3-Feb	CapTel Demo, Waukon, IA Southcrest Manor Assisted Living	17
3-Feb	CapTel Presentation Robey Memorial Public Library Waukon, IA	4
3-Feb	CapTel Customer Service 1:1 Parkersburg, IA	
17-Feb	CapTel Demo Grand Haven Assisted Living Eldridge, IA	
17-Feb	Workshop/Presentation Don White Parker Audiology Davenport, IA	8
17-Feb	1:1 CapTel Customer Service , Davenport, IA	1
17-Feb	Generations Agency on Aging CapTel Demo	3
17-Feb	Presentation Davenport Police Department Relay Friendly Business	2
19-Feb	Presentation Sioux City Association of the Deaf	31
24-Feb	Presentation Riverside Senior Living CapTel Demo	6
24-Feb	Presentation CapTel community Workshop Robey Memorial Library	2
24-Feb	1:1 CapTel Customer Service Waukon, IA	1
2-Mar	Meeting Dual Party Relay Council in Des Moines, IA	20
4-Mar	Presentation Sunnybrook Assisted Living CapTel Demo in Burlington, IA	11
4-Mar	Field Visit Sunnybrook Management Community Relations Meeting in Fairfield, IA	1
4-Mar	Presentation Planned Parenthood of SE IA Relay Friendly Business in Burlington	20
4-Mar	Field Visit The Rosebush Assisted Living CapTel Outreach Meeting in Burlington	1
7-Mar	Exhibit Booth Deaf Education Day Iowa State Capitol in Des Moines	100
9-Mar	Presentation Iowa Law Enforcement Academy 911 Dispatch Training in Johnston	21
10-11-Mar	Exhibit Booth Iowa Brain Injury Association Conference in Des Moines	300
12-Mar	Presentation Council Bluffs Silent Club Town Hall Meeting in Council Bluffs	19
16-Mar	Presentation Iowa Western Community College Modalities in Communication Class	14
29-Mar	CapTel Presentation Area XIV Agency on Aging in Creston, IA	
29-Mar	Field Visit Country Haven Corp TRS/CapTel Meeting in Corning, IA	1
29-Mar	Field Visit Midwest Opportunities TRS/CapTel in Creston, IA	1
29-Mar	Field Visit Regency Park Housing TRS/CapTel	1
31-Mar	Exhibit Booth Cass County Memorial Hospital Community Health Fair in Atlantic, IA	
7-Apr	CapTel Presentation at DeWitt Lion's Club	63
7-Apr	Field Visit at Amber Ridge Assisted Living in DeWitt, IA	2
7-Apr	One on One CapTel Customer Service Buffalo, IA	2
9-Apr	Exhibit Booth in Bettendorf, IA at Quad Cities Caregiver's Conferences	300
11-Apr	One on One CapTel Customer Service Sac City, IA	2
11-Apr	Presentation at Silver Ridge Assisted Living in Denison	7
13-Apr	Exhibit Booth National Association of Housing and Redevelopment Officials Iowa Conference	
13-Apr	One on One CapTel Customer Service in Des Moines, IA	2
20-21-Apr	Education Management and Leadership for First Time Supervisors, 2 day Seminar in Omaha, NE	
3-May	CapTel Presentation at Leon Senior Center in Leon, IA	29
4-May	CapTel Promotion Radio Interview- KQWC in Webster City, IA	
4-May	CapTel Presentation at Windsor Manor Assisted Living, Webster City, IA	14
4-May	Presentation 911 Dispatch Training- IA Law Enforcement Academy, Johnston, IA	27
11-May	Presentation- East Sac High School Hamilton Scholarship Award, Sac City, IA	200
12-May	CapTel Presentation- Generations Agency on Aging in Davenport, IA	29
12-May	One on One- CapTel Customer Service, Davenport, IA	1
12-May	Field Visit- CapTel Meeting, Davenport Public Library Eastern Location	2
13-May	CapTel Presentation Mississippi Bend Area Agency on Aging, Bettendorf, IA	16
17-May	CapTel Presentation Orient Senior Center, Orient	24
18-May	Exhibit Booth with TAI at Polk County Senior Fest, Des Moines, IA	1,700
19-May	TRS/CapTel Presentation Denison Optimist Club	8

20-May	Meeting, National Dept for Blind Equipment Distribution Program, Des Moines, IA	6
23-May	Hamilton Better Speech and Hearing Month Award Event, Office of Deaf Services	1
25-May	Exhibit Booth, The Fountain Senior Living Community Health and Fitness Day in Davenport, IA	65
26-May	IL/IA Center for Independent Living Senior and Low Vision Expo Exhibit Booth	350
26-May	Relay Friendly Business Presentation, University of Iowa Community Medical Services in Iowa City, IA	18
31-May	CapTel Presentation at Greenfield Public Library in Greenfield, IA	5
31-May	One on One CapTel customer training I Creston, IA	1
31-May	CapTel Presentation at Adair Senior Center in Adair, IA	15
13-Jun	Presentation, Mason City, IA, Homestead Assisted Living	12
13-Jun	Presentation, Charles City, IA, Charles City Public Health RFB	9
14-Jun	Presentation, Bettendorf, IA, The Fountains Assisted Living	11
14-Jun	Presentation, Davenport, IA, The Friendly House	2
21-Jun	Presentation, Fort Dodge, IA, Elderbridge Agency on Aging Council Meeting	28
21-Jun	Field Visit, Fort Dodge, IA, Bickford Assisted Living	2
22-Jun	Presentation, Greenfield, IA, Greenfield Senior Center	39
22-Jun	Field Visit, Fontanelle, IA, Good Samaritan Nursing Home	2
24-Jun	Presentation, Denison, IA, Retired Teacher's Association	23
28-Jun	Presentation, Stuart, IA, Elderbridge Meeting	29
6-Jul	Presentation: Relay Friendly Business Trng, YMCA, Ankeny, IA	9
12-Jul	Presentation: TRS/CapTel, Guthrie Center Chamber of Commerce, Guthrie Center, IA	11
13-Jul	Presentation: CapTel; Clearfield Senior Mealsite, Clearfield, IA	28
14-Jul	Meeting, Dual Party Relay Council, Des Moines, IA	13
21-Jul	One on One, CapTel Customer Service, Des Moines, IA	2
22-Jul	One on One, CapTel Customer Service, Creston, IA	1
22-Jul	Presentation, CapTel Demo Placement, Greenfield Manor Assisted Living, Greenfield, IA	20
22-Jul	Presentation: CapTel, Greenfield Senior Living, Greenfield, IA	4
27-Jul	Sponsorship, 2011 Conference, Iowa Association for the Deaf, Council Bluffs, IA	4
8-Aug	Presentation, CapTel Demo, Golden Meadows Assisted Living, Manson, IA	8
8-Aug	One on One, CapTel Customer Service, Blairsburg, IA	2
10-Aug	Presentation, CapTel Demo, Bickford Assisted Living, Fort Dodge, IA	2
10-Aug	Interview, CapTel Radio Interview and PSA Recording, KWMT, Fort Dodge, IA	
10-Aug	Presentation, Community Lunch, Westview Care Center, Britt, IA	26
11-Aug	Presentation, CapTel, Springvale Independent Living Center, Humbolt, IA	8
11-Aug	Presentation, Relay Friendly Business, Civic Center of Greater Des Moines	6
15-Aug	Presentation, CapTel, Iowa Department for the Blind, Des Moines, IA	6
15-Aug	Meeting, Web and Mobile CapTel, Telecommunications Access Iowa	2
20-Aug	Presentation, Sac County Congregate Meals, Wall Lake, IA	24
23-Aug	Presentation, Manilla Ladies Club, Manilla, IA	21
24-Aug	Presentation, Iowa Brain Injury Association, Urbandale, IA	31
25-Aug	Presentation, Exira Congregate Meals, Exira, IA	13
29-Aug	Exhibit Booth, Iowa Caregivers Association, West Des Moines, IA	280
30-Aug	Presentation, Crawford County Senior Center, Denison, IA	31
1-Sep	Exhibit Booth, Iowa Assisted Living Asso. Des Moines, IA	8
21-25-Sep	CapTel Booth, AARP Conference, Los Angeles, CA	20,000
26-Sep	Relay Friendly Business Presentation, League of IA Human and Civil Rights Agency	7
28-Sep	Presentation, 911 Dispatch Training, IA Law Enforcement Academy, Johnston, IA	21
30-Sep	CapTel Services Training, Telecommunications Access Iowa	1
30-Sep	Exhibit Booth and Presentation, Iowa Hearing Asso., Des Moines, IA	80
3-Oct	Meeting, Wright County SALT Meeting, Eagle Grove, IA	24
3-Oct	Presentation, Bellehaven Assisted Living CapTel Demo, Belmond, IA	8
5-Oct	One on One, CapTel Customer Service, Creston, IA	1
5-Oct	One on One, CapTel Customer Service, Red Oak, IA	1
7-Oct	Exhibit Booth, Iowa Speech language Hearing Association, W Des Moines, IA	240
9-Oct	Event, Hamilton Relay Picnic and Deaf Community Leader Award Presentation, Windsor Heights, IA	41
12-13 Oct	Exhibit Booth, Iowa Library Association, Council Bluffs, IA	300
17-Oct	Field Visit, Fod Dodge Public Library, Fort Dodge, IA	1
17-Oct	Field Visit, Eagle Grove Public Library, Eagle Grove, IA	1
17-Oct	CapTel Presentation, Belmond Lunch & Learn, Belmond, IA	13

25-Oct	CapTel Presentation, The Clark House, Muscatine, IA	18
25-Oct	Presentation, Rape Victim Advocacy Program, RFB, Iowa City, IA	7
25-Oct	One on One, CapTel Customer Service, Ely, IA	2
25-Oct	One on One, VCO Customer Service, Cedar Rapids, IA	1
27-Oct	Exhibit Booth and Presentation, Mason City Elderbridge SALT Event	210

Kansas Outreach Activities 2010

Date:	Activity	# people
15-Jan	Pick up CapTel phones and Introduction, Olathe, KS	2
19-Jan	Field visit, Picked up CapTel phone Olathe, KS	
19-Jan	Field visit, Partnership, Deaf Culture Center Olathe, KS	
19-Jan	CapTel training Madison, WI	
20-21-Jan	Home visit assist customer Topeka, KS	
26-28-Jan	Sr. Citizen Convention-KRS and CapTel Goodland, KS	3
28-29-Jan	Demo site with TAP Coordinator Oakley, KS	500
29-Jan	Meeting/Rebecca Rosenthal KCDHH- Topeka, KS	
9-Feb	Sertoma Presentation/Partnership	1
10-Feb	Sheppard Center/Tim Andrson-TAP&Rebecca-KCDHH Topeka KS	2
12-Feb	Meeting Kansas Asso f/t Deaf (KAD) Topeka, KS	24
13-Feb	Presentation to Activity Directors from Nursing Communities	11
15-Feb	One on One Home visit/future CapTel user Overland Park, KS	8
16-Feb	Demo at Deaf Culture Center Olathe, KS	1
16-Feb	Presentation at Rolling Hills Nursing Home/Social Worker, Activities Director	
18-Feb	Guest at KCDHH Meeting Topeka, KS	2
19-Feb	Meeting and Partner with Families Together INC., Topeka, KS	
19-Feb	Demo-repair phone at DCCand One on One, Olathe, KS	
24-Feb	Home visit-phone not working Topeka, KS	1
2-Apr	Presentation Osage City, KS	3
5-Apr	Meeting Home Office with Joyce Hightower	4
7-8-Apr	TRS/CapTel Presentation to Council of Aging/CottonOneil/Tim from TAP	
14-Apr	Field Visit- Library, First Luth Chrch, Fairlawn chrch Nazerene, Topeka, KS	12
15-Apr	Meeting at East Topeka Sr Center about presentation on 4/29	
21-Apr	Meeting LULAC Multipurpose Sr Center	1
21-Apr	Field Visit-Overland Park, Olathe, Shawnee Mission, DCC, KSD	1
23-Apr	KAI-RID Convention Lenexa, KS	
23-24-Apr	Presentation at East Topeka Sr Center Topeka, KS	250
29-Apr	Exhibit for DeafNation Expo in Pamona, CA	15
30-Apr	Exhitbit Booth Butler County Spring Fling El Dorado, KS	
5-May	TRS Presentation Topeka High School	350
6-May	Hamilton Relay HS Scholarship Winner Topeka HS	20
6-May	Presentation Prairie Ind Living Resource Center Hutchinson, KS	20
10-May	Field Visit- Reno County Area on Aging Hutchinson, KS	5
10-May	Meeting Wichita State Univ., Wichita, KS	
11-May	Field Visit- Larksfield Place, East Wichita Sr Center	1
11-May	Presentation- TAP Workshop Wichita, KS	
12-May	Networking Olathe Chamber of Commerce Olathe, KS	15
20-May	Home visit-phone not working properly Overland Park, KS	200
20-May	Meeting-Hamilton Relay HOH Leader Winner Leawood, KS	1
20-May	Presentation DCC Olathe, KS	1
21-May	Exhibit/Sponsor HLAA Picnic Shawnee Mission, HOH Leader Award	8
22-May	Meeting- Topeka Public Library-Presentation in Oct	50
27-May	Home Visit- fix CapTel phone- Topeka, KS	1
3-Aug	Home visit- set up CapTel 800-	1
3-Aug	Home Visit- fix CapTel phone- Topeka, KS	2
4-Aug	Home Visit- fix CapTel phone- Abilene, KS	1
5-Aug	Home visit- set up CapTel 800- Topeka, KS	2
10-Aug	Topeka Heartland Sertoma luncheon- Presentation- Topeka, KS	2
10-Aug	CapTel Presentation at Deaf Culture Center	23
13-Aug	Sponsor/Exhibit/Presentation- Topeka Asso of the Deaf Picnic	
21-Aug	Meeting with Member of Topeka Heartland Sernoma	175
26-Aug	CapTel Presentation at Kansas Neurological Institute	1

30-Aug	Home Visit- set up CapTel 800 phone- Gardner, KS	6
31-Aug	Meeting with Dot Nary from KU/ Meghan Kinley Independence Inc Lawrence,	1
31-Aug	Meeting- Topeka Public Library- (v log session)	2
1-Sep	Meeting Lawrence, Kansas Independence Inc.	2
13-Sep	Presentation- Topeka, Kansas Heartland Sertoma	12
14-Sep	Meeting Topeka, Kansas. Rebecca Rosenthalof KCDHH	30
15-Sep	Home Visit Ozawkie, Kansas CapTel setup	1
17-Sep	CapTel Exhibit Salina, Kansas Senior Expo	2
21-Sep	TRS/CapTel Presentation. Douglass, Kansas- El Dorado Area of Aging	450
22-Sep	CapTel Exhibit. Wichita, KS- Senior Expo	23
23-Sep	Home Visit- Wamego, KS set up CapTel	2,000
27-Sep	CapTel/TRS Kansas Speech and Hearing Association Conference, Capital Plaza, Topeka	2
1-Oct	Out of State TRS, Harvard Vanguard, Boston,MA	3000
5-7-Oct	CapTel Exhibit, Linn County Health Fair, Mound City	45
14-Oct	CapTel Presentation, Topeka Library, Topeka	50
16-Oct	Deaf Awareness Leadership Award Dinner, Hereford House, Leawood, KS	20
19-Oct	Professional Development, Business Writing and Grammar Class, KC, MO	5
21-22-Oct	CapTel booth with TAP, Johnson Cnty Sr Quest, Overland Park Convention Center	
26-Oct	CapTel presentation, Riverview Estates, Marquette, KS	300
27-Oct	Kansas Works, Barry Garbrick, Independence, KS	4
28-Oct	CapTel/TRS Presentaion-El Dorado Networking Group El Dorado, KS	4
4-Nov	CapTel Presentation- Augusta Sr Center Augusta, KS	18
4-Nov	Hamilton Relay Summit Aurora, NE	23
8-11-Nov	TRS Presentation- Independence Inc. Lawrence, KS	
19-Nov	Donation/Participant. Deaf Awareness5K walk/run. Black Bob Park Olathe- KS	13
20-Nov	Home Visit- CapTel Customer Wichita, KS	150
23-Nov	Meeting- Cox Communication Wichita, KS	5
23-Nov	Home Visit- CapTel Customer Wichita, KS	2
23-Nov	CapTel Presentation- Heartspring Wichita, KS	1
29-Nov	Home Visit- New CapTel customer Wichita, KS	2
29-Nov	Home Visit- Captel Customer Topeka, KS	3
30-Nov	Home visit- CapTel customer, Topeka, KA	2
7-Dec	Field visit- Lindsborg Senior Center, Lindsborg, KA	3
14-Dec	Salina Senior Center, Salina, GA	
14-Dec	Sterling House, Salina, KA	5
14-Dec	Northern KY Restaurant Association, Covington	2

Kansas Outreach Activities 2011

Date:	Activity	# people
3-Jan	El Dorado Senior Center (rescheduled to 2/7/11)	
6-Jan	KU Lawyer Meeting Lawrence, Kansas (Webinar)	1
7-11 Jan	- Pennsylvania Farm Show	500,000
26-Jan	KHCA Conference (Exhibit) Topeka, Kansas	600
27-Jan	1:1 CapTel Visit Overland Park, Kansas	
27-Jan	1:1 CapTel Visit Lenexa, Kansas	
27-Jan	Meeting with Tonya Everley Olathe, Kansas (HS Scholarship)	
27-Jan	Meeting with KSD Alumni Group Olathe, Kansas	7
27-Jan	Field Visit- Walgreen and Little Caesar (RFB)	
7-Feb	El Dorado Senior Center	6
11-Feb	CapTel Visit. Overland, Park, Ks	2
11-Feb	Field Visits. RFB. Olathe, Ks	
15-Feb	1:1 CapTel Visit. Topeka, Ks	1
21-Feb	1:1 CapTel Visit. Topeka, Ks	1
22-Feb	CapTel Presentation Prescott Country View Nursing Home	4
23-Feb	RFB Presentation. Olathe, Kansas	3
24-Feb	CapTel Presentation. Salina Senior Center	8
24-Feb	1:1 CapTel Visit. Minneapolis, Ks	1
28-Feb	1:1 CapTel Visit. Topeka, Ks	1
2-Mar	Sponsor and Exhibit Deaf/HOH Day at the Capitol	175
7-Mar	One on One Captel Topeka, KS	1
9-Mar	Topeka Area Continuity of Car Health Fair Exhibit	400

15-Mar	Kickapoo Health Fair Exhibit in Horton, KS	350
17-Mar	Meeting with Gail Bragg Department of Justice in Kansas City, KS	1
17-Mar	Meeting with Sandra Kelly Deaf Culture Center in Olathe, KS	1
17-Mar	TRS Presentation at Johnson County Mental Health Center in Olathe, KS	9
17-Mar	One on One CapTel Customer Visit Overland Park, KS	2
19-Mar	CapTel Presentation at Hearing Loss of America Association monthly meeting in Kansas City, MO	
29-Mar	CapTel Presentation at Pioneer Ridge in Lawrence, KS	4
30-Mar	CapTel Presentation at Lexington Park Assisted Living Place in Topeka, KS	3
2-Apr	Beloit Health Fair Exhibit. Beloit, KS	250
5-Apr	Meeting with TAP and KCDHH. Topeka, KS	3
7-Apr	Sponsor/Judge at Miss Deaf Teen Kansas Pageant. Olathe, KS	200
8-Apr	Native American Health Fair Exhibit Rossville, KS	30
12-Apr	CapTel Phone Placement at Pioneer Ridge in Lawrence, KS	3
13-18-Apr	Southern Women Convention. National Event in Nashville, TN	40,000
18-Apr	One on One CapTel visit in Overland Park, KS	2
21-Apr	TRS Presentation Allen County Com. College Sign Language Class. Topeka, KS	20
22-Apr	One on One CapTel visit, Topeka, KS	2
28-Apr	Event "Meet and Greet" at Fairlawn Height Assisted Living Place. Topeka, KS	25
3-May	Meeting with Independence Inc about sponsorship. Lawrence, KS	8
4-May	El Dorado Spring Fling. El Dorado, KS	500
11-May	Ottawa Health Fair. Ottawa, KS	200
17-May	One on One CapTel visit. Topeka, KS	3
17-May	Field Visit, Topeka, KS	
20-May	One on One CapTel visit. Overland Park, KS	3
21-May	HLAA Picnic. Sponsorship. Presented to BHSM Award	50
23-May	Field Visit. Topeka, KS	
24-May	CapTel Presentation. Andover Elementary School. Andover, KS	20
25-May	KSD Award Ceremony. Presented the HS Scholarship	300
25-May	Meeting at YMCA (RFB and Spanish)	2
3-4 June	Exhibit/Sponsor, Kansas Association for the Deaf Conference, Salina	40
10-Jun	1:1 CapTel Visit, Overland Park	2
10-Jun	1:1 CapTel Visit, Overland Park	2
15-Jun	2:1 CapTel Visit, Topeka	2
15-Jun	2:1 CapTel Visit, Topeka	2
21-Jun	1:1 CapTel Visit, El Dorado	1
21-Jun	Field Visit, Emporia Area of Aging	2
7-Jul	CapTel Visit, Overland Park, KS	2
7-Jul	CapTel Visit, Overland park, KS	2
12-Jul	CapTel Presentation, Topeka, KS (rescheduled)	
23-Jul	KRSI Advisory Council Board Meeting, Wichita, KS	20
26-Jul	Sponsorship Luncheon, 21st Anniversary for ADA, Independence, IA	100
16-Aug	Presentation, Drury Place, Topeka, KS	7
20-Aug	Sponsor/Booth/Presentation, Topeka Association for the Deaf Annual Picnic	120
23-Aug	CapTel Visit, Kansas City, KS	2
24-Aug	911 Dispatch Presentation, Neosho County Sheriff Dept	15
31-Aug	CapTel Presentation, First Apt, Topeka, KS	17
1-Sep	CapTel/Relay Presentation, Butler Co. Aging Network Meeting, El Dorado, KS	15
8-9-Sep	Booth at Assisted Technology of Kansas Expo, Topeka, KS	250
15-16-Sep	Booth at Kansas Speech Language and Hearing Conference, Overland Park	300
22-Sep	Sponsored and Presentation, Hamilton Community Leadership Award, Olathe	300
22-24-Sept	Booth at Kansas School for the Deaf 150th Celebration, Olathe, KS	800
28-Sep	1:1 CapTel visit, Topeka, KS	2
29-Sep	1:1 CapTel visit, Leavenworth, KS	1
3-Oct	1:1 CapTel visit, Leavenworth, KS	2
5-Oct	110th Luncheon, Topeka, KS	42
7-Oct	1:1 CapTel Visit, Salina, KS	2
10-Oct	CapTel Presentation, Pratt Public Library	
11-Oct	CapTel Presentation Dodge City Senior Center	
11-Oct	Dispatch Training, Ford County Communication Center	5
11-Oct	CapTel Presentation Garden City Senior Center	12

12-Oct	CapTel Presentation, NW Kansas Educational Service Center, Oakley, KS	10
13-Oct	CapTel Presentation, Hays Public Library	9
Oct 15-16	CapTel Event. Walk 4 Hearing, Boston, MA	400
20-Oct	1:1 Visit, Topeka, KS	2
26-Oct	Emporia Senior Health Fair	300
27-Oct	1:1 CapTel visit, Topeka, KS	1
28-Oct	1:1 CapTel visit, Kansas City, KS	1
28-Oct	1:1 CapTel Visit, Leawood, KS	1
29-Oct	Booth at Disability Fair, Olathe, KS	200
31-Oct	1:1 CapTel visit, Topeka, KS	1

Kentucky Outreach Activities 2010

Date:	Activity	# people
13-Jan	Boone County Senior Ctr, Burlington	1
15-Jan	Active Adult Day Center, Fort Thomas	29
21-Jan	HLAK Bardstown Chapter, Bardstown	12
25-Jan	Independence Senior Ctr, Independence	24
28-Jan	Walton Village Apartments, Walton	26
19-Feb	Alexandria Manor Apartments, Alexandria	1
19-Feb	KY Speech & Hearing Association Convention, Lexington	1
24-26 Feb	Deaf Health Fair, Cincinnati OH	300+
20-Mar	Hardin Memorial Hospital, Elizabethtown	300+
22-Mar	Elizabethtown Community & Technical college, Elizabethtown	8
22-Mar	Barren County Senior Ctr, Glasgow	2
23-Mar	Barren County Senior Ctr, Cave City	8
23-Mar	Greenview Hospital, Bowling Green	15
23-Mar	Panorama Senior Apartments, Covington	11
30-Mar	Bardstown Senior Center, Bardstown	21
20-Apr	Washington Co Senior Ctr, springfield	12
20-Apr	Hardin Memorial Hospital, Elizabethtown	21
27-Apr	Hardin Senior Ctr, Elizabethtown	25
27-Apr	Four Rivers Behavioral Center, Paducah	18
18-May	Hickman Co Senior Ctr, Clinton	18
22-Jun	Marshall Co Senior Ctr, Calvert City	12
22-Jun	Paducah Dispatch Ctr, Paducah	21
22-Jun	Ballard Co Senior Ctr, Barlow	6
23-Jun	Jackson Horse Senior Ctr, Paducah	16
23-Jun	Kentucky State Fair	3
17-Aug	KY Deaf Festival - Horse Cave, KY	
4-Sep	Louisville HLLA Meeting - Louisville, KY	
14-Sep	TRS/CapTel New Emp Training and Orientation, Aurora, NE	
11-15 Oct	CapTel Training, Madison, WI	
25-27 Oct	KY School for the Deaf Pancake Bazaar	
19-Nov	Big Sandy Area Development District Aging Advisory Council- Presentation	300+
9-Dec	Pike County Chamber of Commerce	30+
17-Dec	Pikeville Deaf Club	3
31-Dec	Presentation at Greater New Orleans Red Cross	25+

Kentucky Outreach Activities 2011

Date:	Activity	# people
18-Jan	EKU presentation (cancelled-weather)	
21-Jan	KCDHH Commissioner's meeting (cancelled due to weather)	
24-Jan	Meeting with Pikeville Medical Center patient advocate office regarding training on TRS/CapTel and possible CapTel demo placement	
1-Feb	University of Kentucky Disability Resources Office	3
11-Feb	State ADA Coordinator's Office	1
11-Feb	KCDHH	5
28-Feb	Hearing Loss Association of America-Bardstown chapter	

Louisiana Outreach Activities 2010

Date:	Activity	# people
16-Jan	Relay Service Exhibition - Fountainbleau H.S. - Convington	15
19-Jan	CapTel Presentation - TRAC Center.- University of New Orleans	11
21-Jan	CapTel Presentation - Woldenberg Retirement Community -Algiers	3
21-Jan	Deaf Culture Training - Louisiana Relay Center - Baton Rouge	1
22-Jan	Capital Aging & Disability Resource Center "LA Answers" Baton Rouge	11
26-Jan	One on One Meeting w/ Deaf Customer - Baton Rouge	2
28-Jan	CapTel Exhibit - Trace Independent Living Center-Covington	1
29-Jan	CapTel Presentation - New Orleans Jewish Community Center	9
29-Jan	CapTel Exhibit - Windsor Retirement Home Health Fair - Covington	1
3-Feb	One-on- One Meeting w/ Activity Coordinator - Sunrise Ctr Hammond	17
3-Feb	LA Commission for the Deaf Board presentation on CapTel 200 & 800i	1
5-Feb	TRS & CpTel presentation at New Horizon IL Center,- Shreveport	19
19-Feb	One on One Meeting w/ Shreveport DAC Equipment Coordinor	13
19-Feb	Exhibit at the Health and Wellness Expo in Shreveport	1
20-Feb	CapTel Presentation w/ SW Independent Living Staff Lake Charles	32
1-Mar	CapTel Training w/ Baton Rouge Equip. Coordinator- Baton Rouge	7
2-Mar	Training for Communication Assistants - Baton Rouge, LA	1
2-Mar	Training for Communication Assistants - Baton Rouge, LA	12
2-Mar	One-on- One Meeting w/Mobile CapTel Customer - Metairie	16
4-Mar	CapTel Presentation Jewish Community Center New Orleans, LA	1
4-Mar	CapTel Presentation /Training for Center Staff - Lafayette, LA	21
5-Mar	CapTel Training w/ Baton Rouge Equip. Coordinator- Baton Rouge	4
5-Mar	One on One Training with CapTel Customer - Baton Rouge - LA	1
11-Mar	One on One Training with CapTel Customer -Baton Rouge, LA	1
13-Mar	Presentation Chapter of Black Deaf Advocates- New Orleans	1
16-Mar	Training for Communication Assistants - , Baton Rouge LRS Center	5
16-Mar	CapTel Presentation Advocacy Center - New Orleans, LA	4
16-Mar	Training for Communication Assistants - , Baton Rouge LRS Center	15
18-Mar	CapTel Training w/ New Customer at home Denham Springs, LA	4
22-Mar	CapTel Exhibit Jefferson Parish Library, Metairie, LA	1
25-Mar	One on One CapTel Training, new CapTel Customer, Baton Rouge	16
5-Apr	One on One meeting with new Mobile CapTel User, Baton Rouge	1
9-Apr	Exhibit at St. John Parish COA Aging & Health Fair, Reserve	1
13-Apr	One on One Installation with HOH Customer, Metairie, LA	127
14-Apr	Exhibit at Tangi COA Seniors Health Fair, Amite	1
15-Apr	Exhibit at Lions Club Convention, Harbor House, Slidell	388
16-Apr	Exhibit at Lions Club Convention, Harbor House, Slidell	17
17-Apr	CapTel Presentation Oil City SOC Club, Oil City, LA	112
19-Apr	CapTel Presentation, Vivian Elderly Apartment Vivian, LA	16
19-Apr	CapTel Presentation, Deaf & HOH Community, Shreveport	9
19-Apr	CapTel Training for Equipment Coordinator, Shreveport, LA	19
19-Apr	CapTel Presentation New Hill Senior Center., Keithville, LA	1
20-Apr	CapTel Presentation Morningstar Senior Center, Shreveport	24
20-Apr	CapTel presentation, Myrtle B. Pickering Senior Center, Shreveport	12
21-Apr	Relay presentation Ouachita Parish School System, Monroe	27
21-Apr	CapTel Exhibit at Hispanic Community Service Day	6
1-May	Presentation of Hamilton Scholarship Award	110
5-May	CapTel Presentation at New Orleans Council on Aging	190
6-May	One on One Meeting w/ Supervisor of Aging & Disability Resource Ctr.	6
6-May	One on One meeting with New CapTel Customer	1
9-May	Deaf Culture Training - Louisiana Relay Center - Baton Rouge	1
20-May	One on One CapTel Training, new CapTel Customer, Baton Rouge	20
6-Jun	CapTel Exhibit -Annual Speech -Hearing Convention BTR	1
11-Jun	CapTel Exhibit -Annual Speech -Hearing Convention BTR	178
12-Jun	CapTel Presentation - Speech -Hearing Convention BTR	46
12-Jun	CapTel Exhibit - LatinOLA Festival Lakeside Mall- Metairie	16
19-Jun	Deaf Culture Training - Louisiana Relay Center - Baton Rouge	26
25-Jun	Outreach w. E.B.R. Library Information System	6
25-Jun	Social Event w/ Deaf Education Communiuty - LA School for the Deaf	2

30-Jun	One on One TRAC Center University of New Orleans
2-Aug	CapTel Exhibit, Linda Boggs Conf Center New Orleans
2-Aug	CapTel Exhibit Men's Health Expo, Pennington Biomedical Research
21-Aug	One on One Public School Vendors Boggs Conference Center, New Orleans
28-Aug	One on One Customer's Home, Cloutierville, LA
30-Aug	One on One Meet with HCO customer, LRS Office Training Room, BatonRouge, LA
7-Oct	LRS Exhibition at Chinchuba(oral deaf school) reunion, Jefferson Parish, LA
9-Oct	LRS Exhibition, Resource for Independent Living, WBatonRouge Comm Cntr
15-Oct	LRS Exh at Health and Wellness Expo, Monroe Civic Cntr, Monroe, LA
16-Oct	One on One Meeting with HCO/STS customer, their home, Monroe, LA
16-Oct	Introduction to Deaf Community Leader, Deaf/HOH Advocacy Meeting, Deaf Services Office
18-Oct	Presentation-Sharing Ponchatoula Council on Aging, Ponchatoula, LA
19-Oct	LRS Exhibition at the 2010 Sr Expo, Alario Convention Center, Westwego, LA
20-Oct	LRS Exhibition at the 2010 Sr Expo, Alario Convention Center, Westwego, LA
21-Oct	LRS Presentation, Metairie Rotary Club, Metairie Country Club, Metairie, LA
21-Oct	Presentation, Jewish Community Center, Goldring-Woldenberg Campus, Metairie
21-Oct	Installation Training/New CapTel customer, customer's home, New Orleans, LA
21-Oct	Speaker/Exhibitor-Open Enrollment/Health Fair BREC Employees and retired Employees, Santa Maria Golf Complex
1-Nov	Speaker/Exhibitor-Open Enrollment/Health Fair BREC, Baton Rouge Zoo Adm Bldg, Baker
2-Nov	Speaker/Exhibitor-Open Enrollment/Health Fair, BREC Administrative Ball Room
3-Nov	Speaker/Exhibitor- OpenEnrollment/Health Fair, N. Sherwood Family Rec Ctr
4-Nov	Speaker/Exhibitor- Community Health Fair, LSU Health/Bogalusa Medical Center Education Dept.
5-Nov	Exhibitor-SW Center for Health Services Lake Charles, LA
6-Nov	Meeting/New Orleans DAC Eq Distribution Coordinator, Deaf Action Center, New Orleans
12-Nov	One on One new CapTel customer, Customer's home, Kenner, LA
12-Nov	Exhibitor- Connections for Independent Living Expo Robicheaux Recreation Center, Lafayette
18-Nov	Deaf Culture Training - Louisiana Relay Center - Baton Rouge
3-Dec	Presentation- New Orleans Council on Aging Directors Meeting
7-Dec	One on One with new CapTel customer in home, Marrero, LA
7-Dec	Meeting with New Orleans DAC Equipment Coordinator, Catholic Charities of New Orleans
7-Dec	Information Sharing on New Relay Service, LA Commission for the Deaf, Iberville Building, Baton Rouge, LA
10-Dec	One on One with new CapTel customer at customer's business, New Orleans, LA
16-Dec	ASL News- Attended a Meeting - Bangor, ME

Louisiana Outreach Activities 2011

Date:	Activity	# people
13-Jan	CapTel Presentation Pontchartrain Park Community Center New Orleans, LA	
13-Jan	CapTel telephone Installation Customers Home Metairie, LA	
15-Jan	Fifth African Baptist Church Church Meeting/Media Room New Orleans, LA	
19-Jan	Deaf Culture Training CA Trainees Louisiana Relay Center Baton Rouge, LA	
20-Jan	HCO & STS Presentation Louisiana & Mississippi Chapter of ALS Asso Office	
24-Jan	CapTel Telephone Interview with Teche News Reporter Maison Williams Adult Care Center Breaux Bridge, LA	
5-Feb	CapTel Exhibit Pennington Wellness Day for Women Baton Rouge	
8-Feb	CapTel Presentation Kingsley House New Orleans	
8-Feb	CapTel Installation Training customer's home Jefferson Parrish	
9-Feb	Deaf Culture Training LRS Center Baton Rouge	
11-Feb	Meeting w/ Rapides Parish Council on Aging Alexandria, LA	
11-Feb	CapTel Presentation Rapides Parish Vet Center Alexandria, LA	
17-Feb	Deaf Culture Training LRS Center Baton Rouge	
17-Feb	RAB Meeting LRS Center Baton Rouge	
24-Feb	Relay Center Tour and Presentation / CapTel Training	
28-Feb	CapTel Exhibit/Presentation St. Martin Community Senior Center Health Fair	
28-Feb	CapTel w/Jefferson Council on Aging Coordinator Marrero Senior Center	
28-Feb	CapTel Telephone Training and Installation HOH Veteran Westwaco, LA	
28-Feb	CapTel meeting w/Jefferson Council on Aging Earnest J.Tassin Senior Center	
28-Feb	CapTel meeting with/ Jefferson Council on Aging Bridge City Senior Center	

9-Mar	Newspaper Announcement on CapTel service Abbeville, LA	22
9-Mar	CapTel Presentation at Abbeville Council on Aging in Abbeville, LA	
10-Mar	Field Visit East Ridge Senior Care Retirement Home	
10-Mar	CapTel Presentation Kaplan Rehabilitation Center and Retirement Home, Kaplan	
10-Mar	CapTel training with new CapTel user in customer's home Abbeville, LA	
11-Mar	CapTel Presentation Grandparents Raising Grandchildren New Orleans Chapter	
16-Mar	CapTel Exhibit LA Aging Network Association at Sam's Casino Conference Center in Shreveport.	
16-Mar	One on One MCS Presentation in HOH customer's home in Shreveport	
17-Mar	CapTel Presentation LA Aging Network Association at Sam's Casino Conference Center	
17-Mar	CapTel Presentation to Parents, Students and Teachers of the Hearing Impaired Program at West Monroe School in Monroe.	
18-Mar	CapTel Presentation to Speech and Hearing Dept at LA Tech University in Ruston	
21-Mar	CapTel Exhibit at Bridge City Council on Aging, Jefferson Parish	
24-Mar	Deaf Culture Training at LRS Center in Baton Rouge, LA	
24-Mar	One on One CapTel training at HOH customer's business in Baton Rouge, LA	
24-Mar	CapTel Exhibit Transitional Fair for Disable Senior Students at Jefferson Parrish East Bank Library	
29-Mar	One on One CapTel training at HOH customer's business in Baton Rouge, LA	
31-Mar	CapTel Exhibit at Transitional Fair for Disabled Senior Students Jefferson Parrish West Bank Community Center	
1-Apr	LA Commission for the Deaf Board Meeting Health and Hospitals Conference Room in Baton Rouge, LA	
5-Apr	One on One MCS Training HOH customer's business in Baton Rouge	
9-Apr	CapTel Exhibit Mary Bind Perkins Minority Cancer Awareness Health Event Bon Carrie Business Park, Baton Rouge	
12-Apr	Field Visit Feliciana Parish Council on Aging in St Francisville, LA	
12-Apr	Field Visit Pointe Coupee Healthcare New Roads LA	
12-Apr	Field Visit/CapTel presentation Opelousas Chamber of Commerce	
14-Apr	One on One training on use of MCS Services HOH Customer's home St Rose, LA	
18-Apr	Deaf Culture Training LRS Center Baton Rouge	
21-Apr	One on One CapTel Installation HOH Customer's home St Rose	
28-Apr	CapTel exhibit Senior Community Health Care presentation and exhibits Opelousas Casino and Conference Center	
29-Apr	CapTel exhibition Grandparents raising Grandchildren New Orleans Chapter	
3-May	CapTel Presentation, Livingston Council on Aging, Denham Springs, LA	
5-May	Hamilton Scholarship Award, Slidell High School Auditorium, Slidell, LA	
6-May	Exhibitor, Adaptive Solutions Conference, Marriott Hotel, Baton Rouge, LA	
7-May	CapTel Exhibition, 4th Annual Health Fair/Opelousas General Health System, South Campus	
11-May	Special Topics for CA's, LRS Training Center, Baton Rouge, LA	
12-May	CapTel Presentation, SW LA War Vet Home Health Fair, Jennings, LA	
12-May	CapTel Exhibit, SW LA War Vet Home Health Fair, Jennings, LA	
12-May	Special Topics for CA's, LRS Training Center, Baton Rouge, LA	
12-May	CapTel and TRS Presentation, Acadia Council on Aging Health Fair, Crowley, LA	
19-May	CapTel and TRS Presentation, Acadia Council on Aging Health Fair, Crowley, LA	
21-May	CapTel Exhibit, Acadia Council on Aging Health Fair, Jennings, LA	
23-May	CapTel and Trs Presentation, Overton Brooks VA Hospital Speech and Hearing Clinic, Shreveport, LA	
25-May	One on One Training with new CapTel user Customers Home, SE Baton Rouge	
8-Jun	Sheriff's Community Health Fair, Port Barre	500+
8-Jun	CapTel 1:1 with Audiologist, Baton Rouge	1
9-Jun	Exhibit, Livingston Council on Aging Health Fair, Denham Springs	
10-Jun	Presentation, Catholic Charities of Baton Rouge, St. Martha Retirement Village	
11-Jun	Exhibit, Wellness Expo, Lakeside Shopping Ctr, New Orleans	
14-Jun	HCO & STS Presentation, Stroke Support Group, Shreveport General Hospital	15
16-Jun	Rotary Club Presentation, Mandeville	34
21-Jun	CapTel Presentation, New Iberia Council on Aging, New Iberia	38
21-Jun	CapTel Presentation, Laureville Council on Aging, New Iberia	9
22-Jun	Presentation Stroke Support Group, Overton Brooks Hospital, Shreveport	11
23-Jun	CapTel Presentation, Jeanerette Council on Aging, New Iberia	8

27-Jun	CapTel Presentation, New Orleans Speech & Hearing Group, New Orleans	24
27-Jun	Better Hearing & Speech Award, Speech & Hearing Clinic, New Orleans	
5-Jul	Deaf Culture Training, LRS Center, Baton Rouge, LA	7
7-Jul	CapTel Presentation, AARP Sr. Employment Services, New Orleans, LA	10
7-Jul	CapTel Presentation, Deaf Services Office, New Orleans, LA	
22-Jul	Deaf Community Meeting, Catholic Deaf Center, New Orleans, LA	
26-Jul	CapTel Presentation, Ascension Council on Aging, Gonzales, LA	66
27-Jul	Relay Service Presentation, Acadian Home Care, New Iberia, LA	
2-Aug	Deaf Culture Training, LRS Center, Baton Rouge, LA	
5-Aug	Mobile CapTel Training, LRS Office, Baton Rouge, LA	
6-Aug	CapTel Exhibit, Urgent Care Health Fair, Opelousas, LA	
7-Aug	One on One with HOH Customer Catholic Deaf Services Complex, Baton Rouge, LA	
17-Aug	CapTel Exhibit, Opelousas City Civic Center, Opelousas, LA	
20-Aug	CapTel Exhibit, Pennington Men's Health Fair, Baton Rouge, LA	
22-Aug	One on One with HOH Customer, LRS Center, Baton Rouge, LA	
26-Aug	Deaf Culture Training, LRS Center, Baton Rouge, LA	
30-Aug	One on One Business Prospect, Pan American Insurance, New Orleans, LA	
5-Sep	One on One with HOH Customer, LRS Center, Baton Rouge, LA	
5-Sep	Meeting/Conference call with Editor of Baton Rouge Advocate/Television Producer	
7-Sep	Meeting/Conference call with Communications Director-LA AARP	
9-Sep	One on One with LSU Graduate School Audiologist, LRS Office, Baton Rouge, LA	
14-Sep	Diversity Fair Exhibit, Our Lady of the Lake Hospital, Baton Rouge, LA	
17-Sep	LRS Picnic & Hamilton 110th Anniversary Celebration, LRS Office	
17-Sep	LRS Exhibit at Annual Picnic, LRS Office, Baton Rouge, LA	
17-Sep	Deaf Awareness Week Award Presentation Annual Picnic, LRS Office	
17-Sep	Advocate Newspaper Interviews Annual Picnic, LRS Center, Baton Rouge, LA	
21-Sep	LRS Exhibit/Presentation, War Veterans Post, Eunice, LA	
21-Sep	LRS CapTel Loan Program Meeting, Eunice Manor Assisted Living Center	
26-Sep	Deaf Culture Training, LRS Center, Baton Rouge, LA	
15-Oct	Louisiana Health & Wellness Expo, Monro, LA	1500+
17-Oct	Magic Morgan Magic Show, Bossier City,	
17-Oct	Deaf Awareness Week Award Presentation, East Bank Community Theatre, Bossier City, LA	
17-Oct	Introduction of Services, East Bank Community Theatre, Bossier City, LA	
19-Oct	East Jefferson Parish Hospital Senior Expo, Pontchartrain Convention Center, Kenner, LA	2600
26-Oct	Willis-Knighton Health System Hospital, Shreveport, LA presentation	
27-Oct	Exhibit, Shreveport Senior Day, LA State Fair	2300+
29-Oct	St. Elizabeth Health Fair, Gonzales, LA Exhibit	850+

Maine Outreach Activities 2010

Date:	Activity	# people
27-Jan	Mid-coast Me Community Action- Tea and Tips Event Bath, ME	1800
18-Feb	Cary Medical Center- Sr Wellness Day- Caribou, ME	22
22-Feb	Northeast Community Care- Information Fair- Portland, ME	200
1-Mar	Northeast Community Care- Information Fair- Old Orchard Beach, ME	35
3-Mar	Southern ME Autism- Autism Day- Biddeford, ME	8
13-Mar	York Sr Center- TIP Training- York, ME	400
15-Mar	SASMM- Tea and Tips- Bath, ME	15
16-Mar	KVCC- Audiology Class Presentation- Fairfield, ME	12
22-Mar	VOCA Academy- Presentation- Freemont, ME	9
24-Mar	NENA Conference- Conf. 911 and Emergency Pers.- Lewiston, ME	45
2-Apr	Hampden School District- Sigh Support Speech- Hampden Academy	30
5-Apr	Ellsworth DHHS - VG Class for Hearing support staff- Ellsworth, ME	12
6-Apr	SASSMM- Conference- Belfast Mid-Coast Region	17
8-Apr	Mid-coast Me Community Action- Tea and Tips Event Brunswick, ME	80
16-Apr	York County Comm. Action Program Explain Services- Sanford, ME	11
16-Apr	Deaf Film Festival- Univ Southern ME- Portland, ME	21
17-Apr	Aroostook Medical Center- Healthy Aging Luncheon- Presque Isle, ME	185
26-Apr	Aging Disability Council- Monthly Meeting- Brunswick, ME	174
4-May	Pembroke Public Library- Informational Forum- Pembroke, ME	14
5-May	Senior Café'- Luncheon meeting- Calais, ME	12
6-May	Senior Café'- Luncheon meeting- Eastport, ME	15

7-May	Pines Retirement Comm. Exhibit- Ocean Park, ME	19
13-May	Hearing Loss Symposium- Presentation- Orono, ME	60
14-May	Tall Pines Retirement Living- Informational meeting- Belfast, ME	64
20-May	Senior Expo- DASH Fair- Bangor, ME	24
21-May	Multi-Cultural Expo- Portland, ME	500
29-May	Greater Bath Elder Outreach- Presentation- Sagadahoc, ME	250
4-Jun	Franklin Memorial Hosp- Staff Training- Farmington, ME	18
9-Jun	Healthy Community Coalition- Radio Interview- Farmington, ME listeners	17
9-Jun	Western ME Community Action Program- Partnership meeting- Wilton, ME	2700
9-Jun	Assistive Tech Advisory Council- Qrtly meeting- Augusta, ME	4
10-Jun	City of Portland Health Outreach- Outreach to city workers- Portland, ME	38
11-Jun	Alzheimer's Asso of Maine- Exhibit- Augusta, ME	5
16-Jun	Greater Bath Elder Outreach- Presentation- Bath, ME	270
16-Jun	MEMIC Health Fair- Exhibit- Portland, ME	20
17-Jun	Bangor Nursing and Rehab Center- Presentation- Bangor, ME	25
24-Jun	Meryl's Conference at Colby College- Exhibit- Waterville, ME	42
25-Jun	Greater Bath Elder Outreach- Presentation- Bath, ME	158
29-Jun	Sprout Community- Safety/Advocacy Training- Waldoboro, ME	14
29-Jun	The Woods at Canco- Presentation- Portland, ME	18
29-Jun	Sea Dogs Baseball Game- Announcement JumboTron msg- Portland- ME	13
29-Jun	Gold Assesors Training- Staff Training- Augusta, ME	5393
1-Jul	Woods at Canco- provide equipment info- Cumberland, ME	18
6-Jul	Sea Cliff- Presentationin regards to Relay- Bath, ME	4
8-Jul	Moxie Festival- Expo- Lisbon Falls, ME	6
10-Jul	Umaine Ext. SeniorCompanion Program- Vol Training- Bangor, ME	3000
14-Jul	Funtown Splashdown- information table- Saco, ME	23
15-Jul	Franklin Memorial Hosp- provide equipment info- Farmington, ME	100
19-Jul	Elmhurst- provide equipment info- Bath, ME	12
20-Jul	Rockland Senior Citizens Club- presentation and donation- Rockland, ME	9
20-Jul	United Way Cash Program- Network with Executives- Portland, ME	24
21-Jul	ADA 20th Anni Celebration- sponsor and outreach table- Bangor, ME	15
26-Jul	East Area Agency on Aging- Presentation- Bangor, ME	50
3-Aug	Aging and Disability Resource Council- meeting- Bangor, ME	35
12-Aug	Technical Exploration Center- replace equipment- Bangor, ME	12
12-Aug	St Andre's Healthcare- training for Nursing Staff- Biddeford, ME	4
13-Aug	Bangor Nursing and Rehab- training for Staff- Bangor, ME	14
16-Aug	Aging and Disability Resource Council- meeting- Waldoboro, ME	18
17-Aug	Camp Sign-a-Watha- ASL News and PSG meeting- Monmouth, ME	10
19-Aug	Cohen Community Center- Presentation- Hallowell, ME	48
24-Aug	Biddeford Police Dept- Dispatcher training- Biddeford, ME	89
25-Aug	MCD Newsletter- distributed- Portland, ME sent	24
27-Aug	MCD Facebook posting friends	1382
24-Aug	Maine Division for the Blind- CapTel Presentation	543
31-Aug	Newsletter - ME	15
1-Sep	Newspaper ad in Sr Section - Waterville & Augusta, ME	1000
8-Sep	Facebook page Updated	75,000
13-Sep	Division of the Blind - Presentation - Lewiston, ME	800
15-Sep	ASL News - Community Meeting - Augusta, ME	12
16-Sep	Mid-Coast MaineVolunteer Fair - Topsham, ME	53
18-Sep	People Plus Comm. Center Grand Opening - Sr Center - Brunswick, ME	120
21-Sep	Common Ground Fair(3 day event) Booth and Presentation - Unity, ME	44
24-Sep	Aging Well/Living Well Expo - Booth - Newry, ME	59,000
30-Sep	Bowdoin College Office of Disability Affairs-Presentation-Brunswick, ME	211
4-Oct	DHHS Ellsworth, ME	14
6-Oct	Franklin Comm Coalition-Meeting/Management, Farmington, ME	4
7-Oct	Spectrum Generation Cohen Comm Ctr, TEP Discussion, Augusta, ME	10
8-Oct	Deaf Culture Festival-Exhibit-Falmouth, ME	4
9-Oct	Calais Methodist Home, Sr Housing Complex, Calais, ME	500
13-Oct	Aging and Disability Resource-bi-monthly Meeting, Waldoboro, ME	10
19-Oct	Prudential Disability Fair-Presentation/Exhibit- Portland, ME	11
20-Oct	Anchorage Apartments/Info Packets distributed- Bath, ME	140

21-Oct	Bangor Rehab-Equipment Presentation- Bangor, ME	8
23-Oct	Harbor View Apartments-Presentation- Boothbay, ME	34
26-Oct	DHHS - Dover, ME	12
3-Nov	University ME- Sr Companion Program- Harrington, ME	10
4-Nov	CapTel Installation- Biddeford, ME	26
8-Nov	Kennebec Journal/Waterville Sentinel-Newspaper Ad- Augusta, ME	1
11-Nov	Statewide EMS providers- Presentation- Rockport, ME	70,000
12-Nov	Kno-Wal-Lin Healthcare- Exhibit- Rockland, ME	55
13-Nov	Brunswick Housing Auth. 1 on 1 Brunswick, ME	125
15-Nov	CapTel Installation, Round Pond, ME	4
15-Nov	ME Asso of Community Svc Providers-Tech Fair- Lewiston, ME	1
17-Nov	Woodford's Congregational Church- Presentation- Portland, ME	135
3-Dec	CapTel Installation- Wiscasset, ME	16
3-Dec	ASL News- Presentation- Portland, ME	1
7-Dec	ASL News- Presentation- Augusta, ME	22
9-Dec	MCD Newsletter- Statewide	19
10-Dec	IRIS Network- Presentation for low vision- Portland, ME	1400
15-Dec	One on one Home visit- CapTel and VCO Individual- Hallowell, ME	26
17-Dec	Bowdoinham Estates- Presentation- Bowdoinham, ME	2
17-Dec	AA Co Dept Aging	17

Maine Outreach Activities 2011

Date:	Activity	# people
20-Jan	Tea and Tips at the Towers Presentation Brunswick, ME	34
26-Jan	Independence Association Meeting	14
27-Jan	"Non Profit Day" Exhibit Maine's State House	250
7-Feb	Tea and Tips—Presentation—Bath, ME	28
11-Feb	ADRC—Communication Workshop—Bangor, ME	25
25-Feb	Maine Bar Association—Presentation—Augusta, ME	125
26-Feb	FAB Fair—Exhibit—Skowhegan, ME	300
1-Mar	Division of Vocational Rehab-Presentaion in Augusta, ME	18
9-Mar	Legal Services-Presentation for CapTel in Augusta	17
12-Mar	South Maine Autism Conference-Exhibit in Gorman, ME	400
17-Mar	DHHS State of Maine MR/DD Case Manager in Rockland, ME	25
18-Mar	Facebook Relay Information-updated the page statewide	400
21-Mar	Community Case Managers Meeting-Video Conference Augusta, ME	26
24-Mar	ASL News-Discussion about Relay Augusta	22
25-Mar	Meeting House Village-Senior Housing presentation Kittery, ME	26
26-Mar	Governor Paul LePage-private meeting Augusta	2
29-Mar	DHHS-Communication and VG Class in Portland, ME	21
3-Apr	Stroke Support presentation on STS Brunswick, ME	16
5-Apr	Cohen Center presentation Hallowell, ME	2
6-Apr	Sweetser Crisis Team presentation on placing and receiving calls- Brunswick, ME	12
7-Apr	DHHS VG class with relay focus- Houlton, ME	5
10-Apr	Pirates Benefit game- Deaf Day at the game- Portland ME	7051
12-Apr	KVCC Audiology presentation- Fairfield, ME	14
20-Apr	Franklin Memorial Hospital demonstration on relay calls- Farmington, ME	42
21-Apr	Independence Association practice relay calls- Brunswick, ME	10
25-Apr	Statehouse Hall of Flags Disability Awareness Day- Augusta, ME	150
28-Apr	Maine Emergency Preparedness Conference exhibit- Kennebunkport, ME	125
30-Apr	Top O'Maine Trade Show exhibit- Madawaska, ME	2000
1-May	Top O'Maine Trade Show exhibit- Madawaska, ME	1800
2-May	Lunch n'Learn Presentation- Presque Isle, ME	7
2-May	Legal Services for the Elderly- dropped info at the office- Presque Isle, ME	4
4-May	Umaine Senior Companion Program Presentation to the volunteers- Presque Isle	23
4-May	Hope Justice Project- dropped info at the office- Presque Isle, ME	2
16-May	DHHS Case Managers-South Paris, ME	12
17-May	VA Hospital Health Fair- Augusta, ME	250
20-May	Eastern Area Agency on Aging Senior Expo- Bangor, ME	500
21-May	Woods at Canco Retirement Village Health Fair- Portland, ME	50
21-May	Portland Health Dept Health Fair- Portland, ME	50

24-May	Town Hall Meeting- Harpswell, ME	12
3-Jun	Geriatric Conference Exhibit, Bar Harbor	400
6-Jun	CapTel Install 1:1, Owls Head	2
7-Jun	Common Ties Mental Health Presentation, Lewiston	32
9-Jun	Person Centered Planning Conference Exhibit, Wells	150
10-Jun	UMaine Cooperative 30th Anniversary, networking event, Orono	200
10-Jun	Cohen Center Aging Well Expo Exhibit, Hallowell	700
13-Jun	RESPIRE-Dementia Support Group, Brunswick	5
16-Jun	Anchorage Apartments, small group presentation, Bath	12
17-Jun	IRIS Network Presentation, Portland	18
23-Jun	ASL News, discussed Relay, Augusta	11
24-Jun	Meryl's Conference Exhibit, Waterville	125
9-Jul	Exhibit Booth- Moxie Festival, Lisbon Falls, ME	8,000
19-Jul	Presentation- Creekside Village, Brunswick, ME	14
19-Jul	Presentation for Management- Lincoln County Emergency Personnel, Wiscasset, ME	19
27-Jul	Presentation- MEMA, Augusta, ME	26
31-Jul	Benefir Car Wash for Foundation for Deaf/HOH Children, Falmouth, ME	500
2-Aug	Presentation, Creekside Village, Bath, ME	23
2-Aug	Bangor Nursing Staff Training, Bangor	28
12-Aug	Presentation to Case Managers at Spectrum Generations, Augusta, ME	12
24-Aug	Peer Support Group tabling at Funktown PSG group day, Saco, ME	125
25-Aug	Explained Equipment at The Broadband Forum, Portland, ME	50
7-Sep	Senior Citizen Housing Complex, Tea & Tips, Bath, ME	14
12-Sep	Coastal Manor, Presentation to Nursing Staff, Yarmouth, ME	22
15-Sep	Maine State Police, Presentation to Law Enforcement, Gray, ME	13
20-Sep	Sejnior Spectrum, Senior Expo, Brunswick, ME	200
21-Sep	Seniors Plus, Presentation on Equipment & Relay, Lewiston, ME	14
30-Sep	Seniors Plus, Living Well Expo; Equipment and 2 Presentations	275
1-Oct	Deaf Culture Festival, Exhibit/Presentation, Portland, ME	500
11-Oct	University of Maine, Presentation to Dept. Heads, Bangor, ME	21
11-Oct	Winterberry Heights, Presentation to Assisted Living Facility, Bangor, ME	6
13-Oct	Bay Landing, CapTel Presentation, Boothbay Harbor, ME	26
15-Oct	Cary Medical Center, Community Health Fair, Caribou, ME	150
18-Oct	DHHS, VG Training w/instructions on MERS, Farmington, ME	17
24-30 Oct	Attended NASRA/TEDPA	

Maryland TRS Outreach Activities 2010

Date:	Activity	# people
5-Jan	Andrew J. Johnson D.C.	20
7-Jan	HIRRS (Head Injury Rehabilitation & Referral Services)	3
13-Jan	Martin Luther King Event	30
18-Jan	Greene Ridge House	30
19-Jan	Grace House	7
20-Jan	Annapolis Senior Center	30
22-Jan	Brown Bag Lunch Professionals working with Deaf and Hard of Hearing	5
29-Jan	St. Mary's County Circuit Court	17
2-Feb	Garvey Senior Activity Center	5
2-Feb	Maryland Community Connection	3
2-Feb	NARC Senior Networking Lunch	20
16-Feb	GABTR Meeting	60
20-Feb	Montgomery General Hospital Annual Health Fair	30
27-Feb	Overlea Fullerton Senior Center Health Fair	100
6-Mar	Charlestown Retirement Village Health Fair	50
10-Mar	Largo Landing Senior Living	200
11-Mar	National Aquarium Deaf Awareness Day	7
13-Mar	Maryland State Steering Committee for the Deaf and Hard of Hearing	300
19-Mar	2nd Annual Mt. Airy Health Fair	150
20-Mar	Riderwood Village Health Fair	100
23-Mar	MSHA (Maryland Speech-Language Hearing Association)	150
26-Mar	MSHA (Maryland Speech-Language Hearing Association)	130
27-Mar	Bear School Resource Fair	130

8-Apr	Healthy Aging and Wellness Fair	65
9-Apr	18th Annual Caregivers Convention	150
10-Apr	NARC Senior Networking Lunch	170
13-Apr	4th Annual Health Fair	25
14-Apr	Active Day Senior Center	150
15-Apr	Annual Garrett County Health Fair	35
17-Apr	Wrightslaw Special Education and Advocacy Conference	200
22-Apr	3rd Annual Resource Fair	150
27-Apr	Seat Pleasant Day Fair	200
1-May	Active Aging Expo	500
3-May	Disabilities Awareness Expo	200
4-May	The Bain Center's Special Exhibit	60
6-May	World of Possibilities Expo	20
14-May	Springvale Terrace Presentation	150
17-May	South County Senior Health Fair	12
19-May	Bowie Senior Center	60
27-May	Active Day Senior Center	65
28-May	Disabilities Awareness Experience	25
6-Jun	North Carroll Senior Center	250
8-Jun	Residences of Hampstead School Independent Living	15
8-Jun	Emmitsburg Senior Center	5
10-Jun	Active Day Senior Center	11
10-Jun	Annual Resource Fair (Order of Eastern Star)	10
12-Jun	Social Services (Prince George's County)	60
22-Jun	Senior Day (Penetcost Baptist Church)	50
26-Jun	Maryland Municipal League	25
28-Jun	Maryland Municipal League	600
28-Jun	Saluting the 20th Anniversary of the Americans with Disabilities Act	600
12-Jul	NARC Senior Networking Lunch	70
13-Jul	ADA Anniversary Celebration in D.C.	30
19-Jul	NARC Senior Networking Lunch	200
22-Jul	20th Anniversary Celebration with the ADA	30
26-Jul	Charlestown Village Retirement Community	100
28-Jul	Assisted Living Well Compassionate Care	20
28-Jul	ASL Practice Meet up	15
29-Jul	Active Day Care Center (Timonium)	35
12-Aug	Frederick Senior Center	3
12-Aug	Social Services (Westminster, MD)	30
13-Aug	Deaf Awareness Day at Six Flags America	45
14-Aug	Advocacy Tips and Resource Meeting	500+
16-Aug	NARC Senior Networking Lunch	15
17-Aug	Renaissance Garden at Oak Crest Village	20
26-Aug	Presentation to Catocin Manor Apts Adult Facility	15
8-Sep	Presentation to CRAB (Chester River Advocate for the Blind), Chestertown	
16-Sep	Presentation at Amy Lynn Ferris Adult Activity Center	
16-Sep	Event- 9th Annual Caregivers Wellness Day	
18-Sep	Exhibit at Health Screening at Grantsville Senior Center	
22-Sep	Exhibit at Active Day Timonium	
23-Sep	Presentation to staff at Baltimore City Social Services	
23-Sep	Networking Event (brown bag lunch)	
24-Sep	Grand Opening at Live Well Assisted Living in Springdale	
24-Sep	Exhibit at Health and Wellness Fair, Carroll Vista	
25-Sep	Event for Deaf/Blind Community Swedish Dinner and Speaker	
25-Sep	Presentation to Baltimore City Social Services	
29-Sep	Presentation to Allegany County Social Services	
30-Sep	Event at Wisdom Expo and Caregivers Conference	
1-Oct	Event at AKA Sorority Health and Wealth Fair	
16-Oct	Event at FMC Anne Arundel Dialysis Clinic	
19-Oct	23rd Annual Employment and Awareness Training Conference	
20-Oct	Seven Oaks Senior Center Resource and Health Fair	
22-Oct	Presentation to Myersberg Senior Center Low Vision Support Group	

27-Oct	Presentation at Warren Elementary School
28-Oct	Presentation from CSD/ brown bag lunch
29-Oct	Presentation/GABTR Meeting
30-Oct	Presentation to Washington County Social Services in Hagerstown
3-Nov	Attend Themes in Neurorehabilitation: Cerebral Palsy at the Lifespan at Kennedy Krieger Institute
5-Nov	Event at PCRIC Conference
6-Nov	Presentation to Family Service Foundation/ Meet with Jeanine from MSD
17-Nov	Presentation at Linkage Resources Staff Meeting
18-Nov	Exhibit to the Health and Wellness Fair at Vantage House Senior Living Facility
19-Nov	Presentation/Exhibit to FMC Dialysis Clinic
1-Dec	Event/Exhibit at the Advocacy Conference (Baltimore County Dept of Aging)
2-Dec	Presentation with Howard County Housing- Meeting with two schools
10-Dec	Networking Event with Meet up
11-Dec	Event- NARC Senior Networking Lunch
14-Dec	Presentation- Abbotston Elementary School
15-Dec	Staff presentation to Vets Resource Dept., Westminster, MD

Maryland TRS Outreach Activities 2011

Date:	Activity	# people
11-Jan	7 Presentations to Grove Park Elementary/Middle School. Presentations to grades K-8 for deaf awareness in schools.	
20-Jan	Two presentations were postponed. One presentation to staff.	
25-Jan	Presentation to Howard County Social Services.	
31-Jan	Presentation to Shady Grove Adventist Rehab Center training staff.	
31-Jan	Hearing and Speech agency for the DAW award ceremony.	
8-Feb	Presentations to Franklin Elementary/Middle School. Presentations were given to grades K-4	
9-Feb	Presentations to Franklin Elementary/Middle School. Presentations were given to grades 5-8. Vice Principal (Mrs. Scott) request Maryland Relay to attend every year.	
17-Feb	Presentation to Washington County Housing Department	
1-Mar	Presentation to Queen Anne's County went.	
2-Mar	Presentation to Ferretto Elder Care Consultants	
8-Mar	Charlestown Exhibit	
10-Mar	Riderwood Event	
11-Mar	Presentation Wicomico County	120
12-Mar	National Aquarium Deaf Awareness Day	
14-Mar	Presentation to Rob "N" Ness Adult Medical Day Care	
16-Mar	Presentation to Wicomico County and Harford County Social Services	
17-Mar	Family Care Associates presentation	
18-Mar	Exhibit MD State Steering Committee for the Deaf and Hard of Hearing students	
23-Mar	Health and Community Fair at Baltimore City Community College	
29-Mar	Event to M-NCPPC Event	
31-Mar	Exhibit to Overlea-Fullerton Health fair	
1-2-Apr	MSHA Exhibit	
7-Apr	Toastmasters	
8-Apr	Project Access Conference for Parents and Professionals	
9-Apr	Caregivers Conference	
11-Apr	Presentation to Baltimore Co. Social Services	
12-13 Apr	Presentation to Mt. Royal Elementary School	
14-Apr	Transition Spring Resource Expo	
15-Apr	Queen Anne's County Social Service presentation	
16-Apr	Garrett County Health Fair	
19-Apr	Presentation to Frederick County Social Services	
20-Apr	Presentation to Worcester County Social Service staff	
21-Apr	Presentation to Wesley Retirement Community	
27-Apr	Catonsville Senior Health Fair	
28-Apr	ALS Dual Presentation	
2-May	Active Aging Expo	
3-May	George Creek Senior Center presentation	
5-May	Senior Solutions Exhibit	150
6-May	World of Possibilities Event at Maryland State Fairgrounds	

11-May	Presentation to Weinburg Sr. Living Facility
13-May	Disabilities Awareness Fair
17-May	Presentation to Memorial Apartments
18-May	Disabilities Awareness Day at John Hopkins
20-May	Deaf Awareness Day in Hagerstown
24-May	AAC Event
25-May	Calvert County Social Service presentation
25-May	Hamilton Scholarship Presentation, Stephen Decatur High School
26-May	Inservice presentations for St. Mary's County Nursing Home
1-Jun	Presentation to Atrium Court
2-Jun	Toastmaster Presentation
2-Jun	Deaf Awareness Presentation to Associate Black Charities Association
4-Jun	GABTR Board Meeting/BHSMA
7-Jun	Presentation to Alleghany County Human Resource Development Commission
9-Jun	Diversity Day at Aberdeen
10-Jun	Montgomery County presentation
11-Jun	Resource Fair Order of Eastern Star
14-Jun	Presentation Department of Aging Annual CHSP Providers meeting
16-Jun	Toastmasters Meeting
17-Jun	Presentation to Hartford County
17-Jun	Presentation to Arcola Towers Senior Housing
18-Jun	HLAA Convention
22-Jun	Home Health Care Presentation
23-25-Jun	ASDC Event
27-Jun	Presentations to ASU unit in John Hopkins Bayview
29-Jun	Presentation to One-Stop (Lead Exchange Administrators)
30-Jun	Presentation to Social Service Garrett County
30-Jun	Presentation to One-Stop Alleghany County
6-Jul	Presentation at One Stop Job Center, Garrett County
8-Jul	Presentation at One Stop Job Center, Carroll County
11-Aug	Presentation at Harford County Housing
12-Aug	Presentation at Howard County One Stop Center
19-Aug	Presentation to Caroline County Social Services and Dors
23-Aug	Presentation to Caroline County Health Dept
25-Aug	Presentation to Cecil County Health Dept
6-Sep	Presentation to Social Services in Kent County
7-Sep	Presentation to Health Dept in Worchester County
9-Sep	Event- MD Academy of Audioly Convention
16-Sep	Presentation with Carroll County Health Dept
17-Sep	Exhibit- Annual Caregivers/Wellness Day
19-Sep	Event- FMH Hospital Exhibit at Frederick Fairgrounds
27-Sep	Presentation- Washington County Health Dept
30-Sep	Event- MD relay Center 110th Anniversary in Frostburg
5-Oct	Edler Expo Event
6-Oct	Senior/Baby Boomers Expo Event
7-Oct	Caregivers Conference/Wisdom Expo
12-Oct	Seniors on the Go Event
13-Oct	Three presentations for Health Department, Kent County
14-Oct	Three presentations for Health Department, Kent County
17-Oct	Presentation Health Department, Frederick County
18-Oct	MRS/DOORS Conference Event
19-Oct	MRS/DOORS Conference Event
20-Oct	Disabilities Awareness Day Exhibit and presentation
22-Oct	Health and wellness Fair Event
25-Oct	Presentation to Social Services
26-Oct	Presentation for Montgomery County
27-Oct	Exhibit to Greenbelt Citizens and Living Program "Fall Into Health" Health Fair

Maryland CapTel Outreach Activities 2010

Date:	Activity	# people
11-Jan	Presentation-	
14-Jan	Event-	
18-Jan	Presentation- with TV coverage	
19-Jan	Presentation- with TAM and MD Relay staff	
5-Mar	Presentation- Bayview Elementary School, Cecil County, Northeast, MD	
6-Mar	Event and Exhibit- Charlestown Health Fair, MAT/TRS booth	
10-Mar	Presentation/Event at Largo Landing Fellowship House	
11-Mar	Presentation/Exhibit with MAT/CapTel at BCASCO in Towson, MD	
12-Mar	Event prompted by In Field cold call	
17-Mar	Event with Sudan at Westminster College	
19-Mar	Event - Steering Committie Mountain Faith	
20-Mar	Event- Health Fair at Ridgewood	
23-Mar	Mitchel Event with Sudan	
26-Mar	Mitchel Event with Sudan	
27-Mar	Event at Carroll Lutheran Village Wellness Center in Westminster	
9-Apr	Presentation- Scholarship Program and HH Award	
12-Apr	Exhibit at Wright's Law Conference, Bowir, MD	
22-Apr	Exhibit at Disability Expo at State Fairgrounds	
14-May	Lonaconing Senior Center and Adult Daycare, Lonaconing, MD	
19-May	Damascus Senior Center	
20-May	The Support Center in Rockville	
21-May	GABTR attendance and Presentation	
22-May	Meeting with Senior Center Director at in state VA Hospitals	
25-May	Presentation at Sudlersville Senior Center	
26-May	Presentation at Pocomoke Senior Center	
7-Jun	Presentation at Snow Hill Senior Center	16
7-Jun	Presentation at Berlin Senior Center	22
7-Jun	Event- Elderly Abuse Awareness Day Rallyin Towson, MD	
15-Jun	Presentation at Clinton Nursing Home in Clinton, MD	
16-Jun	Presentation at Frostburg Senior Center, Frostburg, MD	
17-Jun	Presentation at North Beach Senior Center	
18-Jun	Presentation at Adult Daycare Center	
21-Jun	Presentation at Ocean City Senior Center	
28-Jun	Willards MAC Senior Center	
30-Jun	Presentation at Snow Hill Senior Center	
1-Jul	Exhibit at Disability Expo at State Fairgrounds	
9-Jul	Presentation at Somerset County Commission on Aging, Princess Anne	
13-Jul	Presentation at Cochlear Implant Center at GBMC	18
14-Jul	Home Visit- One on One to help with CapTel phone 200	22
14-Jul	Presentation to OCPD officers and staff	1
20-Jul	Presentation at John Booth Senior Center	15
23-Jul	HLAA 2010 Summer Picnic at Oregon Ridge Park	30
24-Jul	Presentation to instate VA hospital senior citizens	
27-Jul	Presentation was to be at Sudlersville Senior Center	
27-Jul	Presentation at 55+ lifestyle Expo at Rising Sun High School	
5-Aug	Presentation/Russ at assisted living facility-Field Visit in Columbia	
9-Aug	Event was Senior Networking Luncheon	
10-Aug	Presentation /Russ and Sudan At Frederick Senior Center	
14-Aug	Event was NARC Networking luncheon in Bethesda, MD	
17-Aug	Networking Event at a Senior Home	
26-Aug	Presentation at Victoria Park Senior Home	
7-Sep	Presentation at Chevy Chase ENT Association to Audiologists	
8-Sep	Event at Veterans Affairs Seminar	
10-Sep	Event booth at Nonprofit/Government/Worship Resources Expo	
14-Sep	Event booth at Caregivers Wellness Day in Annapolis	
18-Sep	Presentation to Mays Chapel Ridge Assisted Living	
21-Sep	Event at MD Academy of Audiology Convention	
23-Sep	Event at MD Academy of Audiology Convention	
24-Sep	Event booth at Veterans Muster in Hagerstown	

25-Sep	Presentation was at 2 Assisted Living facilities in Elkton
28-Sep	Presentation at Bykota Senior Center in Towson
1-Nov	Presentation at Aberdeen Catholic Charities Assisted Living House
4-Nov	Cerebral Palsy Conference at Kennedy Kreiger in Baltimore
6-Nov	Presentation at St DePaul and Joachim Houses
14-Nov	Presentation and table at Essex Senior Center
15-Nov	Presentation at Arundel Woods Senior Apts in Glen Bernie
16-Nov	Presentation in Leonardtown Event at HLAA Meeting in Baltimore
17-Nov	Presentation at Pascal Senior Center
22-Nov	Presentation at Montgomery County Department of Aging
23-Nov	Presentation at Locust House Apts in Carroll County
1-Dec	Presentation at Cantada Assisted Living
6-Dec	Presentation at Jacksonville Senior Center
7-Dec	Presentation at Willow Creek Adult Daycare in Frostburg
8-Dec	Healthfair Event at Frostburg Senior Center
9-Dec	Presentation at Frostburg Heights Senior Apts in Frostburg
10-Dec	Presentation at Woodlawn Senior Center
13-Dec	Meeting at Charlestown Retirement Village for CapTel placement program and Presentation to Lighthouse Assisted Living
14-Dec	Presentation at Trinity House Senior Apts
16-Dec	Presentation to St Lukes Senior Housing
17-Dec	Presentation at Edgemere Senior Center
20-Dec	Presentation at Parkton Senior Center
21-Dec	Presentation at Reisterstown Senior Center
28-Dec	TRS-Grove Park Elem/Middle K-8 grades for deaf awareness in schools

Maryland CapTel Outreach Activities 2011

Date:	Activity	# people
31-Jan	CapTel Presentation at St Marks in Catonsville	
4-Jan	CapTel Presentation at Our Lady of Fatima in Baltimore	
5-Jan	CapTel Presentation at Fleming Senior Center	
6-Jan	CapTel-Presentation to Kessler Park	
11-Jan	CapTel Presentation St Charles in Pikesville, MD	
13-Jan	CapTel Event at Health Fair in Baltimore, MD	
15-Jan	CapTel Presentation at Veteran's Home in Charlotte Hall, MD	
19-Jan	CapTel Presentation at Arbutus Senior Center	
20-Jan	CapTel Presentation at Veterans/Muster Appreciation Day in Easton, MD	
22-Jan	CapTel Presentation to Coursey Station	
22-Jan	CapTel Presentation to hearing loss support group in Charlestown Retirement Retirement Village	
28-Jan	CapTel Presentation at Prince Georges County Dept of Parks and Rec Senior Centers Division in North Brentwood, MD	
29-Jan	CapTel Event-DAW award and GABTR dry run	
31-Jan	Bayside Homes & Garden Show	
3-Feb	Presentation at the Howard County Area Office on Aging,	
5-Feb	GABTR	
7-Feb	Presentation to the Howard County Senior Centers Staff,	
8-Feb	Presentation to Everall Gardens	
9-Feb	Two presentations at two different buildings at Stadium Place in Baltimore	
10-Feb	Discussed the captel placement program, presentation to Ghallager Mansion	
11-Feb	GAIN Meeting (first one-networking) in Bel Air	
15-Feb	Presentation at Holy Korean Martyrs	
16-Feb	Presentation at Londonderry in Easton, MD.	
17-Feb	Presentation at Seven Oaks Senior Center	
18-Feb	Presentations at Evelyn Cole Senior Center in Seat Pleasant, MD and Chruchill Senior Living in Germantown	
23-Feb	Covered presentation in Frederick at the family service foundation	
24-Feb	Presentation to Catholic Charities Senior Housing	
1-Mar	CapTel Presentation at Queen Annes Department of Aging Street Committee and Gull Creek Senior Living	
1-Mar	Presentation to Queen Anne's County went.	

2-Mar CapTel Presentation to Atria Senior Living
 2-Mar Presentation to Ferretto Elder Care Consultants
 3-Mar CapTel Presentation to St. Marys County Department of Aging in Leonardtown, MD
 4-Mar CapTel Presentation to Brunswick Senior Center in Brunswick, MD
 7-Mar CapTel Presentations at Havre De Grace Senior Center and Abingdon Catholic Charities
 8-Mar CapTel Presentation at Taneytown Senior Center, Health Fair at Charlestown Retirement Village
 8-Mar Charlestown Exhibit
 9-Mar CapTel Presentation to North Carroll Senior Center
 10-Mar CapTel Presentation at North Beach Senior Center
 10-Mar Riderwood Event
 11-Mar CapTel BCASCO Event in Towson
 11-Mar Presentation Wicomico County
 12-Mar Presentation to HLAA Chapter Meeting in Frederick
 12-Mar National Aquarium Deaf Awareness Day
 14-Mar CapTel Presentation at Brooklyn Park Senior Center
 14-Mar Presentation to Rob "N" Ness Adult Medical Day Care
 15-Mar CapTel Presentation to Pasadena Senior Center
 16-Mar CapTel Presentation to Stadium Place
 16-Mar Presentation to Wicomico County and Harford County Social Services
 17-Mar CapTel Presentation to Mt. Airy Senior Center
 17-Mar Family Care Associates presentation
 18-Mar Exhibit MD State Steering Committee for the Deaf and Hard of Hearing students
 22-Mar CapTel Presentation to Emmitsburg Senior Center in Northwest MD
 23-Mar CapTel Presentation to Arnold Senior Center
 23-Mar Health and Community Fair at Baltimore City Community College
 24-Mar CapTel Presentation to South Carroll Senior Center
 25-Mar CapTel Presentation to Edgewood Senior Center
 28-Mar CapTel Subcommittee Meeting-Presentation at Hanover Sq Senior Housing
 29-Mar CapTel Presentation a Victory Villa Senior Center
 29-Mar Event to M-NCPPC Event
 30-Mar CapTel Presentation at McFaul Senior Center
 31-Mar CapTel Presentation at Westminster Senior Center
 31-Mar Exhibit to Overlea-Fullerton Health fair
 1-Apr CapTel event at Harford County Resource Fair
 1-2-Apr MSHA Exhibit-Distribute info
 4-Apr CapTel Presentation to Calvert Pines Senior Center
 6-Apr CapTel Presentation to Pikesville Assisted Living
 7-Apr CapTel Presentation at Parview at Rosedale
 8-Apr CapTel Presentation to Kirkwood House Senior Apartments
 8-Apr Project Access Conference for Parents and Professionals
 9-Apr CapTel Event at Baltimore County Senior Safety Festival
 9-Apr Caregivers Conference
 11-Apr CapTel Presentation to South County Senior Center
 11-Apr Presentation to Baltimore County Social Service Dept
 12-Apr Presentations (6) to Mt Royal Elementary
 12-Apr CapTel Presentation to Aberdeen Senior Center
 13-Apr Presentations (5) to Mt Royal Elementary
 13-Apr CapTel Presentation to Rock Spring Village
 14-Apr CapTel Presentation to Savage Senior Center
 14-Apr Event- Transistion Spring Resource Expo
 15-Apr CapTel Event Southern MD Caregivers Conference in St Mary's County
 15-Apr Presentation to Queen Anne's County Social Services/Caroline County Social Service postponed their presentation.
 16-Apr Event at Garrett County Health Fair
 18-Apr CapTel Presentation to Rosedale Senior Center
 19-Apr CapTel Presentation to Bain Senior Center in Columbia
 19-Apr Presentation to Frederick County Social Services- requested additional apps
 20-Apr Presentation to Worchester County Social Service
 20-Apr CapTel Event- Health Fair at Parkville Senior Center
 21-Apr Presentation to Wesleyan Retirement Community

21-Apr	CapTel Event and Presentation at Senior Health Fair in Frederick	
22-Apr	CapTel Presentation to Parkview at Miramar Senior Apartments	
25-Apr	CapTel Presentation to Parkview at Ellicott City	
26-Apr	CapTel Presentation at Collington Senior Living in Landover, MD	
27-Apr	CapTel Presentation to Hatten Senior Center	
27-Apr	Event at Catonsville Senior Health Fair	
28-Apr	Presentation at ALS Dual Presentation- One on One meeting with John	
28-Apr	CapTel Presentation to Annapolis Senior Center	
2-May	Event- Active Aging Expo	
3-May	Presentation at George's Creek Senior Center	
2-3-May	CapTel Event and Presentation at NARFE Convention	
4-May	CapTel Presentation at Liberty Senior Center in Randlestown	
5-May	CapTel Presentation to Prince George County NARFE Chapter	
5-May	Event- Senior Solutions Exhibit	150
6-May	Event- World of Possibilities	
9-May	CapTel Event Booth at Highland Senior Health Fair	
10-11-May	CapTel Event NARC Networking Luncheon	
11-May	Presentation- Weinberg Senior Living Facility	
12-May	CapTel Event at Say What Club Convention in Baltimore	
13-May	Event- Disabilities Awareness Fair	
17-May	Presentation to Memorial Apts One on One with some seniors and MCS Meeting	
17-May	CapTel Presentation to Greater Baltimore Chapter of HLAA	
18-May	CapTel Presentation to Elton Senior Center	
18-May	Event- Disabilities Awareness Fair	
19-May	CapTel Presentation to Parkville Senior Center	
20-May	CapTel Presentation Longwood Senior Center in Columbia	
20-May	Event- Deaf Awareness Day in Hagerstown	
21-May	CapTel Event Aging in Place Expo in Greenbelt	
23-May	CapTel Presentation to Selbourne House of Dorsey Hall Senior Living Apts in Ellicott City, MD	
24-May	Event- AAC event went well/ met with Dr Gallagher	
25-May	CapTel Event Senior Health and Fitness Expo in Landover, MD	
25-May	Calvert County Social Services Presentation	
25-May	Exhibit at Stephen Decatur High School for Hamilton Scholarship	
26-May	2 in serve presentation to St Mary's County Nursing Home	
1-Jun	Presentation to Bgwendolyn Britt Senior Center	
2-Jun	Presentation to Catonsville Senior Center	
4-Jun	Better Hearing and Speech Month Award Ceremony/GABTR Board meeting	
9-Jun	Presentations to Camp Springs Senior Center & Columbia Caregiver Support Grp	
10-Jun	GAIN Networking Meeting	
14-Jun	Presentation to Waldorf Senior Center	
16-17-Jun	HLAA Convention	
20-Jun	Presentation to Southern Pines Senior Ctr, Lusby, MD	
21-Jun	Presentations to Calvert Pines Senior Living Sites 1 and 2	
22-Jun	Presentation to Town Center Senior Living in North Beach, MD	
23-Jun	Presentation to Indian Head Senior Center in Indian Head, MD	
28-Jun	Presentation to Richard R. Clark Senior Center in La Plata, MD	
30-Jun	Presentation to Weinberg Manhattan Apartments	
6-Jul	Presentation at One Stop Job Center, Garrett County	
8-Jul	Presentation at One Stop Job Center, Carroll County	
16-Jul	Baltimore County Dept on Aging Safety Expo	
18-19-Jul	Presentation to Frederick Governors Office of Deaf and HOH	
22-Jul	Presentation to Suburban Hospital	
27-Jul	Presentation to Riderwood Low Vision Group	
3-Aug	Presentation to Riderwood Hearing Support Group	
10-Aug	Presentation at We Care	
11-Aug	Presentation at Harford County Housing	
12-Aug	Presentation at Howard County One Stop Center	
18-Aug	BGE Safety Expo	
19-Aug	Presentation to Caroline County Social Services and Dors	
23-Aug	Presentation to Caroline County Health Dept	

24-Aug	Presentation to SCALE (Snyder Center for Aphasia Life Enhancement
25-Aug	Presentation to Cecil County Health Dept
14-Sep	Presentation to Homewood Senior Apts in Williamsport, MD
16-Sep	Presentation to Benet House Senior Apts in Baltimore, MD
26-Sep	Presentation to NARFE Bel Air Chapter
26-Sep	Presentation at Bon Secours Nursing Meeting
28-Sep	Presentation at BARFE Bay Area Chapter
29-Sep	Presentation at Golden Living Center in Cumberland, MD
5-Oct	Presentation for the NARFE, Laurel Chapter
5-Oct	Presentation for the Bel Air DAV
6-Oct	Presentation for the NARFE Indian Head Chapter
13-Oct	Presentation
14-Oct	Presentation
17-Oct	Presentation
18-Oct	Event
21-Oct	Event
27-Oct	Event

Massachusetts Relay Outreach Activities 2010

Date:	Activity	# people
5-Jan	MCDHH Town Forum in Allston, MA	27
8-Jan	Fontaine Medical Center, Harwich, MA	51
13-Jan	Chatham Rotary Club	6
13-Jan	Amesbury Rotary Club	18
14-Jan	Westfield Rotary Club	25
25-Jan	Gloucester Rotary Club	25
26-Jan	The Family Schools, Inc., Brewster, MA	51
26-Jan	RESPOND, Inc, Somerville, MA	23
20-Jan	Haverhill Rotary Club	3
28-Jan	Career Opportunites, Hyannis, MA	43
4-Feb	Employment & Training Resources, Newtonville, MA	8
5-Feb	Hope Garden, Attleboro, MA	11
8-Feb	Franklin Hampshire Career Center, Greenfield, MA	18
12-Feb	Tri Town Business Association, Rochester	21
17-Feb	Storke Support Group, N. Dartmouth, MA	12
17-Feb	Franklin Hampshire Career Center, Northampton, MA	12
19-Feb	Disability Policy Consortium, State House in Boston	13
23-Feb	Berkshires Works, Pittsfield, MA	250
24-Feb	North Central Career Center, Leominster, MA	13
25-Feb	Employment & Training Resources, Norwood, MA	25
26-Feb	Agawam Rotary Club	14
3-Mar	Employment & Training Resources, Marlboro, MA	
5-Mar	Bristol County Career Center, Fall River, MA	
4-Mar	Metro North Career Center, Cambridge, MA	
12-Mar	Brain Injury Association of MA Convention, Marlboro, MA	
18-Mar	Cape Organization of Rehabilitation for Disability (C.O.R.D.), Hyannis, MA	
20-Mar	Harvard Vanguard Medical Association, Newton, MA	
25-Mar	D.E.A.F., Inc Taunton, Taunton, MA	
25-Mar	Deaf Academic Bowl, Mattapoisett, MA	
26 & 27-Mar	Scituate Rotary Club	
31-Mar	HVMA Watertown, MA	
3-Aug	HVMA Peabody, MA	11
4-Aug	HVMA Braintree, MA	14
11-Aug	HVMA Somerville, MA	13
11-Aug	Meeting-Mass EDP, Taunton, MA	17
20-Oct	Meeting-Deaf Awareness Week, Essex Comm College, Haverhill, MA	
29-Oct	New Employee Orientation Training, Aurora, NE	
11-15 Oct	CapTel Training, Madison, WI	
25-27 Oct	Visit to Pittsfield, MA	
1-2-Nov	Harvard Vanguard Presentations (burlington, Boston)	
4-5-Nov	Annual Summit Meeting, Aurora, NE	

8-11-Nov South ShoreSenior Services Meeting, Braintree, MA
 15-Nov Senior Low-vision Outreach with MASS EDP
 17-Nov ABCD Foster grandparent Presentation, Boston, MA
 18-Nov Harvard Vanguard Presentaion- Boston
 19-Nov Meeting with Task Force in housing development, public libraries, S Boston, Charlestown, Wakefield, Golden Age Center
 23-Nov Gave materials to Western MA Senior Center
 26-Nov HLAA Central MA Christmas Social, Northborough, MA
 8-Dec Holyoke Community College Deaf Studies Program Presentation, Holyoke, MA
 9-Dec Mason Square Senior Center Presentaion, Springfield, MA
 9-Dec Training on Scholarship and Community Awards
 14-Dec MA Advisory Committee Meeting
 15-Dec HLAA Greater Boston Chapter Presentation with MA-EDP cancelled due to snow
 20-Dec Old Colony Task Force Senior Luncheon Boston, MA
 22-Dec 911 Dispatch Training- Rescheduled for January 10-11
 27-28-Dec Zelma-Lacey Assisted Living Presentation, Charlestown, MA
 29-Dec MTAP Advisory Mtg

Massachusetts Relay Outreach Activities 2011

Date:	Activity	# people
7-Jan	Golden Age Center, Charlestown, MA	22
9-Jan	ALDA meeting, Mansfield, MA met with 5 people after meeting	
20-Jan	Hear Boston, Boston, MA	8
24-Jan	1:1 visit Medfield, MA (CapTel info and Mass EDP)	
26-Jan	South Boston Public Library Event- postponed due to weather	
27-Jan	1:1 visit Framingham Senior Center Framington, MA (CapTel info and Mass EDP)	
28-Jan	ABCD Foster Grandparents Program, Quincy, MA (rescheduled in Feb)	
3-Feb	Meeting with South Shore Elder Services Quincy, MA	
9-Feb	Presentation- Keystone Assisted Living – Springfield, MA	12
16-Feb	Presentation- South Boston Neighborhood House- South Boston, MA	22
17-Feb	Presentation- North End Senior – Fall River, Ma	40
22-Feb	Mayflower Senior Center –Springfield, MA-postponed by organization	
23-Feb	Easter Seals – Boston, MA with Mass EDP	7
24-Feb	Adult Day Health Mt. Sinai Hospital- Stoughton, MA	12
25-Feb	ABCD Grandparents program-Quincy, MA-postponed by organization	
9-Mar	State House Deaf-Blind Awareness Day in Boston, MA	
5-Mar	Beverly Chamber of Commerce Health and Wellness Fair exhibit in Peabody, MA	500+
15-Mar	St Joseph's Manor Adult Day Health Program presentation in Stroughton, MA	40
19-Mar	Bekshire Disability Pride Day exhibit in Lanesborough	200+
22-Mar	Flint Portuguese Senior Center presentation in Fall River	20
23-Mar	Field Visit Brockton VA Medical Center in Brockton, MA	
23-Mar	South Main Street Senior Center presentation in Fall River, MA	13
24-Mar	Parkinson's Support Group Forum in Holyoke, MA	
25-Mar	Andover Senior Center presentation in Andover	11
26-Mar	Cape Cod HLAA presentation in Dennisport, MA	15
29-Mar	Ad-Lib Independent Living Center presentation in Pittsfield, MA	8
30-Mar	Niagra Senior Center presentation in Fall River	45
31-Mar	Museum of Science RFB training presentation	25
1-Apr	Northeastern ASL Festival w/Mass EDP exhibit in Boston, MA	300
2-Apr	Parkinson Support Group presentation in Hadley	6
7-Apr	Meeting with South Shore Elder Services Support Group in Quincy, MA	
9-Apr	DEAF Inc Health Fair exhibit in Boston	200
11-Apr	Parkinsons Support Group presentation in Martha's Vineyard	9
11-Apr	MV Community Services presentation in Martha's Vineyard	7
16-Apr	Parkinson's support group w/ Mass EDP in Newton MA	9
18-Apr	Arbor Assisted Living presentation in Amherst	10
19-Apr	Worcester Seior Center Field Visit in Worcester, MA	
20-Apr	Waakefield Senior Center presentation in Wakefield, MA	3
20-Apr	HLAA of Greater Boston presentation in Everett, MA	11
27-Apr	Easter Seals presentation in New Bedford, MA	3
27-Apr	Cape Cod and Islands Elder Services Field Visit in Pocasset, MA	

29-Apr	ABCD Grandparent program in Quincy, MA	11
6-May	Field Visit, Veteran's Hospital, Chelsea, MA	
10-May	Exhibit, South Shore Elder Services Conference, Randolph, MA	100
11-May	Mobile Captioning Follow-up Meeting	
13-May	North Shore Independent Living Center, Salem, MA	6
16-May	NE Sinai Parkinson's Group, Stoughton, MA	13
17-May	Council on Aging, Mashpee, MA	3
18-May	Caregiver's Support Group, Scituate, MA	6
18-May	Field Visit Duxbury Senior Center, Duxbury, MA	
19-May	Better Hearing and Speech Month Award, Boston, MA	
24-May	Exhibit, American Health Resources, Brockton, MA	600
25-May	AAA of Pioneer Valley Call Center, West Springfield, MA	21
2-Jun	Field Visit South Shore Speech, Bridgewater	
5-Jun	New England Bionic Ear Meeting, North Andover Exhibit	18
6-Jun	Presentation Springfield Parkinson's Group, Springfield	15
7-Jun	Field Visit Barnstable Senior Center, Hyannis	
7-Jun	Presentation, Nantucket Cottage Hospital, Nantucket	12
15-Jun	Braintree Rehab Hospital Aphasia Group, Braintree	20
21-Jun	Easter Seals, Worcester	4
22-Jun	Field Visit Old Colony Senior Task Force, Boston	
24-Jun	Field Visit, Harper Senior Ctr, Williamstown	
24-Jun	Field Visit, Sister's Providence Retirement Home, Holyoke	
24-Jun	Parkinson's Support Group, Williamstown	10
30-Jun	Veterans Affairs Outpatient Clinic, Boston	
7-Jul	Field Visit, Burlington COA, Burlington, MA	
8-10-Jul	8th Biennial Coch Implant Convention w/EDP- Sturbridge, MA	600+
11-Jul	Field Visit, South Boston Neighborhood Senior Center- South Boston, MA	
11-Jul	Action for Boston Community Development Staff Training- Boston, MA (rescheduled to 8/22/11)	
13-Jul	One on One, CapTel Customer- Quincy, MA	
15-Jul	Presentation, Quincy Career Center- Quincy, MA	6
19-Jul	Presentation, Northfield Senior- Northfield, MA	16
20-Jul	Presentation, NE Sinai Adult Day Health Program- Stoughton, MA	20
20-Jul	Field Visit- Stoughton Council on Aging- Stoughton, MA	
3-Aug	Meeting with Acoustic Neuropathy Association Support Group Facilitator	
4-Aug	One on One Visit, Framingham Learning Center, Framingham, MA	
4-Aug	Field Visit- Carmel Terrace Assisted Living, Framingham	
16-Aug	Presentation- Abington COA w/EDP, Abington, MA	15
19-Aug	Presentation- Advanced Audiology, Mashpee, MA	4
19-Aug	Field Visit- Community Care Adult Day Health Care, Mashpee, MA	
22-Aug	ABCD Senior Services staff meeting, Boston	8
23-Aug	Mayflower Senior Center, Springfield, MA	5
23-Aug	Field Visit- Stavros Independent Living, Springfield, MA	
26-Aug	One on One with CapTel Customer, Quincy, MA	
31-Aug	Umass Boston Ross Disability Student Services, Boston, MA	
8-Sep	Presentation- Marblehead COA- Marblehead, MA	4
10-Sep	Exhibit- Pepperell Town Safety Day- Pepperell, MA	200+
13-Sep	Presentation- Adams COA- Adams, MA	12
13-Sep	Field Visit- Catholic Charities- Worcester, MA	
16-Sep	Presentation- Acton COA- Acton, MA	18
21-Sep	Meeting- ANR Support Group - rescheduled to November	
22-Sep	Exhibit- Senior Networking Expo- Randolph, MA	150
23-Sep	Exhibit- Assistive Technology Expo- Boston, MA	1500
27-Sep	Presentation- Pine Point COA- Springfield, MA	18
28-Sep	Exhibit- Maynard 911 Facility Open House with EDP	
3-Oct	Presentation, Provincetown COA (Rescheduled)	
4-Oct	Topsfield Fair, Topsfield MA, Exhibit	25
5-Oct	25th Anniversary Event, Boston, MA Exhibit	60
6-Oct	MCOA Conference w/EDP, Sturbridge, MA Exhibit	150+
12-Oct	Barnstable Senior Center, Barnstable, MA (postponed)	
13-Oct	Brigham House Assisted Living, Watertown, MA Presentation	13

16-Oct	Walk for Hearing, Boston, MA	100+
18-Oct	Brockton COA, Brockton, MA Presentation	3
19-Oct	Community Resource Day, Quincy, MA Exhibit	25
Oct 20-21	Clarke Mainstream w/EDP, Springfield, MA Exhibit	100+
25-Oct	Williamstown COA w/EDP, Williamstown, MA Presentation	14
25-Oct	Mass College of Liberal Arts, North Adams, MA Field Visit	
27-Oct	Mass ALFA w/EDP, Worcester, MA Exhibit	100+
29-Oct	ALDA meeting DAW Award presentation, Lexington, MA	14

Montana Relay Outreach Activities 2010

Date:	Activity	# people
18-Feb	Excellence In Leadership Awards, ICCW	
10-May	MTAP Tech Fair	
19-May	MTAP Advisory Meeting	
20-May	Learning Weekend	
4 & 5 June	Presentation-Deaf Awareness Week Award Ceremony Great Falls, MT	
18-Sep	Presentation-Hard of Hearing Award Ceremony Helena, MT	55
20-Sep	MTAP Committee Meeting Helena, MT	25
4-Nov	State Dev DA Planning Council	

Montana Relay Outreach Activities 2011

Date:	Activity	# people
6-Jan	Rotunda Day (Christa attended) Helena, MT	
18-19-May	Hearing Loss Fair/Better Hearing and Speech Month Award Ceremony/All Committee Meeting, Red Lodge, MT	
18-May	Montana's Excellence Leadership Award (Sponsorship only)	
2-4-Jun	Learning Weekend, Great Falls, MT	
9-11-Jun	Montana Association for the Deaf Conference, Missoula, MT	
23-24-Aug	Booth- New Mexico Conference on Aging, Albuquerque, NM	1200
25-Aug	Presentation, Mary Esther Gonzales Senior Center, Santa Fe, NM	
25-Aug	One on One City of Santa Fe, Program Coordinator, Division of Senior Services	1
25-Aug	One on One, New Mexico School for the Deaf, Santa Fe	1
24-Sep	Meeting- Deaf Awareness Week Award Ceremony, Great Falls, MT	

New Mexico Outreach Activities 2010

Date:	Activity	# people
4-Jan	Terri Wilding-NMSD principal	1
4-Jan	Dan Timlen-NMSD Pincipal	1
4-Jan	William Shiver	1
21-Jan	Berta Lopez y Rael	1
23-Jan	Vanessa DeAnda	1
24-Jan	Paul and Thomas Garcia	1
24-Jan	Cesar Gonzales	2
23-Jan	Marietta Sutton	1
23-Jan	Sergio Herrera	1
23-Jan	Lorraine Zapf	1
24-Jan	Pam Hill	1
24-Jan	Mary Schmidt	1
24-Jan	Robert Belfon,	1
24-Jan	Public Regulation Commission	1
24-Jan	Rosa Torres	
24-Jan	Annamarie Andler	1
24-Jan	Joe Herrera	1
24-Jan	Sandi Gilley, ATTY	1
24-Jan	Chrissy Pease	1
24-Jan	Steve Lucero	1
24-Jan	Hollye Kozlowski, OTR/L	1
24-Jan	Ruth Rodgers, community Health Charities	1
24-Jan	Karen McGrath-Allstate	1
24-Jan	YWCA Corporate	1
24-Jan	Bernadette Le Rouge	1

25-Jan	Pam Hill	1
25-Jan	Eva Lujan	1
25-Jan	Madeline Johns	1
25-Jan	Steve Lucero	1
25-Jan	Chrissy Pease	1
25-Jan	Sandi Gilley, ATTY	1
25-Jan	Annamarie Andler	1
25-Jan	Robert Belfon,	1
25-Jan	NMPRC	1
25-Jan	NMPRC	1
25-Jan	NMPRC	1
25-Jan	NMPRC	1
25-Jan	Gallup Ford Canyon SC	1
26-Jan	Regulation and Licensing Dept	40
27-Jan	Regulation and Licensing Dept	25
27-Jan	William Shiver	30
28-Jan	John LeDeau-SFCC Santa Fe, NM	1
1-Feb	Micah Alvarez, Primetime Magazine Albuquerque, NM	1
1-Feb	Terri Vinson SFCC Santa Fe, NM	1
1-Feb	Vicki Wiser Channel 4 News Albuquerque, NM	1
1-Feb	Albuquerque, NM	1
5-Feb	T or C Senior Center CAPTel Presentation T or C, NM	1
5-Feb	City of T or C, NM, HR Dept T or C, NM	40
5-Feb	State Police Training Academy 911TTY Training Sante FE, NM	1
10-Feb	NMCF Offices Santa Fe, NM	40
10-Feb	Barelas Senior Center CapTel Presentation Albuquerque, NM	1
19-Feb	Pajarito Senior Meal Site CapTel Presentation Albuquerque, NM	13
22-Feb	Deaf Senior Club	8
23-Feb	Warm Spring, NV	1
23-Feb	Rio Bravo Senior Center CapTel Presentation Albuquerque, NM	1
1-Mar	Las Cruces, NM CapTel	11
4-Mar	NM Farm and Ranch Museum Las Cruces, NM	1
4-Mar	SW Indian Foundation Gallup, NM TRS Information	20
9-Mar	Police Academy Santa Fe, NM PSAP Training	1
10-Mar	50+ Celebration Exhibit Booth Albuquerque, NM	1
13-Mar	Carson City Prison CapTel Information	300
15-Mar	Roswell Outreach TRS/CapTel Information Roswell, NM	1
22-Mar	Los Alamos, NM CapTel	1
23-Mar	Los Alamos Retired and Senior Center Los Alamos, NM	1
23-Mar	Bloomfield/Aztec Outreach	25
24-Mar	Farmington Outreach	
25-Mar	Albuquerque, NM CapTel	
29-Mar	Santa Fe Community College, TRS/CapTelPresentation Santa Fe, NM	1
30-Mar	Albuquerque, NM TRS	10
31-Mar	Santa Fe Community College TRS/CapTelPresentation Santa Fe, NM	
31-Mar	Sante Fe Community College TRS/CapTel Presentation Santa Fe, NM	7
31-Mar	Las Barelas Senior Center, Deaf Senior Club	9
1-Apr	Alameda Resource, Exhibit Booth Santa Fe, NM	1
12-Apr	Farmington Outreach	
13-Apr	Basin Coordinated Health/Care, Inc. Farmington, NM	
14-Apr	CASA Conference Exhibit Booth Santa Fe, NM	
16-17-Apr	Clovis, Rowell, Carlsbad, Artesia Presentations	
18-19-Apr	Dept. of Aging Albuquerque, NM	
20-Apr	Police Academy Santa Fe, NM PSAP Training	
21-Apr	Farmington School District Farmington, NM	
26-Apr	Channel 4 PSA Opportunities Albuquerque, NM	
3-May	1:1 Client follow-up Albuquerque, NM	50
3-May	Bloomfield Senior Center, set up Demo phone Bloomfield, NM	2
6-May	Blanco Senior Center Blanco, NM	4
7-May	Basin Coordinated Health/Care, Inc. TRS Presentation Farmington, NM	1
7-May	NMRID Exhibit Booth TRS Albuquerque, NM	8

8-May	HLAA Exhibit Booth CapTel Albuquerque, NM	150
15-May	Raton 911 TTY Dispatcher Training Raton, NM	
17-May	Robertson High School Scholarship Presentation Las Vegas, NM	5
18-May	State of NM Magistrate Courts Las Vegas, NM	
18-May	Professional Home Helath Care Las Vegas, NM	1
18-May	NM Workforce Connection Raton, NM	1
18-May	Miners Colfax Medical Center Raton, NM	1
18-May	CYFD-Protective Services Raton, NM	1
18-May	Raton Nursing and Rehab Center Raton, NM	1
18-May	NM Workforce Connection Las Vegas, NM	1
18-May	Collins Dental Las Vegas, NM	1
18-May	Colfax Assisted Living Raton, NM	1
18-May	NMCDHH Conference on Hearing Loss Albuquerque, NM	4
19-20-Ma	Hamilton Relay Annual Picnic Las Cruces, NM	100
22-May	Medicaid Dept., TRS Presentation Albuquerque, NM	30
25-May	Albuquerque, NM	15
1-Jun	Albuquerque, NM	1
1-Jun	Meet and Greet Deaf Picnic Los Lunas, NM	1
5-Jun	911 TTY Dispatch Training Bernalillo, NM	30
9-Jun	Bloomfield Senior Center Bloomfield, NM	7
15-Jun	Blanco Senior Center Blanco, NM	10
16-Jun	Bonnie Dallas Senior Center Farmington, NM	23
16-Jun	San Juan County Communication Aztec, NM	10
16-Jun	New Mexico Business Leaders Network Albuquerque, NM	6
30-Jun	NM Workforce Solutions Raton, NM	200
6-Jul	Raton Nursing and Rehab Center Raton, NM	4
6-Jul	NM Workforce Solutions Las Vegas NM	45
7-Jul	Colfax County Senior Center Raton, NM	6
7-Jul	Housing Office Albuquerque, NM	5
9-Jul	Gallup Communications Center Gallup, NM	10
12-Jul	Dial a Ride Las Cruces, NM	12
13-Jul	City of Las Cruces Las Cruces NM	7
13-Jul	Sandoval County Communications Center Rio Rancho, NM	19
14-Jul	ATS Resources Albuquerque, NM	5
14-Jul	One to One Client Visit Albuquerque, NM	3
14-Jul	Sandoval County Communications Center Rio Rancho, NM	1
21-Jul	ADA 20th Celebration Albuquerque, NM	10
26-Jul	911 TTY Training, Santa Fe police Training Academy Santa Fe, NM	150?
28-Jul	Simulated 911 TTY Calls, Santa Fe Police Training Academy Santa Fe, NM	38
29-Jul	Pinon Family Health Care Farmington	38
11-Aug	One to One Client Visit Albuquerque, NM	45
13-Aug	One to One Client Visit Albuquerque, NM	2
13-Aug	Bernalillo Communications Center Bernalillo County	1
17-Aug	Bear Canyon Estates Albuquerque	21
18-Aug	One to One Client Visit Sante Fe, NM	4
18-Aug	NM DOT Sante Fe	1
18-Aug	Bernalillo Communications Center Bernalillo County	8
19-Aug	NM Conf on Aging-Exhibit Albuquerque	10
24-Aug	Bernalillo Communications Center Bernalillo County	1500
26-Aug	Unique Opportunities Case Management- Albuquerque	33
1-Sep	Deaf Senior Picnic - Rio Rancho	
11-13 Sep	NM State Fair Exhibit - Albuquerque	
18-20 Sep	Southwest Conf on Disability-Presentation/Exhibition-Albuquerque, NM	
6-8-Oct	Event TRS/CapTel- Sandia Resort and Casino, Albuquerque, NM	
6-Nov	Meeting- National Outreach Summit Aurora, NE	600
8-11-Nov	Staff Meeting- NMCDHH, Albuquerque, NM	24
17-Nov	Presentation- DAW Award, PaloDuro Senior Center, Albuquerque, NM	4
18-Nov	All State Staff Meeting- NMCDHH, Albuquerque	35
30-Nov	Training- Albuquerque, NM with John Fechter	15
2-Dec	Training- Albuquerque, NM with John Fechter	2
3-Dec	Meeting- Albuquerque, NM with Vikki Wiser KOB TV	2

9-Dec	Meeting- Magazine/David Rivord- Prime Time	2
13-Dec	Meeting- Magazine/David Rivord- Prime Time	2
17-Dec	Social- Albuquerque, NMCDHH Holiday Party	5

New Mexico Outreach Activities 2011

Date:	Activity	# people
5-Jan	Meeting with Hamilton regarding Facebook and other media	15
5-Jan	Meeting with Stephen Frasier, president of HLAA	2
5-Jan	Meeting with Anna regarding ATS resources	2
12-Jan	CapTel Presentation Corrales Senior Center	28
19-Jan	Hamilton Meeting with John, Albuquerque, NM	15
22-23 Jan	Exhibit KOB T.V. Health Fair	2000
25-Jan	Meet and Greet the town of Sante Fe to discuss Relay friendly businesses	15
27-Jan	1:1 in Albuquerque to demonstrate 800 and 800i	2
8-Mar	Meeting NMCDHH planning committee in Albuquerque	8
10-Mar	CapTel Presentation Pueblo Acoma Senior Center in Pueblo Acoma	25
11-Mar	CapTel presentation Bear Canyon Senior Center (rescheduled)	
16-Mar	Meeting Hamilton STS training in Albuquerque, NM	10
17-Mar	Outreach DSGA Senior Center in Albuquerque	30
19-Mar	Booth CapTel and Relay booth for Long Term Care in Rio Rancho, NM	100
21-Mar	CapTel presentation Belen Senior Center in Albuquerque	25
22-Mar	Meeting NMCDHH All staff meeting/planning committee/demonstrations. Albuquerque	15
24-Mar	Booth ASL Academy Resource Fair on CapTel and Relay Services in Albuquerque	25
25-Mar	Booth ASL Academy Resource Fair on CapTel and Relay Services in Albuquerque	25
28-Mar	Booth Santa Fe Public Schools Resource Fair on CapTel and Relay Services in Santa Fe	100
31-Mar	Outreach South Valley, ABQ NM Met with different businesses for RFB	25
2-Apr	Outreach Annual Health Fair booth- Albuquerque	1500
6-Apr	Outreach NM Crime Victims Conference booth in Albuquerque	500
7-Apr	Outreach NM Crime Victims Conference booth in Albuquerque	500
9-Apr	Presentation Las Cruces HLAA LC Chapter- guest speaker	10
12-Apr	Outreach Drove with TED specialist to talk to Audiologist and leave captel and relay information	10
13-Apr	Outreach Drove with TED specialist to talk to Audiologist and leave captel and relay information	10
14-Apr	Outreach Drove with TED specialist to talk to Audiologist and leave captel and relay information	10
16-Apr	Outreach Lovelace Hospital and Health Fair booth in Rio Rancho	400
18-Apr	Meeting NMCDHH staff meeting in Albuquerque	15
20-Apr	Outreach Circle of Harmony, Indian Health Board booth in Albuquerque	100
21-Apr	Outreach Circle of Harmony, Indian Health Board booth in Albuquerque	100
22-Apr	Outreach Circle of Harmony, Indian Health Board booth in Albuquerque	100
27-Apr	Outreach Union County Health Fair booth in Clayton, NM	580
28-Apr	Presentation at Bear Canyon Senior Center in Santa Fe, NM	2
30-Apr	Outreach at Alta Vista Health Fair booth in Rio Rancho, NM	100
4-May	Assisted Living Fair Booth, Albuquerque, NM	300
5-May	Assisted Living Fair Booth, Albuquerque, NM	300
7-May	NMRID Workshop Booth, Albuquerque, NM	80
11-May	DHH Family Night Booth, Albuquerque, NM	100
18-May	Visit with Audiologist and left info for CapTel and Relay	8
19-May	Drove to Businesses in San Francisco to leave/gather info for CapTel and Relay, Santa Fe, NM	10
24-May	Presentation for BHSM award/NMCDHH retreat, Albuquerque, NM	13
1-Jun	Booth, Senior Volunteer Recognition, Albuquerque	800
2-Jun	CapTel Presentation, Pueblo of Pojoaque Reservation	20
7-Jun	CapTel Presentation, Munson Senior Ctr., Las Cruces	25
10-Jun	CapTel Presentation, Los Volcanes Senior Ctr, Albuquerque	
11-Jun	Booth, Gay Pride Fest, Albuquerque	30,000
15-Jun	Booth, Transition Youth Fair, Albuquerque	150
16-Jun	CapTel Presentation, Pueblo of Acoma Reservation	25
1-3-Jul	Booth, Roswell UFO Festival, Roswell, NM (cancelled)	
20-23-Jul	Booth, Emergency Medical Services Conference, Albuquerque	

30-Jul	Booth, Isleta Pueblo Health Fair (NMCDHH)	
23-24-Aug	Booth, New Mexico Conference on Aging, Albuquerque	1,200
25-Aug	Presentation, Mary Esther Gonzolas Senior Center, Santa Fe	
25-Aug	One on One, Division of Senior Services Program Coordinator, Santa Fe	1
25-Aug	One on One, New Mexico School for the Deaf, Santa Fe	1
12-16-Sep	Outreach Training, Madison, WI	
22-24-Sep	Exhibit Booth- AARP Conference, Hamilton CapTel, Los Angeles, CA	
5-7 Oct	Exhibit Booth, Albuquerque, Southwest conference on Disability	150
20-Oct	Exhibit Booth, Pueblo of Pojoaque Community Health Fair, Albuquerque, NM	150
22-Oct	Exhibit Booth, AARP NM Fall Festival, Albuquerque, NM	300
25-Oct	Presentation, Betty Ehart Senior Center, Los Alamos, NM	12
26-Oct	Exhibit Booth, Disability Mentoring Day Career Information Fair, Albuquerque	15
28-Oct	Presentation Golden Mesa Las Cruces Senior Center, Las Cruces, NM	6
Oct 29-30	Exhibit Booth NMAD 2011 Biennial Conference, Las Cruces, NM	20

Pennsylvania CapTel Outreach Activities 2010

Date:	Activity	# people
9-16-Jan	PA Farm Show	400K
15-Feb	Bullskin Senior Center	
15-Feb	Fencil Personal Care	1
15-Feb	Brownfield Community Center	1
15-Feb	Connellsville Senior Center	
16-Feb	Crosskeys Social Reh.	
16-Feb	Brownsville Public Library	2
16-Feb	Fayette County Community Agency	3
16-Feb	SouthWestern PA Human Services- Aging	5
16-Feb	Uniontown Senior Center	2
16-Feb	LaFayette Manor	2
16-Feb	Hertiage Senior Center High Rise	1
16-Feb	Senior Life Uniontown	3
17-Feb	Burgettstown Senior Center	21
17-Feb	Cross Creek Senior Center	3
17-Feb	Canonsburg Senior Center	2
17-Feb	Country Care Manor	2
17-Feb	Mt Pleasant VFW	1
17-Feb	American Legion Post	1
18-Feb	Mountain Citizens Action Group	2
18-Feb	Mastontown Senior Center	2
18-Feb	Dottie's Personal Care Living	1
18-Feb	Scottsdale Manor Reabh.	3
18-Feb	Senior-Living Community- Scottsdale	3
18-Feb	Scottdale VFW	1
18-Feb	American Legion Post	2
19-Feb	Perryopolis Senior Center	23
19-Feb	Perryopolis VFW	3
19-Feb	Crosskeys Socail Reh.	14
1-Mar	Northwestern Senior Center	33
1-Mar	Conrad House - Breviller	1
2-Mar	Tri-Boro Senior Center	29
2-Mar	Forestview Skilled Health Care Facility	1
2-Mar	Erie West Senior Center	15
2-Mar	Manchester Lodge	1
3-Mar	R Benjamin Wiley Central City	23
3-Mar	Presbyterian Lodge	1
4-Mar	Corry Seanior Center	42
5-Mar	John F Kennedy Center	34
5-Mar	Mercy Center on Aging	1
5-Mar	Kearsage Place	1
10-Mar	PA Relay Advisory Board Meeting	1
5-Apr	Chamber of Commerce- Tyrone	1
5-Apr	Omni Home Care	1

5-Apr	Epworth Manor	2
5-Apr	North Blair County Seniro Center	17
5-Apr	Epworth Manor Assited Living	1
5-Apr	Colonia Court Assited Living	2
5-Apr	GrayStone Courts	2
5-Apr	Bellmeads Manor	45
6-Apr	Spring Cover Senior Center	15
6-Apr	Nason Hospital Home Health Agency	1
6-Apr	GrayStone Court Assisted Living	1
6-Apr	The Vilalge at Morrison Cove	2
6-Apr	Home Nursing Agency	1
6-Apr	Private Care Resources	1
6-Apr	Ducansville Senior Center	1
6-Apr	Presbyterian Village	1
6-Apr	Altoona Housing Authority	1
6-Apr	Home Nursing Agency- Healthcare/WIC	1
7-Apr	Omni HealthCare - Follow up	1
8-Apr	Claysburg Senior Center	15
8-Apr	THe Winds at Mattern Orchard	2
8-Apr	Comfort Keepers	1
8-Apr	Omni Home Care	5
9-Apr	Ducansville Senior Center	16
3-May	Havertown Center for Older Adults	23
3-May	Center on Hearing and Deafness (CHAD)	1
4-May	PIAT Disability Expo	12
5-May	Chester Senior Center	21
5-May	State Director - HLAA	1
6-May	Schoolhouse Senior Center	3
7-May	Pottsville Senior Center	17
9-Jun	PA Relay Advisory Board Meeting	
14-Jun	Bethel Park Community Center	23
15-Jun	McKnley Center	17
15-Jun	Center for Hearing and Deafness	14
16-Jun	Allentown Senior Center	22
16-Jun	Mon Valeiu Center	2
16-Jun	Harbor Assistive Living	2
16-Jun	Golden Living Center	5
16-Jun	Presbyterian Senior Care	1
16-Jun	Brookdale Senior	2
17-Jun	Charities Area Resources Center	1
17-Jun	West End Senior Community Center	2
17-Jun	Lawrence Saenior Center	1
17-Jun	Vincentain de Marriac	3
17-Jun	Eastern Area Adult Services	1
17-Jun	Homewood Center	1
18-Jun	Hillsdale resources Center	3
18-Jun	Carrick Senior Center	2
18-Jun	Knoxville Senior Center	2
18-Jul	Brashear Center	1
18-Jul	Swissvale Senior Center	100
8-Aug	Walk4Hearing	10
16-Aug	Lick Towers Senior Center	1
16-Aug	B'nai B'rith Apartments	2
16-Aug	Bistline Senior Center	1
16-Aug	Rutherford House	5
16-Aug	Friendship Senior Center	1
16-Aug	Jewish Community Center Senior Adult Program	1
16-Aug	Housing Authority of the County of Dauphin	5
17-Aug	Edgemont Senior Center	1
17-Aug	Crispus Attucks Association	3
17-Aug	September House, Inc.	1

17-Aug	White Rose Senior Center	1
17-Aug	The Haven at Springwood	1
17-Aug	ManorCare (Pauline Dr)	1
17-Aug	ManorCare (W. Queen St)	1
17-Aug	ManorCare (Kingston Court)	1
17-Aug	ManorCare (Barley Rd)	1
18-Aug	Crispus Attucks Association	1
18-Aug	September House, Inc.	1
18-Aug	Lutheran Case Management (Social Services)	1
18-Aug	White Rose Senior Center	3
18-Aug	Lutheran Deaf & Hard of Hearing Center (Social Services)	1
18-Aug	Normandie Ridge Senior Living Community	6
18-Aug	B'nai B'rith Apartments	1
18-Aug	YMCA Harrisburg	8
19-Aug	Heinz-Menaker Senior Center	1
19-Aug	Homeland Center	2
19-Aug	Mohler Senior Center	1
19-Aug	Mary Schaener Senior Center	1
19-Aug	Carlisle Senior Action Center	1
19-Aug	Church of God Retirement Community	1
19-Aug	Cumberland Crossings	1
19-Aug	Mechanicsburg Area Senior Adult Center	1
19-Aug	Bethany Village	1
19-Aug	West Shore Senior Citizens Center	1
19-Aug	Senior Helpers	1
19-Aug	National Association of Social Workers	0
20-Aug	Lykens Senior Center	12
20-Aug	Williamstown Senior Center	0
20-Aug	Middlesburg Senior Center	1
7-Sep	Bistline Senior Center	4
7-Sep	Farm Show Expo	1
8-Sep	TRS Advisory Board Meeting	14
22-Sep	Jewish Comm Center Sr Adult Program	18
22-Sep	Plains Sr Center	1
22-Sep	Edwardsville Sr Center	1
22-Sep	Home Instead Sr Care	0
22-Sep	VFW- Wyoming Ave	0
22-Sep	Kingston Sr Center	2
23-Sep	Genesis Healthcare Nursing and Rehab	1
23-Sep	Genesis Assisted Living	1
23-Sep	North Penn Manor	1
23-Sep	Heritage House	1
23-Sep	Little Flower Manor	1
23-Sep	Lee Park Sr Center	15
23-Sep	Health Booth at Farmer's Market	2
23-Sep	Abingdon Sr Center	2
23-Sep	Clarks Summit Sr Living	1
23-Sep	Genesis Healthcare Assisted Living	2
23-Sep	Dickson City Sr Center	0
23-Sep	Throop Sr Center	2
24-Sep	Green Ridge Healthcare Center	1
24-Sep	Senior Health Solutions	0
24-Sep	West Side Sr Center	50
24-Sep	South Side Sr Center	1
24-Sep	Hazelton Sr Center	2
25-Sep	Walk4Hearing- Newton Square	300
18-Oct	CILCP Marketing Meeting- Camp Hill, PA	15
18-Oct	Golden Living Center, Office Visit, Camp Hill, PA	1
18-Oct	Golden Living Center- West Shore, Office visit, Camp Hill	1
21-Oct	Salvation Army Senior Center Action Center, Presentation, Carlisle, PA	25
21-Oct	Salvation Army Social Services, Office visit, Carlisle	1

21-Oct	Hamilton Library, Office Visit, Carlisle	1
21-Oct	Bosier Free Library, Office visit, Carlisle	1
21-Oct	Cumberland County Library Services, Office visit, Carlisle	
21-Oct	Dauphin County Library Services, Office visit, Harrisburg, PA	1
21-Oct	East Shore Area Library, Office visit, Harrisburg	2
25-Oct	HLA-PA Camp Hill Chapter Meeting, Presentation, Camp Hill, PA	25
25-Oct	Meadows Living Center, Office visit, Camp Hill	1
25-Oct	West Shore Hearing Center, Office visit, Camp Hill	
25-Oct	Simpson Public Library, Office visit, Mechanicsburg, PA	1
25-Oct	Frederick Public Library, Office visit, Camp Hill, PA	1
25-Oct	East Pennsboro Library, Office visit, Enola, Pa	1
25-Oct	New Cumberland Public Library, Office visit, Cumberland	2
28-Oct	Red Lion Public Library, Office visit, Red Lion	1
28-Oct	Susquehanna Senior Center, Office visit, Wrightsville	1
28-Oct	Collinsville Community Library, Office visit, Windsor	1
29-Oct	Employment Conference, Exhibit, King of Prussia	100
9-Nov	The Hearing Discovery Center and Friendship Circle, Meeting, Darby	1
15-Nov	Edwardsville Senior Center, Presentation, Edwardsville	15
15-Nov	Tiffany Court at Kingston Assisted Living, Office visit, Kingston	1
15-Nov	Plymouth Senior Center, Office visit, Plymouth	1
15-Nov	Plymouth Public Library, Office visit, Plymouth	1
15--Nov	Central Branch Library, Presentation, Wilkes-Barre	9
16-Nov	Southside Senior Center, Presentation, Scranton, PA	22
16-Nov	Geneva House, Office visit, Scranton	1
16-Nov	Finch Towers, Office visit, Scranton	1
16-Nov	Jewish House, Office visit, Scranton	1
16-Nov	United House Apartments, Office visit, Scranton	1
16-Nov	Hughes Helene (LCSW) Social Services, Office visit, Scranton	1
16-Nov	Webster Towers, Office visit, Scranton	1
16-Nov	Nativity Hispanic Ministry, Office visit, Scranton	1
16-Nov	Lutherwood Retirement Apartments, Office visit, Scranton	1
16-Nov	Village of Greenbriar, Office visit, Dallas, PA	1
16-Nov	B'nai B'rith Apartments, Office visit, Wilkes-Barre	1
17-Nov	1490 AM WAZL Radio Show, Presentation, Hazelton, PA	N/A
17-Nov	Hazelton Senior Center, Presentation, Hazelton	40
17-Nov	Hazelton Public Library, Meeting, Hazelton	1
18-Nov	HLA-PA Camp Hill Chapter follow-up, 1 on 1, Shippensburg, PA	1
18-Nov	CILCP office follow-up, 1 on 1, Camp Hill	5
30-Nov	Paul's Run Retirement, Office visit, Philadelphia, PA	1
30-Nov	Unitarian Universalist House, Office visit, Philadelphia	
30-Nov	Simpson House, Office visit, Philadelphia	1
30-Nov	Mercy-Douglas Samson House, Office visit, Philadelphia	1
30-Nov	Hayes Manor Retirement Community, Office visit, Philadelphia	1
30-Nov	St. George Senior Housing, Office visit, Philadelphia	1

Pennsylvania CapTel Outreach Activities 2011

Date:	Activity	# people
6-Jan	Geneva House	12
6-Jan	The Jewish Home	4
7-15 Jan	PA Farm Show	4,000
22-Jan	PSAD Board Meeting	15
14-Feb	HLA-PA Camp Hill Chapter follow-up	2
14-Feb	WPSD - Deaf and Hard of Hearing Outreach	0
14-Feb	Deaf and Hard of Hearing Services	0
15-Feb	HLA-PA Lancaster Chapter meeting	15
15-Feb	Lancashire Terrace Retirement Village	1
15-Feb	Better Hearing Aid Center	1
16-Feb	Popky B'nai B'rith Apartments	20
16-Feb	Jewish Home	1
16-Mar	Meeting TRS Advisory Board in Harrisburg	15
28-Mar	Presentation at Wilburton Senior Center	20

28-Mar	Office Visit at Riverview Point Senior Apartments in Catawissa	1
29-Mar	Presentation at Montour County Senior Center in Danville	12
5-Apr	HearWell Center Meeting in Pittsburg	4
6-Apr	Center for Hearing and Def Services Inc. (HDS) demo program in Pittsburg	1
7-8-Apr	PSGA Annual Conference exhibit	200
8-Apr	PSHA Exhibitor Breakfast Session presentation	8
11-Apr	HLA-PA State College Chapter Meeting and Presentation in State College	20
13-Apr	Roaring Spring Senior Center office visit in Altoona	2
13-Apr	Senior Daily Living Center office visit	1
13-Apr	Duncansville Senior Center office visit in Duncansville	1
13-Apr	Hillview Chateau Golden Living office visit in Altoona	1
13-Apr	Logan Hills Apartments office visit	
13-Apr	Blair County CareerLink office visit	1
14-Apr	Blair County CareerLink presentation	20
29-Apr	HEAR event and exhibit at Penn State Eberly Campus in Uniontown	100
25-May	PA CTRS presentation/materials on Captel and PA TDDP, Simpson Library, Mechanicsburg	3
25-May	PANPHA-an association of non profit-Office Visit, building not open to the public	
25-May	Office office/ Bridges at Bent Creek Assisted Living, Mechanicsburg	2
25-May	Office Visit at Messiah Village Senior Living, Mechanicsburg	3
31-May	Office Visit at Vintage Knolls at Grandview in Danville, PA	2
31-May	Office Visit Meadows at Maria Joseph Manor in Danville, PA	3
31-May	Office Visit- Emeritus of Bloomsburg in Bloomsburg, PA	3
1-Jun	Columbia/Montour County Area Agency on Aging, Bloomsburg	2
1-Jun	Balanced Care at Bloomsburg	1
1-Jun	Bloomsburg University Speech & Hearing Clinic	2
1-Jun	Bloomsburg Towers	1
1-Jun	Bloomsburg Public Library	1
1-Jun	Bonham Nursing & Rehabilitation Care, Stillwater	2
1-Jun	McBride Memorial Library, Berwick	1
2-Jun	Riverview Point Senior Apartments, Catawissa	8
2-Jun	Tri-Valley Junior-Senior High School, Hegins	250
3-Jun	PATTAN Cochlear Implant Training, Kind of Prussia	100
6-Jun	Duncansville Senior Center, Duncansville	15
6-Jun	HLA-PA State College Chapter, State College	1
8-Jun	TRS Advisory Board Meeting, Harrisburg	12
7-Jun	Center for Independent Living, Altoona	5
27-Jun	HLA-PA Capital Region Chapter, Camp Hill	25
23-Jul	Exhibit- CILCP Walk n Roll, Harrisburg, PA	75
26-Jul	one on One, Age Well in Pittsburg	1
27-Jul	Office Visit, Point Pleasant Retirement Community in North Versailles	1
27-Jul	Presentation at Jewish Community Center in Pittsburg	26
27-Jul	Presentation Vintage Adult Day Service Center in Pittsburg	15
27-Jul	Office Visit Allegheny County Housing Authority	1
27-Jul	Office Visit Congregate Management Services	1
27-Jul	Office Visit Carnegie Retirement Residence in Carnegie	1
28-Jul	Office Visit Metowers Associates, LP, Avalon, PA	1
28-Jul	Office Visit Presbyterian Senior Care in Oakmont	1
28-Jul	Office Visit The Oaks Retirement Residence in White Oak	1
28-Jul	Presentation at JCC Senior Club in Pittsburg	16
28-Jul	Office Visit at Carson Retirement Residence in Pittsburg	1
28-Jul	Office Visit at Woodcrest Retirement Residence in Coraopolis	1
29-Jul	Office Visit at Bella Kirshner and Parents in Pittsburg	3
29-Jul	Workshop at Three Rivers Center for Independent Living	33
11-Aug	Exhibit- Maria de los Santos Health Center, Philadelphia	100
17-Aug	Exhibit- Center for Independan Living Central PA, Newport	20
17-Aug	OV- Newport Public Library	1
18-Aug	OV- Newport Senior Center	1
18-Aug	OV- Senior Citizens Center Inc, Millerstown	3
18-Aug	OV- Monroe Township Community Center, Richfield	1
18-Aug	OV- Middleburg Public Library	2
18-Aug	OV- Beaver Springs Senior Center	1
18-Aug	OV- Stonebridge Health and Rehab Center, Duncannon	1

18-Aug	OV- Kin Kora Pythian Home	1
19-Aug	OV- Esses House- Lemoyne Senior Living	1
19-Aug	OV- Polk Personal Care in Millersburg	1
19-Aug	OV- Manor at Susquehanna Village, Millersburg	1
19-Aug	OV- Pinnacle Family Health, Millersburg	2
19-Aug	OV- Manor at Perry Village in New Bloomfield, PA	1
19-Aug	OV- Department of Aging in Harrisburg	1
19-Aug	OV- Dauphin County Assistance Office, Harrisburg	1
27-Aug	OV- Waynesboro Senior Activity Center1	
27-Aug	OV- Greencastle Senior Activity Center	1
27-Aug	OV- Fort Loudon Senior Center	1
27-Aug	OV- Franklin County Senior Center, Upper Strasburg	1
27-Aug	OV- Franklin County on Aging, Chambersburg	1
27-Aug	OV- Franklin County Career Link, Chambersburg	1
27-Aug	OV- Cottage Green Senior Association	1
27-Aug	OV- The Manor- Elderday, Chambersburg	1
27-Aug	OV- Comfort Keepers in Fayetteville	1
27-Aug	OV- Mont Alto Senior Center, Mont Alto	2
27-Aug	OV- Morning Glory Assisted Living, Littlestown	1
14-Sep	Meeting TRS Advisory Board in Harrisburg	13
19-Sep	OV- Sheraton Senior Center in Pittsburg	2
19-Sep	OV- Arrowwood at Southwestern, Pleasant Hills	1
19-Sep	OV- Atria Senior Living, South Hills	1
19-Sep	OV- Rivermont Senior Apts, Pittsburg	2
20-Sep	OV- Scrubgrass, Emlenton	1
20-Sep	OV- Franklin Towers, Franklin, PA	1
20-Sep	OV- Creekside Center/Venango County Area on Aging, Oil City	1
20-Sep	OV- Presbyterian Home, Oil City	1
20-Sep	OV- Towne Center, Oil City	1
20-Sep	OV- Oil City Housing Authority, Oil City	2
20-Sep	OV- Oil City Public Library, Oil City	1
21-Sep	OV- Woodcrest Retirement Village, Coraopolis, PA	1
21-Sep	OV- Coraopolis Towers, Coraopolis	2
21-Sep	OV- ComforCare/Home Instead, Coraopolis, PA	1
21-Sep	OV-Clarion Public Library, Clarion, PA	1
21-Sep	Presentation-Main Street Center-Clarion Senior Center	15
21-Sep	OV- First United Methodist Church, Clarion, PA	1
21-Sep	OV- Golden Living Center, Clarion, PA	1
21-Sep	OV- Highland Oaks, Shippenville, PA	1
21-Sep	OV- HealthWorks, Shippenville, PA	1
21-Sep	OV- Golden Living Center, Shippenville	1
21-Sep	OV- Country Springs, Sligo, PA	1
21-Sep	OV- Clarview Nursing and Rehab, Sligo, PA	1
21-Sep	OV- Edgewood Heights, New Bethlehem, PA	1
21-Sep	OV- Country Care. Templeton, PA	1
22-Sep	Presentation- Rimmersburg Senior Center	19
22-Sep	OV- Brady's Band Senior Center, East Brady, PA	1
22-Sep	Exhibit- Walk4Hearing, Newton Square	80
8-Oct	PSAD Conf and Deaf Community Leader Award Presentation, Lancaster, PA	200
8-Oct	CapTel Customer Home Visit, Shippensburg	1
24-Oct	Berks County Senior Expo, Exhibit, Reading, PA	3
25-Oct	Berks County Senior Expo, Exhibit, Reading, PA	500
26-Oct	Presentation, Monroe County Community Center, Richfield, PA	13
27-Oct	Center for Hearing and Deaf Services Inc., Pittsburgh, demo and f/u	1
28-Oct	Presentation, Woodcrest Retirement Residence, Coraopolis, PA	3
28-Oct	CapTel Customer Home Visit, Coraopolis, PA	1
29-Oct	Hamilton 110th Anniversary/Picnic Event, Pittsburgh, PA	10

Rhode Island Outreach Activities 2010

Date:	Activity	# people
6-Jan	Presentation/introduction to RI Relay- Town of E.Greenwich	4
20-Jan	Customer 1:1 CapTel 800i Installation and Training,Woonsocket.RI	1
20-Jan	Customer 1:1 CapTel 800i Installation and Training,E.Providence. RI	1
21-Jan	Customer 1:1 CapTel 800i Installation /	1

21-Jan	Customer 1:1 CapTel 800i Installation and Training, Cranston, RI	1
1-Feb	Customer 1:1 CapTel 800i Installation and Training, E.Providence	1
7-Feb	Exhibit/Booth @ Providence Club of the Deaf- SuperBowl Dinner	45
9-Feb	Customer 1:1 CapTel 800i Installation- East Providence	1
9-Feb	Customer 1:1 CapTel 800i appt, No Router- Reschedule- Cumberland RI	1
9-Feb	Customer 1:1 CapTel 800i Appt, NO SHOW0 Customer not Home-Woonsocket	1
9-Feb	Customer 1:1- reconnect 800i.3rd appearance- Internet Issues	3
10-Feb	Customer 1:1 CapTel 800i Installation and Training,.New Router-Cranston	2
11-Feb	Presentation and awareness: RI Relay; Cub Scout Pack 29-Narragansett RI	13
12-Feb	Customer 1:1 CapTel 800i: new Router Installation and Training. N.Providence RI	1
25-Feb	Customer 1:1 CapTel 800i- Installation and training- Greenville, RI	3
26-Feb	Customer 1:1 CapTel 800i- New Router- Installation and training-Cumberland	2
17-Mar	Meeting 1:1 RI Veterans Home, Bristol, RI	1
18-Mar	Customer 1:1 CapTel 800i Installation & Training	1
19-Mar	Customer request 1:1 711/tty training	1
23-Mar	Presentation/ CapTel 200 & 800i, Coventry Senior Center	14
25-Mar	Customer request- CapTel Issues- pending - Barrington RI	1
26-Mar	Exhibit/Booth RI Brain Injury Statewide Conference	150+
27-Mar	Customer 1:1 CapTel Issues, New phone and DSL Router- Woonsocket,RI	1
29-Mar	RI Hearing Assessment Program Convention- Warwick- Exhibit/booth	200+
30-Mar	1:1 Meeting w/ Mike Miller- Newport County YMCA- Intro and scheduling	1
2-Apr	1;1 Customer Request to check 800i- Internet fine- Phone line plm	1
7-Apr	1:1 Customer Request for CapTel 800i Demo- Cranston, RI	2
9-10 April	New England Deaf Senior Citizens Conference 3rd Biennial Conf	250+
19-Apr	Citizens Bank - Deaf employee 1:1 TTY service request-	2
21-Apr	Newport RI, 1:1 Customer 800i installation & training	1
28-Apr	Barrington Public Library TRS/711 Presentation- Demo	7
28-Apr	Bristol Veterans Home, CapTel 200 Demo presentation with P. Dow	2
29-Apr	Braintree, Ma South Shore Elder Services- TRS/VCO/STS/SPAN/HCO	7
30-Apr	Rhode Island School for the Deaf- Fundraiser for Summer Camp- Exhibit & Raffle	50
30-Apr	Rhode Island School for the Deaf- Fundraiser for Summer Camp- Exhibit & Raffle	50
1-May	Exhibit RJHolden Community Center. Central Falls, RI	100+
3-May	1:1 Customer Request Install 800i Home to Asst Living Center @ Woonsocket, RI	1
4-May	Rhode Island School for the Deaf Parent Night- Exhibit Booth TRS/CapTel	50+
21-May	1:1 Customer Request 80i Demo & DVD- Application with ATEL, N. Providence	1
24-May	Meeting 1:1 Tiverton Senior Center Director Mrs. Gomes CapTel INFO	1
27-May	Middletown RI, Customer 1:1 CapTel 800i Installation and Training	1
2-Jun	Pawtucket RI. Customer 1:1 CapTel 800i Installation and Training	3
2-Jun	Greenville, RI Customer 1:1 CapTel 800i Installation and training	2
16-Jun	Community College of RI - CapTel 200/800i and Relay Presentation	4
21-Jun	Pocasset Assisted Living, Johnston- CapTel 200 Presentation	6
23-Jun	Nickerson Senior Center- Providence, RI CapTel & RI Relay	7
9-Jul	Alpha Omega Church Deaf/HH-RI Relay, Internet Relay/CapTel	8
12-Jul	Federal Hill Senior Center, Providence, CapTel 800, 800i Presentation	13
12-Jul	Field Visit-RI Relay-CapTel Info St Elizabeth's Court	1
12-Jul	Field Visit-RI Relay-CapTel Info Pocasset Manor	1
12-Jul	Field Visit-RI Relay-CapTel info Bridgham Manor	1
12-Jul	Field Visit-RI Relay-CapTel info St Joseph's Living Center	1
13-Jul	Barrington Senior Center, RI Relay and Cap/Tel/VCO presentation	12
14-Jul	Coventry Senior Center, Coventry RI- CapTel Presentation/VCO	7
14-Jul	One on One CapTel Installation and training, Johnson, RI	1
14-Jul	One on Two CapTel Installation and training, Warwick, RI	2
14-Jul	One on One CapTel Installation and training, Narragansett, RI	2
16-Jul	Charlestown YMCA-RI Silent Camp, Presentation/Awareness	53
21-Jul	Wakefield, RI SouthKingstownSr Centr Narragansett Cochlear Implant Grp	8
21-Jul	Presentation/Appetizers	24
22-Jul	Tiverton Senior Center, CapTel 800 and 800i Presentation	22
22-Jul	One on One Home Visit-Introduction to CapTel 800 and 800i	2
22-Jul	One on One Home Visit CapTel 800i Phone-not working properly	3
23-Jul	Providence RI ADA 20th Anniversary Celebration	100+
29-Jul	Westerly, RI One on One 800i Installation and Training	2

29-Jul	Westerly, RI One on Two HH Couple CapTel Products and Mobile info	2
29-Jul	Field Visit-Westerly, Golden Living Retirement Residence Relay/CapTel	2
29-Jul	Field Visit-Westerly, Elms Retirement Residence-Relay/CapTel info	1
29-Jul	Field Visit-Westerly VFW Post 11519-Relay/CapTel info	1
29-Jul	Field Visit-Westerly-Pswtucket Chamber of Commerce-RI Relay	2
30-Jul	Pawtucket-Leopn Mathieu Sr Center Presentation/CapTel 800&800i	14
13-Aug	One on One CapTel 800i Installation&training&web CapTel Pawtucket	2
17-Aug	Providence, RI St Martin Porre's Sr Center-CapTel presentation 800&800i	34
17-Aug	One on One CapTel 800i Install and training&web CapTel training-Coventry	4
24-Aug	Providence RI Hamilton House 55+ Community-CapTel presentation Booth	4
19-20 Sep	RICDHH Deaf Awareness Week-Providence	
10-Nov	RICDHH Annual Coffe Hour, Providence	
30-Nov	Tech Access of Rhode Island Expo, Providence	

Rhode Island Outreach Activities 2011

Date:	Activity	# people
18-Jan	South Kingstown Senior Center Rescheduled for February 7, 2011	
19-Jan	1:1 Outreach Conference Call on Relay Friendly Businesses	
25-Jan	RICDHH: attempted to attend Task Force meeting which was cancelled.	
27-Jan	Webinar on CapTel Placement Program	
27-Jan	1:1 call with Lori S (Iowa Relay) for Follow up Training	
1-Feb	Lincoln Senior Center – CANCELLED by facility due to weather	
7-Feb	South Kingstown Senior Center CapTel Presentation	
8-Feb	Lincoln Senior Center: CapTel presentation	
11-Feb	Cumberland Senior Center: CapTel	
18-Feb	Cumberland Senior Center: Set up of CapTel phone for Demo	
22-Feb	Pocasset Bay Manor: CapTel presentation	
24-Feb	Charlesgate Assisted Living: CapTel presentation	
1-Mar	Capital Ridge Presentation on CapTel	
2-Mar	Jewish Alliance of Greater RI presentation on CapTel	
7-Mar	S Bay Manor presentation on captel	
8-Mar	Hamilton House Presentation to Senior Center on captel	
9-Mar	Fox Point presentation to senior center on captel	
10-Mar	Atel Quarterly Meeting	
11-Mar	Warren Senior Center presentation on captel	
12-Mar	HLAA-RI Meeting	
15-Mar	E.G. Senior Center presentation on captel	
15-Mar	West Bay Retirement presentation on captel	
16-Mar	Temple Torat presentation on captel	
17-Mar	Follow up training with Lori S regarding TTY	
21-Mar	Presentation at RISD Parent Night (cancelled due to weather)	
22-Mar	Horizon Bay Manor presentation on captel	
24-Mar	Johnson Senior Center presentation on captel	
29-Mar	East Providence Senior Center presentation on captel	
1-Apr	Relay Friendly Business presentation/training	
4-Apr	E911 Tour/presentation	
5-Apr	Cranston Senior Center presentation on captel	
6-Apr	one on one install of captel 800i in East Providence, RI	
6-Apr	Tamarisk Assisted Living presentation on captel	
7-Apr	Meeting with Cumberland Senior Center/ captel demo placement	
11-Apr	RIHAP Seminar booth	
13-Apr	Atel Demo Program presentation on MCS	
20-Apr	DaVinci Senior Center presentation on captel	
25-Apr	Holden Senior Center presentation on captel	
26-Apr	RI Deaf Club presentation on TRS	
27-Apr	RI PIN Conference Seminar/Booth	
4-May	Tiverton SS Presentation on CapTel	
5-May	Presentation on CapTel at Sadwin Independent Living in Woonsocket, RI	
11-May	Primetime Magazine Senior Expo in Warwick	
11-May	Atel Demo Presentation in Warwick	
13-May	RI School for the Deaf Track Meet Sponsorship in Providence	

14-May	RI School for the Deaf Track Meet Exhibit Booth in Providence	
18-May	Booth at Greenwich Bay Assisted Living on CapTel and TRS in Kingstown	
19-May	Better Hearing and Speech Month Celebration/Award Presentation in Providence	
27-May	Presentation of award for completion of RFB program in Barrington	
3-Jun	Bay Spring Assisted Living Presentation on CapTel	
6-Jun	North Bay Assisted Living meeting with directors on CapTel	
8-Jun	Coventry Senior Center Presentation on CapTel	
9-Jun	ATEL State Quarterly Meeting	
10-Jun	1:1 CapTel demo with J. Dutson (VNA Referral)	
13-Jun	1:1 CapTel demo with C. McGlowen (VNA Referral)	
16-Jun	Acct Manager/PUC Monthly conference call	
17-Jun	1:1 CapTel demo with J. Bopp	
6-Jul	Atria Place Presentation on CapTel	
7-Jul	East Bay Manor (Horizon) presentation on CapTel	
8-Jul	Leon Mathieu Senior Center presentation on CapTel	
9-10-Jul	Cochlear Implant Conference in MA	
12-Jul	CapTel presentation at Emerald Bay Assisted Living	
13-Jul	ATEL Demo Presentation	
13-Jul	Booth at GFWC Event with ATEL	
19-Jul	E911 testing with MCS and mobile services	
19-Jul	Meeting with RICDHH to deliver and review UbiDuo equipment for RI True Up	
22-Jul	Booth at ADA 21st celebration and presentation of RI Relay at event	
25-Jul	Meeting with PARI regarding delivery of projection screen for RI True UP	
26-Jul	RI Commission on Disabilities presentation at Warwick Library	
27-Jul	RI Commission on Disabilities presentation at Cumberland Library	
27-Jul	Meeting with RICDHH for delivery of equipment	
29-Jul	Meeting with Westerly Hospital: Training on TTY and Relay Friendly Business	
2-Aug	Presentation for tenants of Wildberry Apt- elderly independent living	
3-Aug	Presentation to tenants of Plaza Esperanza Apt- elderly independent living	
10-Aug	Presentation for tenants at Greenwich Farms Assisted Living	
16-Aug	Presentation to tenants at Allegra Apts- elderly independent living	
23-Sep	Booth/Exhibit Westway Retirement Living, Warwick, RI	65
24-Sep	Booth/Exhibit Corliss 5K Annual Walk, Warren, RI	150
26-Sep	Booth/Exhibit Prime Time Magazine Senior Health Expo, Warren, RI	250
Oct 1-2	RIAD Bi-Annual Conference Booth	
3-Oct	Charlesgate Assisted Living, presentation cancelled, flyers dropped off	
5-Oct	Adelante Apartments Presentation on CapTel for Spanish Speaking	
5-Oct	Atria Bay Spring Assisted Living, Presentation on CapTel	
29-Oct	RI Relay Annual Picnic/110th Hamilton Anniversary	

Tennessee CapTel Outreach Activities 2011

Date:	Activity	# people
11-12 Feb	Outreach Trip to Nashville Library Services for the Deaf and Hard of Hearing, a presentation for members of the HLAA Nashville Chapter	50
17-Feb	Crockett County Senior Center	60
24-25 Feb	41 st Annual Midsouth Conference on Communicative Disorders Booth. Mobile Captel Demonstration	250
5-Mar	Outreach trip to Jackson, joint presentation with TDAP for members of the GCTAD Chapter	60
10-Mar	Booth- talked with attendees and handed out brochures and applications for the state program. Did Mobile CapTel demos. Networked with other agencies in the Chattanooga area	200
11-Mar	Pilot program for Deaf Service Center/Captel Partnership Program. Met 1:1 with 2 prospective Captel users and 1 current user in Chattanooga	3
11-Mar	Met with Steve Witt, Director of Area Agency on Aging and did a presentation on the Captel phones	3
15-Mar	Outreach trip to Brownsville, TN. Did a presentation at the Brownsville/Haywood Co Senior Center	30
4-Apr	Presentation Director and Program Manager of Tipton Co Commission on Aging	2
9-Apr	Booth at Wellfest held at Nashville Library Health Wellness Fair for the Deaf and HOH	250
14-17-Apr	Booth at the Southern Women's Show in Nashville Convention Center	40,000
26-Apr	Presentation at Asbury Cove Assisted Living Center in Ripley, TN	7

6-May	Orientation to TDAP program and demo of the Captel phone to Clear Choice Hearing Aid Center	1
10-May	Booth at Professional Network on Aging Senior Expo held at the Agricenter International in Memphis. Health Wellness Fair for Senior Citizens in West TN	1000
13-May	Deaf Service Center/CapTel Partnership Program	2
14-May	Booth at Walk4Hearing at Chattanooga State College	300
20-May	Quarterly report at TDAP Meeting	15
21-May	Murfreesboro	200
25-May	Presented the Hamilton Relay TN Scholarship Award during a graduating ceremony at Mt Juliet High School	250
2-Jun	Ongoing Public Service Announcement broadcast by WKDQ Radio in Covington	
3-Jun	Presentation at Tipton County Council on Aging Senior Center, Covington	30
8-Jun	Presentation at McNairy County Senior Center	20
17-Jun	Presentation to NWAAAD Directors Meeting	20
24-Jun	Field Visit to the Arlington Senior Center	1
24-Jun	Field Visit to Bartlett Senior Center	1
1-Jul	Public Service Announcement on US 51 Country 93.5 in West Tennessee	
9-Jul	Booth at the Deaf Tennessee Expo	250
12-Jul	Presentation at Tiptonville Senior Center	15
12-Jul	Presentation at Ridgely Senior Center	20
18-22 Jul	RID National Conference in Atlanta, GA	2000
25-Jul	First Tennessee Area Agency on Aging and Disability, Johnson City	25
27-Jul	Booth at The Best Times Senior Expo and Health Fair in Memphis	300
11-Aug	Orientation to TDAP program and demo of the Captel phone to Clear Choice Hearing Aid Center	5
12-Aug	Quarterly Report at TDAP Meeting/Met with Directors of the Deaf Service Centers	25
12-Aug	Presentation at the Lip Reading Academy in Chattanooga	20
18-Aug	Booth at the Returning Soldiers and Veterans Technology Expo	150
6-Sep	Orientation to TDAP and Captel Demo to East TN Technology Access Center and Director of East TN Area Agencies on Aging and Disabilities	5
6-Sep	Orientation to TDAP and Captel Demo to TN School for the Deaf Speech and Language Staff	3
7-Sep	Orientation to TDAP and Captel Demo to Director and Interpreter of Communication Center for Deaf and HOH	2
7-Sep	Presentation to senior citizen group at Knoxville Center for Deaf	25
8-Sep	Presentation at Sevier County Senior Citizen Center	20
8-Sep	Presentation at the Hearing Loss Association of America, Knoxville Chapter	18
16-Sep	Attended Art Connect at Deaf Connect in Memphis	
22-Sep	Orientation to TDAP Program and demo to White Station High School Deaf Ed teacher and students	6
26-Sep	Attended Southeast Area Agencies on Aging and Disabilities Annual Training Conference at Peabody Hotel in Memphis	
11-Oct	Emergency Awareness and Readiness Committee Meeting, Hearing Bridges, Nashville, TN	10
12-Oct	20 Outreach Packets to Greater Nashville AAAD Directors Meeting, LaVergne	25
15-Oct	Deaf Awareness Week Award Presentation, Chattanooga	23
15-Oct	Tennessee 1st Annual Picnic/Hamilton anniversary	23
22-Oct	Tennessee Association of the Deaf Board Meeting, Memphis	16

Utah Outreach Activities 2010

Date:	Activity	# people
2-Sep	Presentation at Columbus Senior Center, 2531 S 400 E, Salt Lake City	
3-Sep	Springville Senior Citizens Center, 65 E 200 S, Springville	
8-Sep	Roy Hillside Center, 5051 S 2000 W, Roy	
13-Sep	Provo Eldred Center, 270 W 500 N, Provo	
14-Sep	Eddie P Mayne Kearns Senior Center, 4851 W 4715 S, Salt Lake City	
15-Sep	Deaf Recipient Award, Jodi Kinner, Sanderson Community Center	
20-Sep	CA-AA Conference, San Francisco, California	
29-Sep	Sandy Senior Center 9310 South 1300 East	
4-Oct	Riverdale City Senior Center 4433 South 900 West	20
5-Oct	Walk 4 Hearing	70
9-Oct	APCO Conference 911 Training Larry Miller Campus	400+

18-Oct	Sego Lily Conference	70
19-Oct	Senior Expo, South Towne Expo Center	100
21-22-Oct	Powerpoint Training, Hampton Inn and Suites, Airport	2500
3-Nov	RUCC Meeting	
4-Nov	Summit in NE	
8-11-Nov	Golden Year Center 726 South 100 East Bountiful	
18-Nov	Heritage Center 140 East Center, Clearfield	
3-Dec	Autumn Glow Center 81 East Center, Kaysville	
10-Dec	Park Lane Senior 680 East 100 South, Salt Lake City	
13-Dec	Weber County Senior 1176 South 300, West Ogden	
21-Dec	Grantsville Center 120 South Center Grantsville	

Utah Outreach Activities 2011

Date:	Activity	# people
5-Jan	Tremonton Senior Center 510 West 1000 North Tremonton	
14-Jan	Field visit. Delivered CapTel to the Deaf and Hard of Hearing Center in St. George	
20-Jan	Henrieville Senior Center 70 West Main St. Henrieville	
21-Jan	Escalante Senior Center 89 North 100 East Escalante	
25-Jan	Field visit. Delivered 2 amplified phones and 1 CapTel	
26-Jan	Hurricane Senior Center 95 North 300 West Hurricane	
26-Jan	Enterprise Senior Center 165 South 100 East Enterprise	
27-Jan	Health Fair	
28-Jan	Tooele Senior Center 59 East Vine Tooele	
2-Feb	RUCC Meeting	
3-Feb	Taylorsville Senior Center 4743 Plymouth View Dr	
8-Feb	South Ogden Senior Center 580 39th Street, South Ogden	
10-Feb	TV interview for Good Things Utah	
16-Feb	Wendover Senior Center 112 East Moriah Wendover	
17-Feb	Harman Senior Center 4090 South 3600 West Valley City	
22-Feb	Ogden Valley Nutrition Center 131 South 7400 East Huntsville	
23-Feb	Lake View Nutrition Center 5580 West 4600 South Hooper	
24-Feb	TV Interview KJAZZ Senior Spotlight	
28-Feb	Cheyenne Senior Center	
1-Mar	Sunday Anderson Westside Senior Center 868 West 900 South, Salt Lake City	
2-Mar	TV Interview KSL Studio 5	
3-Mar	Riverton Senior Center 12914 South Redwood Road Riverton	
9-Mar	South Towne Ranch 310 East 10600 South Sandy	
10-Mar	The Seville 325 West Center Street	
24-Mar	Harmony Home Health and Hospice Health Fair Escalante Apartments	
24-Mar	Fresh Living KUTV Interview	
25-Mar	Salt Lake County Health Fair 237 South 1000 East Salt Lake City	
7-Apr	Morgan Senior Center 50 West 100 North Morgan	
11-Apr	Union Gardens 468 3rd Street Ogden	
12-Apr	Golden Link Manor 1132 24th Street Ogden	
21-Apr	Golden Years Center 726 South 100 East Bountiful	
30-Apr	Sego Lily Legacy Bike Ride Event	
2-May	Parowan Senior Center 685 North 300 East Parowan	
3-May	Panguitch Senior Center 67 North 40 West Panguitch	
4-May	Cedar City Senior Center 489 East 200 South Cedar City	
5-May	Enterprise Senior Center 165 South 100 East Enterprise	
6-May	Hurricane Senior Center 95 North 300 West Hurricane	
8-11-May	National ADA Symposium Las Vegas	
12-May	Hamilton Scholarship Award to Breana Stokes	
16-May	Columbus Senior Center 2531 South 400 East Salt Lake	
19-May	TV Interview Fresh Living 299 South Main St SLC	
20-May	Harmony Home Health Fair 350 West Park St Midvale	
25-May	Liberty Senior Center Project CARE 251 East 700 South SLC	
26-May	Salt Lake County Aging Services Health Fair 251 East 700 South	
2-4 Jun	UAD Conference	
4-Jun	Marilyn Call Better Hearing and Speech Month Award	
13-Jun	Ability First Presentation, Provo	
15-Jun	The Harrison Regent, Ogden	
17-Jun	Foster Grandparent/Senior Companion Fair, Murray Park Pavilion	

21-Jun	Crossroads Senior Center, 50 East 200 South Roosevelt
22-Jun	Hamilton Place, 764 South 800 East Salt Lake
23-Jun	West Jordan Senior Housing 2105 South Preston, Salt Lake
28-Jun	Preston Place, Salt Lake
29-Jun	Martha's Terrace, 2617 South 9040 West Magna
12-Jul	East Carbon Senior Center 451 Denver Ave. East Carbon, UT
13-Jul	Carbon Senior Activity Center 450 South Fairground Way Price
21-23-Jul	EMS Conference New Mexico
6-Aug	Sego Lily Legacy Bike Ride Event
10-Aug	Happy Hours Nutrition 222 28th St, Ogden, UT
11-Aug	RUCC Meeting
16-Aug	Marriot-Slatersville Senior Center 1570 West 400 North Slatersville
17-Aug	Golden Age Center 155 South 100 West Vernal UT
24-Aug	Golden Hours Center 650 25th St. Ogden, UT
25-Aug	Washington Terrace Center 4601 S 300 W Washington Terrace
29-Aug	Training Seminar: Assertive Communication for Woman, Hampton Inn 307 N Admiral Byrd Rd, Salt Lake City
31-Aug	Sandy Senior Center 9310 S 1300 East Sandy, UT
12-Sep	Meeting at Farr West Senior Center
14-Sep	Taylorsville Senior Center 4743 Plymouth View Dr
20-Sep	DAW Award to Jeff Agnello Davis High School
21-Sep	Plain City Nutrition Site 4160 West 2200 North Plain City
24-Sep	Deaf and HOH Festival Sanderson Center
26-Sep	Brighton Bank 93 West 3300 South
29-Sep	North View Senior Center 485 East 2550 North Ogden
29-30-Sep	Senior Expo South Towne Expo Center
4-Oct	North View Senior Center 485 East 2550 North Ogden
5-7 Oct	IMASH Conference Sheraton Hotel, Salt Lake City
8-Oct	Hamilton Annual Picnic, Washington City, UT
11-Oct	Multi Ethnic Senior Fair, Salt Lake City, UT
15-Oct	HLAA Walk 4 Hearing
17-Oct	Tenth East Senior Center, Salt Lake City
18-Oct	South Jordan Senior Center, Jordan, UT
19-Oct	NASRA Conference and Meeting
20-Oct	Riverdale Senior Center, Riverdale
21-Oct	NASRA

Virginia CapTel Outreach Activities 2011

Date:	Activity	# people
15-18-Jun	Exhibit, HLAA National Convention, Arlington, VA	hundreds
29-Jun	Exhibit, Carhlothesville, VA, VA Department of Education	25
8-Jul	Presentation, Zuni Senior Center, Zuni, VA	13
9-Jul	Presentation, Chesapeake Place Assisted Living, Chesapeake, VA	15
9-Jul	Presentation, Lighthouse Point Assisted Living, Chesapeake, VA	6
11-Jul	Exhibit, McGuire Veteran's Hospital Recreation Week	several
12-Jul	Meeting, Richmond Senior Network, Midlothian, VA	45
14-Jul	Meeting, Riverside PACE, Richmond, VA	3
15-Jul	Exhibit, Camp Loud 'N' Clear, Appomatox, VA	15
20-Jul	Meeting, VA Relay Advisory Council, Richard, VA	20
21-Jul	Meeting/Presentation, Mountain Empire of Older Citizens, Big Stone Gap, VA	2
21-Jul	Presentation, Guardian Assisted Living, Castlewood, VA	17
22-Jul	Presentation, MEOC's 3 Nutrition Sites, Tacoma, VA	35
22-Jul	Presentation, The Laurels Assisted living, Norton, VA	10
23-Jul	Event, Remote Area Medical, Wise County, VA	thousands
26-Jul	Meeting, with Mitchell Levy and Cheryl Heppner, Fairfax, VA	2
28-Jul	Presentation, Suffolk Senior Center, Suffolk, VA	16
2-Aug	Meeting, Director of Lutheran Family Services , Richmond, VA	1
4-Aug	Presentation, Heritage Oaks Retirement Center, Richmond, VA	14
9-Aug	Networking, Richmond Senior Network Happy Hour	
10-Aug	Presentation- Bay Agency Richmond Senior Center	12
11-Aug	In Service/Presentation, Norfolk Branch of Senior Companions Program	22
17-Aug	Presentation, Mary Wells Senior Center, Carrollton, VA	15
18-Aug	Presentation, Lake Princewood Assisted Living, Chesapeake, VA	8
24-Aug	Presentation, Franklin Branch of Senior Companions Program, Franklin	27

25-Aug	Presentation, Southside Senior Center, Norfolk	29
30-Aug	Meeting, Office staff of Care Advantage, Richmond, VA	6
7-Sep	Presentation, Warsaw Senior Center, Warsaw, VA	17
7-Sep	Presentation, Brighter Living Assisted Living, Hopewell, VA	22
8-Sep	Presentation, Richmond Senior Network Happy Hour, Glen Allen, VA	10
9-Sep	Meeting, Greater Richmond Chapter President, Treasurer and Clay met about HLAA walk	4
13-Sep	Meeting, Richmond Senior Networking, Richmond, VA	25
13-Sep	Presentation/Meeting, State Outreach Meeting, Richmond	25
14-Sep	Presentation/Training, Telecom in the Workplace training, Richmond, VA	30
15-Sep	Presentation, St Mary's Woods Assisted Living, Richmond	11
15-Sep	Presentation, Mobile CapTel to VATS (Virginia Assistive Technology Systems)	27
15-Sep	Presentation, Warwick Forest Independent Living	4
20-Sep	Exhibit, Senior Health Expo, Norfolk, VA	60-75
21-25-Sep	Exhibit, AARP National Convention	1,000+
27-Sep	Presentation, Westminster Canterbury-Rappahannock, Irvington, VA	13
28-Sep	Presentation, Abingdon Place of Danville Assisted Living, Danville, VA	12
29-Sep	Presentation, Stratford House Assisted Living, Danville, VA	13
30-Sep	Exhibit, Deaf Festival for Deaf and HOH (at Danville Community College)	150-200

Wyoming Outreach Activities 2010

Date:	Activity	# people
13-Mar	Powell Health Fair	
10-Apr	WY-HI	
16-Apr	Bridger Valley Health Fair	
24-Apr	Booth Display, Sheridan, WY (Johna to attend), Health Fair	
18-Sep	Presentation, Thermopolis, WY Senior Center	
24-Sep	Booth Display, Lovell, WY Health Fair	2500
25-Sep	Health Fair Booth Display Cheyenne, WY	75
16-Oct	Health Fair Booth Display Evanston, WY	750
23-Oct	Field Visits	850

Wyoming Outreach Activities 2011

Date:	Activity	# people
11-Mar	Field Visit Goshen County Senior Friendship Center, Torrington and Guernsey Senior Center, Guernsey	
12-Mar	Booth Display- Torrington, WY Health Fair	700
8-Apr	Booth Display Senior Center Cody, WY	38
9-Apr	Booth Display Powell, WY health Fair	1200
23-Apr	Booth Newcastle, WY Health Fair	600
30-Apr	Booth Mountain View, WY Health Fair	
2-May	Wyoming Relay Advisory Meeting	
6-May	WY-HI Event Booth, Thermopolis, WY	155

National Outreach Activities 2010

Date	Event	Location
15-17 Apr	Assisted Living Federation of America (ALFA)	San Diego, CA
1-May	Hearling Loss of America (HLAA)	Pomona, CA
25-27 May	AG Bell Listening & Spoken Language Symposium	Phoenix, AZ
17-20 Jun	NAD	Milwaukee, WI
24-28 Jun	DeafNation World Expo	Orlando, FL
7-11 Jul	KY State Fair	Philadelphia, PA
18-23 Jul	ALDAcon 2010	Las Vegas, NV
19-29 Aug	Deaf Festival KY	Louisville, KY
1-5 Sep	AARP Life@50	Colo Sprgs, CO
4-Sep	California Academy of Audiology	Horse Cave, KY
30-Sep	DeafNation Expo	Orlando, FL
30-Sep	NASRA (www.nasratrs.org)	San Fran, CA
9-Oct	TEDPA (www.tedpa.org)	Pleasanton, CA
18-20 Oct	Academy of Doctors of Audiology	Durham, NC



FLORIDA RELAY CUSTOMER INQUIRY FORM

Date: ____/____/____ Time: ____ a.m. / p.m. Name: _____

Address: _____
street / city / state / zip code

Phone: (____) _____ Fax: (____) _____

TTY ☐ Voice ☐ Computer ☐ IP Relay ☐ STS ☐ VCO ☐ HCO ☐ Thru Relay ☐

☐ Customer declined to give information

Best time to Call Back: _____ E-mail Address: _____

Would you like to receive educational information about the relay in the mail? Yes No

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

CA number: _____ Date: ____/____/____ Time: ____:____ AM/ PM

Originating Nbr: _____ Terminating Nbr: _____

Incident /Question: _____

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

Response: _____

Call taken by: _____

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

Response Date: ____/____/____ Time: ____ a.m. / p.m. By: _____

(Only sign if the issue is resolved)

Equipment Problems Only

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

Brand _____

Model _____

Direct Connect? Yes No

Explanation: _____

What is the problem? _____

Billing Issue Only

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

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

Can we call you at work? YES NO

Work Phone number: (_____) _____ Voice/ TTY/ VCO/ HCO

Best time to call _____

Brief description of the issue _____

List the telephone numbers in question:

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

ATTN: JoAnne Lambert
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818
402-694-2848

Or FAX number

Customer Inquiry Information

Record ID 20199

☐ Multiple Issues



Add New
Inquiry



Print Cust
Info Report

Return to
Main Menu

Report State

FL

Date Entered

Date

Time

Name

Organization

Address

City

State

Zip Code

CA Number

Phone No

Fax No

E-mail

Call Type

Call taken By

Attachment

Incident/Question

Response

Response Date

Response Time

Responded By

Resolution Date

Classifications

That's what being deaf is like



Home

Team

Careers

Policies

What's New

Contact



Make & Receive
Calls Now



Register Today!

Update
My Account

Corporate : Contact Hamilton

English | [Español](#)

Contact Hamilton

Questions, comments, complaints or compliments — a Hamilton Customer Service Representative is available to assist you.

The fastest and easiest way to get the response you need is to complete the Form below:

All Fields Required

— **Contact Info:** _____

Name:

Address:

City, State, Zip:

Phone (optional):

E-Mail:

Preferred Relay Service: Select One... ▼

**Questions/Compliments/
Complaints/Comments:**

Send My Inquiry!

Contact Hamilton Relay Customer Service:

Voice/TTY: 800-618-4781 (toll-free)

Fax: 402-694-5110

E-mail: info@hamiltonrelay.com

Write:

Hamilton Relay Corporate Office

1006 12th Street

Aurora, NE 68818

CUSTOMER OUTREACH REQUEST FORM FLORIDA RELAY

Dear Customer,

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

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

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

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

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

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

Name: _____

Address: _____

Phone number: _____ Fax: _____

E-mail Address: _____

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

Call 1-XXX-XXX-XXXX (V/TTY)

or FAX it to X-XXX-XXX-XXXX

or mail it to: Florida Relay

Customer Service

Address

City, State, Zip Code

FOR OFFICE USE ONLY

Outreach Follow Up Report

Date of Visit: ____ / ____ / 11

Customer's name: _____

Address: _____

Phone number: _____ Fax: _____

E-mail Address: _____

2. Customer's equipment / (Serial Number)

Ultratec TTY () ☐ Ameriphone VCO () ☐

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

Uniphone 1140 () ☐ Krown PVCO () ☐

Other Equipment ☐ _____

3. Training Performed: _____

4. Customer Questions / Concerns and Resolutions: _____

5. Visit Results: _____

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

Notes: _____



[DATE]

Dear Customer,

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

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

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

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

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

Thank you for using Florida Telecommunications Relay Service and allowing us to serve you!

Sincerely,

Customer Service Representative
Florida Telecommunications Relay Services



Rhode Island Customer Satisfaction Survey 2011

Thank you for taking the time to complete this survey. Your participation will help us evaluate the quality of service provided by Rhode Island Relay.

For each of the following statements, please select the answer which most clearly reflects your experience. In some instances more than one selection may be applicable. You are not required to complete all of the questions as some may not apply to the particular service that you use.

If you have any questions or concerns, or if you wish to request this survey in an alternative format, please contact Rhode Island Relay Customer Service to assist you by phone at: 866.703.5485 Voice/TTY, or by email at: rirelay@hamiltonrelay.com.

Customer Demographics

1. In which city do you live? (optional)

2. I am:

☐ Hearing

☐ Hard of Hearing

☐ Speech Impaired

☐ Deaf

3. Which language do you feel comfortable using?

☐ English

☐ Spanish

☐ American Sign Language (ASL)

Other (please specify)

Background

**1. How did you first learn about Rhode Island Relay?
(Select One)**

☐ Radio

☐ Friend/Family Member

☐ Television

☐ Newspaper/Magazine

☐ Newsletter

Other (please specify)

Rhode Island Customer Satisfaction Survey 2011

2. How many times in an average week do you use Rhode Island Relay? (Select One)

- ☐ 10 or more times in an average week ☐ 1 - 4 times in an average week
☐ 5 - 9 times in an average week ☐ I have not used Relay recently

Using Rhode Island Relay

1. What types of calls do you make through Rhode Island Relay? (Select the One You Use the Most)

- ☐ TTY ☐ Speech to Speech
☐ Voice ☐ VCO (Voice Carry Over)
☐ Computer ☐ HCO (Hearing Carry Over)
☐ 2 - Line VCO (Voice Carry Over)

2. For what purpose do you use Rhode Island Relay most? (Select One)

- ☐ Personal Calls (Friends, Family) ☐ Both
☐ Business Calls (Work, Doctor)

Communication Assistants (CA's)

1. Rhode Island Relay CA's have good spelling skills (Select One)

- ☐ Always ☐ Less than Half
☐ Most of the Time ☐ Never
☐ Half of the Time

2. Rhode Island Relay CA's type quickly enough (Select One)

- ☐ Always ☐ Less than Half
☐ Most of the Time ☐ Never
☐ Half of the Time

Service

1. How would you rate the service provided? (Select One)

- ☐ Excellent ☐ Average
☐ Very Good ☐ Poor
☐ Good

Rhode Island Customer Satisfaction Survey 2011

2. What is your level of satisfaction with Rhode Island Relay Customer service? (Select One)

- ☐ Completely Satisfied
- ☐ Satisfied Most of the Time
- ☐ Satisfied Half of the Time
- ☐ Rarely Satisfied
- ☐ I have never called Rhode Island Relay Customer Service

Outreach and Education

1. I suggest Rhode Island Relay provide more outreach and education to the following types of businesses and organizations:

- ☐ Financial Institutions
- ☐ Educational Settings
- ☐ Retailers
- ☐ Other (please specify)
- ☐ Government
- ☐ Health Facilities

Did you Know? (Check One Box for Each)

1. Your relay long distance calls can be billed by your preferred long distance provider?

- ☐ Know
- ☐ Didn't Know

2. You can set up a Speed Dial list that includes names and numbers you often call?

- ☐ Know
- ☐ Didn't Know

3. If you don't understand the voice user or the voice user doesn't understand you, you can ask the CA to translate your call?

- ☐ Know
- ☐ Didn't Know

4. You can ask the CA to not type background noises?

- ☐ Know
- ☐ Didn't Know

5. You can ask the CA to not type what the person's voice sounds like?

- ☐ Know
- ☐ Didn't Know

6. You can ask the CA to not explain relay and instead create your own greeting with which the CA will begin your call?

- ☐ Know
- ☐ Didn't Know

7. You can make long distance calls through relay from a pay phone?

- ☐ Know
- ☐ Didn't Know

Rhode Island Customer Satisfaction Survey 2011

Comments

1. Additional comments you may have:

Questions or Concerns

Thank you for taking time to complete this survey. We value your feedback and are here to serve you.

If you have any questions or concerns, please contact Rhode Island Relay Customer Service to assist you by phone at: 866.703.5485 Voice/TTY, or by email at: rirelay@hamiltonrelay.com



MMMM D, YYYY

TRS Administrator
Department
Location Address
Mailing Address
City, State NNNNN-NNNN

XXXXX Relay Service Invoice

MMMM YYYY

TRS session minutes	nnn,nnn.n
Less interstate session minutes	<u>(nnn,nnn.n)</u>
Net billable session minutes	nnn,nnn.n
Rate per minute	<u>n.nnn</u>
TRS amount due	\$ <u>nnn,nnn.nn</u>

Other services	<u>Sess Min</u>	<u>Rate</u>	
CapTel intrastate	nnn,nnn.n	n.nnn	nnn,nnn.nn
Liquidated Damages:			(nn,nnn.nn)

Total amount due	\$ <u><u>nnn,nnn.nn</u></u>
------------------	-----------------------------

MMMM D, YYYY

TRS Administrator

Department

Location Address

Mailing Address

City, State NNNNN-NNNN

XXXXX Relay Service Monthly Statement

Balance forward MMMM 1, YYYY	\$	nnn,nnn.nn
Billing for MMMM YYYY		nnn,nnn.nn
Payments:		
MM/DD/YY		(nnn,nnn.nn)
Adjustments:		
Balance due MMMM 31, YYYY		nnn,nnn.nn
Subsequent payments:		
Current balance due	\$	<u>nnn,nnn.nn</u>

Run Date: MM/DD/YY
Confidential & Proprietary

XXXXXX RELAY SERVICE
Jurisdiction Summary

Report A
Data Month: MMM YYYY

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	nnn,nnn.nn		nnnnn	nn.nn
Local	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn		nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn		nnnnn	nn.nn
Interstate	nnn,nnn.nn		nnnnn	nn.nn
International	nnn,nnn.nn		nnnnn	nn.nn
Total Interstate	nnn,nnn.nn		nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nn.nn
Month Total	nnn,nnn.nn		nnnnn	nn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn

Totals with TF & 9xx Allocation				
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn		
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn		
Month Total	nnn,nnn.nn	nnn,nnn.nn		

Confidential & Proprietary

xxxxx Relay Service
Inbound Calls by Method

Report B

Data Month: mmm yyyy

[illegible]

GA calls nnnnn

Originated by:
Outbound Calls
Avg CM per Complete Call

<u>TTY</u>	<u>Voice</u>
nnnnn	nnnnn
n.nn	n.nn

Confidential & Proprietary

Session Minutes by Originating Method

Data Month: mmm yyyy

[illegible]

Confidential & Proprietary

Outbound Call Summary

Data Month: mmm yyyy

[illegible]

Confidential & Proprietary

Inbound Calls by Center

Data Month: mmm yyyy

[illegible]

Run Date: mm/dd/yy

XXXXX RELAY SERVICE

Report F

[illegible]

Confidential & Proprietary

Performance Summary

Data Month: mmnn yyyy

[illegible]

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Outbound Calls by Hour

Report H

Data Month: mmm yyyy

[illegible]

Confidential & Proprietary

Average Session Minutes per Call

Data Month: mmm yyyy

[illegible]

Run Date: MM/DD/YY
Confidential & Proprietary

XXXXX RELAY SERVICE
CapTel Jurisdiction Summary

Report J
Data Month: MMM YYYY

	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
All Calls Handled				
General Assistance	nnn,nnn.nn		nnnnn	nnn.nn
Local	nnn,nnn.nn		nnnnn	nnn.nn
Intrastate	nnn,nnn.nn		nnnnn	nnn.nn
Interstate	nnn,nnn.nn		nnnnn	nnn.nn
International	nnn,nnn.nn		nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nnn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nnn.nn
Month Total	nnn,nnn.nn		nnnnn	nnn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn

Totals with TF & 9xx Allocation		
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn

Report K

Data Month: mmm yyyy

nn.nn

Report G

Data Month: mmm yyyy

Run Date: mm/dd/yy
Confidential & Proprietary

MCS RELAY SERVICE
Summary Report

Report M
Data Month: mmm yyyy

State	Inbound Calls	Outbound Calls	Conversation Minutes				Total
			Intrastate	Interstate	International	800 & 900	
State 1	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
State 2	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
....
State N	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Totals	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn

CapTel Report

Florida

Mmmm yyyy

Total Number of Valid CapTel Phones
CapTel CA Statistics
Customer Service Contacts

Total Number of Valid CapTel Phones

As of mm, dd, yyyy

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

CapTel CA Statistics

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

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xx xx	mm/dd/yyyy hh:mm	within nn hours	XX

Summary Customer Service Information

	<u>Number</u>	<u>Percent</u>
Total Number of Contacts	n	nn%
Phone calls	n	nn%
Email	n	nn%
NA	n	nn%
Support Type		
Service	n	nn%
Technical	n	nn%
Product	n	nn%
Billing	n	nn%
Other	n	nn%
Resolution		
Within 24 hours	n	nn%
Within 48 hours	n	nn%
Exceed 48 hours	n	nn%

Florida Relay Monthly User Evaluation Report

Florida Relay mailed surveys to over X,XXX addresses in MMMM,YYYY. Additionally, the survey was posted on <http://www.hamiltonrelay.com>, with those responses automatically tabulated by an online survey service, SurveyMonkey.com. The responses from the paper and online surveys are tabulated year to date and are reported below.

Paper		Internet		Combined	
Total surveys answered	XXX	Total surveys answered	XXX	Total surveys answered	XXX
Total surveys returned to sender	XXX	Total surveys returned to sender	XXX	Total surveys returned to sender	XXX
Requests to be removed from mailing list	XXX	Requests to be removed from mailing list	XXX	Requests to be removed from mailing list	XXX

Responses from the mailed survey and the internet survey are listed separately, and also as a combined figure, in the table below each question. Answers for each question are calculated as a percentage of the total responses received. Where questions were not answered by the respondent, it is noted as "Did not answer," in those sections.

1. Are you a new relay user:

Paper		Internet		Combined	
Yes	XX.XX%	Yes	XX.XX %	Yes	XX.XX %
No	XX.XX %	No	XX.XX %	No	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %

2. In the past 30 days, I have used Florida Relay 7-1-1 to make a telephone call:

Paper		Internet		Combined	
0 times	XX.XX %	0 times	XX.XX %	0 times	XX.XX %
1-10 times	XX.XX %	1-10 times	XX.XX %	1-10 times	XX.XX %
11-20 times	XX.XX %	11-20 times	XX.XX %	11-20 times	XX.XX %
21-30 times	XX.XX %	21-30 times	XX.XX %	21-30 times	XX.XX %
More than 30 times	XX.XX %	More than 30 times	XX.XX %	More than 30 times	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple answers	XX.XX %	Multiple answers	XX.XX %	Multiple answers	XX.XX %

3. I use the following services/equipment to communicate through Florida Relay (select all that apply)

Paper		Internet		Combined	
TTY	XX.XX %	TTY	XX.XX %	TTY	XX.XX %
Speech to Speech	XX.XX %	Speech to Speech	XX.XX %	Speech to Speech	XX.XX %
VCO	XX.XX %	VCO	XX.XX %	VCO	XX.XX %
HCO	XX.XX %	HCO	XX.XX %	HCO	XX.XX %
ASCII	XX.XX %	ASCII	XX.XX %	ASCII	XX.XX %
Spanish	XX.XX %	Spanish	XX.XX %	Spanish	XX.XX %
Standard Phone	XX.XX %	Standard Phone	XX.XX %	Standard Phone	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple answers	XX.XX %	Multiple answers	XX.XX %	Multiple answers	XX.XX %

4. Florida Relay CAs dial my calls correctly:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Most of the time	XX.XX %	Most of the	XX.XX %	Most of the	XX.XX %

		time		time	
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Less than Half	XX.XX %	Less than Half	XX.XX %	Less than Half	XX.XX %
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple answers	XX.XX %	Multiple answers	XX.XX %	Multiple answers	XX.XX %

5. Florida Relay CAs are patient and do not rush my calls:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	Most of the time	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Less than Half	XX.XX %	Less than Half	XX.XX %	Less than Half	XX.XX %
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple answers	XX.XX %	Multiple answers	XX.XX %	Multiple answers	XX.XX %

6. Florida Relay CAs have good spelling skills:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	Most of the time	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Less than half	XX.XX %	Less than half	XX.XX %	Less than half	XX.XX %
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	N/A	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple answers	XX.XX %	Multiple answers	XX.XX %	Multiple answers	XX.XX %

7. Florida Relay CAs type to me:

Paper		Internet		Combined	
Just Right	XX.XX %	Just Right	XX.XX %	Just Right	XX.XX %
Too Fast	XX.XX %	Too Fast	XX.XX %	Too Fast	XX.XX %
Too Slow	XX.XX %	Too Slow	XX.XX %	Too Slow	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	N/A	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %

8. Florida Relay CAs type background noises (dog barking, baby crying, etc.) to me:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	XX.XX %	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	XX.XX %	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	XX.XX %	XX.XX %
Less than half	XX.XX %	Less than half	XX.XX %	XX.XX %	XX.XX %
Never	XX.XX %	Never	XX.XX %	XX.XX %	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	XX.XX %	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	XX.XX %	XX.XX %

9. Florida Relay CAs type the tone of voice (sounds happy, sounds excited) to me:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	Most of the time	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Less than half	XX.XX %	Less than half	XX.XX %	Less than half	XX.XX %
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	N/A	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

10. Florida Relay CAs spoken language skills are:

Paper		Internet		Combined	
Excellent	XX.XX %	Excellent	XX.XX %	Excellent	XX.XX %
Very Good	XX.XX %	Very Good	XX.XX %	Very Good	XX.XX %
Good	XX.XX %	Good	XX.XX %	Good	XX.XX %
Fair	XX.XX %	Fair	XX.XX %	Fair	XX.XX %
Poor	XX.XX %	Poor	XX.XX %	Poor	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	N/A	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

11. Florida Relay CAs become personally involved in my calls:

Paper		Internet		Combined	
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
Less than half	XX.XX %	Less than half	XX.XX %	Less than half	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	Most of the time	XX.XX %
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

12. Overall, I would rate the skills of Florida Relay CAs as:

Paper		Internet		Combined	
Excellent	XX.XX %	Excellent	XX.XX %	Excellent	XX.XX %
Very Good	XX.XX %	Very Good	XX.XX %	Very Good	XX.XX %
Good	XX.XX %	Good	XX.XX %	Good	XX.XX %
Fair	XX.XX %	Fair	XX.XX %	Fair	XX.XX %
Poor	XX.XX %	Poor	XX.XX %	Poor	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

13. Florida Relay CAs are courteous and professional:

Paper		Internet		Combined	
Always	XX.XX %	Always	XX.XX %	Always	XX.XX %
Most of the time	XX.XX %	Most of the time	XX.XX %	Most of the time	XX.XX %
Half of the time	XX.XX %	Half of the time	XX.XX %	Half of the time	XX.XX %
Less than half	XX.XX %	Less than half	XX.XX %	Less than half	XX.XX %
Never	XX.XX %	Never	XX.XX %	Never	XX.XX %
N/A	XX.XX %	N/A	XX.XX %	N/A	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

14. When I call Florida Relay, the CA answers my call within:

Paper		Internet		Combined	
0-2 Rings	XX.XX %	0-2 Rings	XX.XX %	0-2 Rings	XX.XX %
3-5 Rings	XX.XX %	3-5 Rings	XX.XX %	3-5 Rings	XX.XX %
6-8 Rings	XX.XX %	6-8 Rings	XX.XX %	6-8 Rings	XX.XX %
Over 8 Rings	XX.XX %	Over 8 Rings	XX.XX %	Over 8 Rings	XX.XX %
Did not answer	XX.XX %	Did not answer	XX.XX %	Did not answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

15. I suggest Florida Relay provide more outreach and education to these kinds of businesses:

Paper		Internet		Combined	
Financial Institutions	XX.XX %	Financial Institutions	XX.XX %	Financial Institutions	XX.XX %
Educational Settings	XX.XX %	Educational Settings	XX.XX %	Educational Settings	XX.XX %
Retailers	XX.XX %	Retailers	XX.XX %	Retailers	XX.XX %
Government	XX.XX %	Government	XX.XX %	Government	XX.XX %
Health Facilities	XX.XX %	Health Facilities	XX.XX %	Health Facilities	XX.XX %
Other	XX.XX %	Other	XX.XX %	Other	XX.XX %
Did Not Answer	XX.XX %	Did Not Answer	XX.XX %	Did Not Answer	XX.XX %
Multiple Answers	XX.XX %	Multiple Answers	XX.XX %	Multiple Answers	XX.XX %

Customer Service Report – SAMPLE 2011

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

Call Breakdown:

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

Total XXX

General Information:

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

Total XXX

Equipment:

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

Total XX

Customer Profile:

- XX – Update/Change
- XX – Clarification

Total XX

Outreach:

XX – Presentation

XX – Publication

XX – Requests - Presentation*Total* XX**Service Complaints:**

XX – Ringing/No Answer

XX – Didn't Follow Policy/Procedure

XX – CA Accuracy/Spelling/Typing

XX – Customer Dislikes Policy/Procedure*Total* XX**Long Distance/Billing Issues***Total* X**Features:**

XX – VCO

XX – 2-Line VCO

XX – HCO

XX – Speech to Speech

XX – Spanish*Total* XX**Technical Issues:**

XX – Miscellaneous

XX – Phone system compatibility issue

XX – Customer wants 2-line VCO profile to automatically call voice number

XX – System did not recognize ANI of cell phone user

XX – PC Settings*Total* XX**Technical Complaints:**

XX – Line Disconnected

XX – Garbling*Total* XX**Compliments:**XX – CA Praise*Total* XX

Actual Number of Calls:

TTY – xx

VOICE – xx

SAMPLE Outreach Activities:

Presentations & Workshops:

DATE	User Group Meeting
DATE	User Group Meeting
DATE	Senior Citizens Group Meeting
DATE	Open House
DATE	User Group Meeting
DATE	Conference
DATE	Conference
DATE	Conference
DATE	Deaf Senior Citizens
DATE	Association of the Deaf Meeting
DATE	User Group Meeting
DATE	Technology Fair
DATE	Senior Citizens Meeting

Booths:

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

Home Visits:

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

Media Exposure:

DATE	.
DATE	

Outreach Materials:

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

Florida Relay Monthly Complaint/Commendation Report

1-01-11 to 12-31-11

Organization**Name**

John Doe

VCO

Address**City/State/Zip****Phone Number****Email****Fax****Commendations--****Compliments**

Complaint, Praise or Question goes here

Inquire Date 1/01/11**Record ID****Call Taken****Operator Number****Responded**

Answer to complaint or comment goes here

Response Date 1/01/11**Resolution****Organization****Name**

Jack Doe

HCO

Address**City/State/Zip****Phone Number****Email****Fax****Commendations--****Compliments**

Complaint, Praise or Question goes here

Inquire Date 1/01/11**Record ID****Call Taken****Operator Number****Responded**

Answer to complaint or comment goes here

Response Date 1/01/11**Resolution****Organization****Name**

Jane Doe

TTY

Address**City/State/Zip****Phone Number****Email****Fax****Commendations--****Compliments**

Complaint, Praise or Question goes here

Inquire Date 1/01/11**Record ID****Call Taken****Operator Number****Responded**

Answer to complaint or comment goes here

Response Date 1/01/11**Resolution**

Florida Telephone Relay Service 2011 Annual Report of Operations

(Sample)

Operations Report

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

Traffic Patterns

- Usage (Statistical Information)
- Traffic Analysis

Future Plans & Trends

- Planned Enhancements

Projected Usage

Annual Session Minutes	2011 Actual	2011 Costs	2012 Projected Usage	2012 Costs
Intrastate				
Local				
General Assistance				
800				
Total Conversation or Session Minutes				

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



Hamilton believes that the Financial Information as contained in Attachment H is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

To allow the FPSC to evaluate Hamilton's financial responsibility, Hamilton has filed one highlighted and two redacted copies of its financial information with the Clerk's office. The information submitted includes a copy of its published annual financial statements for the past two years including a statement of income and related earnings, cash flow statement, balance sheet and opinion concerning financial statements from a Certified Public Accountant for Hamilton Telephone Company and for Nedelco, Incorporated, its parent company.

Hamilton has included its primary banking source's letter of reference further in this Attachment.

Hamilton Telecommunications has outstanding financial resources.

Hamilton has more than enough financial resources to operate Florida Relay and has the financial wherewithal to start-up and operate Florida Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition.

- Hamilton has experienced strong and steady revenue growth over the past 20 years.
- Hamilton has shown a profit since approximately 1966.
- Hamilton has no long-term debt, and has not borrowed money since 1976.

This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation and expansion costs for Florida Relay but also demonstrates its ongoing ability to provide "state-of-the-art" services at reasonable prices. Hamilton's outstanding financial resources also ensure continued excellence in the operation of Florida Relay.

Hamilton encourages the FPSC to contact its banking reference listed below, who can attest to Hamilton's ability to meet any of the financial demands contained within the RFP.

Florida Relay

State of Florida / Docket No. 110013-TP

Mr. Tom Darbro, President
Pinnacle Bank
1234 L Street
P.O. Box 229
Aurora, NE 68818
Ph: (402) 694-2111



December 5, 2011

Mr. Kevin Bloom, c/o Ms. Ann Cole
Directory, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Cole:

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 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 Telecommunications 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 Telecommunications has provided strong telephone, cable TV, Internet, deaf relay and telemarketing to Hamilton County and surrounding counties for over 100 years. Hamilton Telecommunications is now servicing a large number of states with their deaf relay service and are continuing to expand in this area. Hamilton Telephone 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. I think that you would be very pleased with the deaf relay service that Hamilton Telecommunications would provide.

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,

A handwritten signature in black ink, appearing to read "Tom Darbro", written over a horizontal line.

Tom Darbro
President



MEMBER FDIC

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Sharon K Murray, David A Dominiani, Maura P Kelly, Joan Leu, Justin Tomlin, Individually

of Omaha, NE, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Senior Vice President and its corporate seal to be hereto affixed on this 28th day of February, 2011.



WESTERN SURETY COMPANY

Paul T. Bruflat

Paul T. Bruflat, Senior Vice President

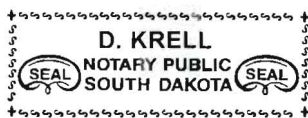
State of South Dakota
County of Minnehaha

} ss

On this 28th day of February, 2011, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Senior Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires

November 30, 2012



D. Krell

D. Krell, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 22nd day of December, 2011.



WESTERN SURETY COMPANY

L. Nelson

L. Nelson, Assistant Secretary

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.

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

as Principal, hereinafter called the Principal,

, a corporation duly organized under

as Obligee, hereinafter called the Obligee,

FRP



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/8/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES OW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. 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).

PRODUCER UNITEL 4435 O Street Lincoln, NE 68510	CONTACT NAME:	
	PHONE (A/C, No, Ext): 402-434-7255	FAX (A/C, No): 402-434-7272
INSURED Hamilton Relay, Inc. dba Hamilton Telecommunications 1001 12th Street Aurora NE 68818	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Hartford Insurance Co.	
	INSURER B:	
	INSURER C:	
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES**CERTIFICATE NUMBER:** 11814711**REVISION NUMBER:**

THIS IS TO CERTIFY THAT 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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC			91UUNND6927	6/30/2011	6/30/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	UTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			91UUNND6927	6/30/2011	6/30/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			91RHUNDO918	6/30/2011	6/30/2012	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	91WEGJI3300	6/30/2011	6/30/2012	WC STATUTORY LIMITS <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Mr Kevin Bloom, c/o Ms Ann Cole
Director, Office of Commission Clerk
Florida Public Service Commission
40 Shumard Oak Boulevard
Jalahassee FL 32388-0850

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

(TX) Joseph S. Weipert

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ACORD 25 (2010/05)

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Hamilton believes that the Network Maps as contained in Attachment I is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.



Hamilton believes that the Quality Information as contained in Attachment J is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.



Hamilton believes that the CA Training Plan as contained in Attachment K is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

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Hamilton believes that the Policy and Procedures Manual as contained in Attachment L is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.



Hamilton believes that the Disaster Recovery Plan as contained in Attachment M is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.



Top Reasons to Select Hamilton Relay Services

There are numerous reasons that Hamilton stated throughout its proposal that form a sound basis for the FPSC to select Hamilton as its relay provider. We would like to highlight some of the key points that we believe are particularly key reasons to award this bid to Hamilton:

1. The relay users of FRS will **never** need to settle for a “cookie cutter” approach toward relay. Hamilton will provide relay service that is customized to meet the individual needs of relay users in Florida. 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 customer service and account management 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 or facing bankruptcy and we are not at risk of changing our course. We are dedicated to providing relay service as **Relay 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, you will find that our company is responsive to all needs. Hamilton’s responsiveness allows it to continue to win state contracts and consecutive bid awards. Hamilton will do the same for Florida.
5. Hamilton 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, S7, Remote Conference Captioning, Internet Relay (including Wireless Relay), Web CapTel (including Mobile CapTel), and Speech to Text applications.
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 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 FRS 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 provided Relay since 1991. Hamilton has six relay centers in operation and provides relay/or and CapTel services to users in nineteen States and U. S. territories. Hamilton still employs many of the key personnel who were responsible for the successful installation, transition and continued operation of those centers. Hamilton will add other experienced staff in the areas of technical, operations and customer service that will assist with the operation of FRS. **Hamilton has the proven experience, knowledge, resources and capabilities to operate FRS.**
12. Today, Hamilton has all the needed resources, including software, workstations and switching capacity to operate FRS. Hamilton is ready to go to work for the FPSC, the Advisory Committee, and for all the relay users in Florida.

13. There are many advantages to choosing Hamilton as the FRS provider. If Hamilton is awarded the contract, the FPSC, the Advisory Committee, and all FRS 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 or Spanish to correct spoken English or Spanish. Hamilton easily accomplishes customization for each relay user and consistency in call processing. Hamilton brings this level of service to Florida .
- Hamilton will be constantly available to relay users, the FPSC, the Administrator, the Advisory Committee and any other interested parties including all organizations that serve relay users. This allows for definitive regulatory and administrative control. Hamilton gives the FPSC, the Advisory Committee 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 the FRS and will fix these problems through additional CA training or through procedural changes. Hamilton brings this level of service to the FRS.
- The FPSC, the Advisory Committee and any relay users who desire it will receive **constant attention** from Hamilton. Hamilton has a reputation for its responsiveness. The reason Florida will be pleased with Hamilton as its relay services provider is not only our quality, but also our responsiveness. Hamilton will provide the with relay service that is 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, the FPSC and the Advisory Committee. Hamilton will use the feedback from relay users to change and improve its call processing procedures.
- Hamilton will strive to strengthen a partnership with the FPSC, the Advisory Committee, and other organizations that serve relay users and welcomes any assistance these organizations might offer. As the FRS provider, Hamilton will share consumer complaints with the FPSC and will work with the FPSC, the Administrator and the Advisory Committee to determine the best solution to make the service better for all the users. Because Hamilton has already established relationships with organizations and other groups associated with relay users and because of its size, Hamilton will be 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. Hamilton's outreach team will be involved with district and state events and will have equipment set up at these events to allow actual hands on experience in making relay calls. Hamilton will use these events to gather feedback.
- **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 continue to 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 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 or come close to the level of outreach that Hamilton provides to the FRS users.
- **Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing on each relay call.** Hamilton will continue to meet FCC answer performance standards for Florida. Our size allows us to be responsive to all standards and unique requirements of the individual state programs.

Hamilton will deliver high quality relay services and a high level of responsiveness. The FPSC, the Advisory Committee and the FRS users will maintain control of their service, the features, and procedures that are implemented and the overall quality of relay. With Hamilton, the FPSC, the Advisory Committee, and the FRS users always have choices. This makes Hamilton the right choice.

Hamilton looks forward to providing relay service to Florida. Hamilton Relay welcomes the opportunity to discuss its proposal in person, if so desired, with the FPSC and the Advisory Committee.

Corporate Summary

Telephone

Internet Service

Relay

Information Systems

Long Distance

Managed Hosting Services

Cable Television



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 seven company divisions that operate on a local, regional, and national basis 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 land line 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 high-speed wireless broadband internet access called Hamilton GMax.

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, businesses and/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, 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 ground 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.

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, 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.

20011-03-11

CONNECTING YOUR WORLD.

1001 12th Street - Aurora, Nebraska 68818
voice 402.694.5101 - fax 402.694.2848 - website: www.hamiltontel.com

Who is Hamilton?

- Diverse, state-of-the-art telecommunications company providing:
- In business since 1901.

• Local Telephone Service	• Cable Television Service
• Long Distance Service	• Internet and Computer Services
• Relay Services – approximately one half of the company's business	• Information Services
• Data Hosting Services	

- Employs nearly 400 people.
- Has experienced strong and steady revenue growth over the past 20 years.
- Has shown a profit since approximately 1966.

• Privately held company	• Not merging with another company
• Outstanding financial health	• Not facing bankruptcy
• Dedicated to success of core business lines	• Necessary resources to continue to take advantage of new technologies

Why Choose Hamilton Relay?

- Reputation for providing outstanding relay service – from call processing, to technical development, to outreach services.
- Provider of relay service to seventeen states, the Island of Saipan and the Virgin Islands:

Iowa	Arizona	Louisiana	Kansas	Maine	Georgia	Utah
Montana	Virginia CapTel	Maryland	Pennsylvania CapTel	Saipan	Virgin Islands	
Idaho	Rhode Island	California	Massachusetts	New Mexico	Tennessee CapTel	

- 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.

The Hamilton Story

HAMILTON®

1901

- Hamilton was established as Hamilton County Farmers Telephone Association

1960's

- Hamilton was purchased by the Nelson Family (1961)
- Mid-State Community Television Founded (1967)

1970's

- Infrastructure Upgrade - 99% Network Underground

1980's

- Installed First Digital Switch (1981)
- Infrastructure Upgrade - Fiber (1983)
- Completion of First Fiber Sonnet Ring (1985)
- Founded Aurora Telemarketing (1986)

1990's

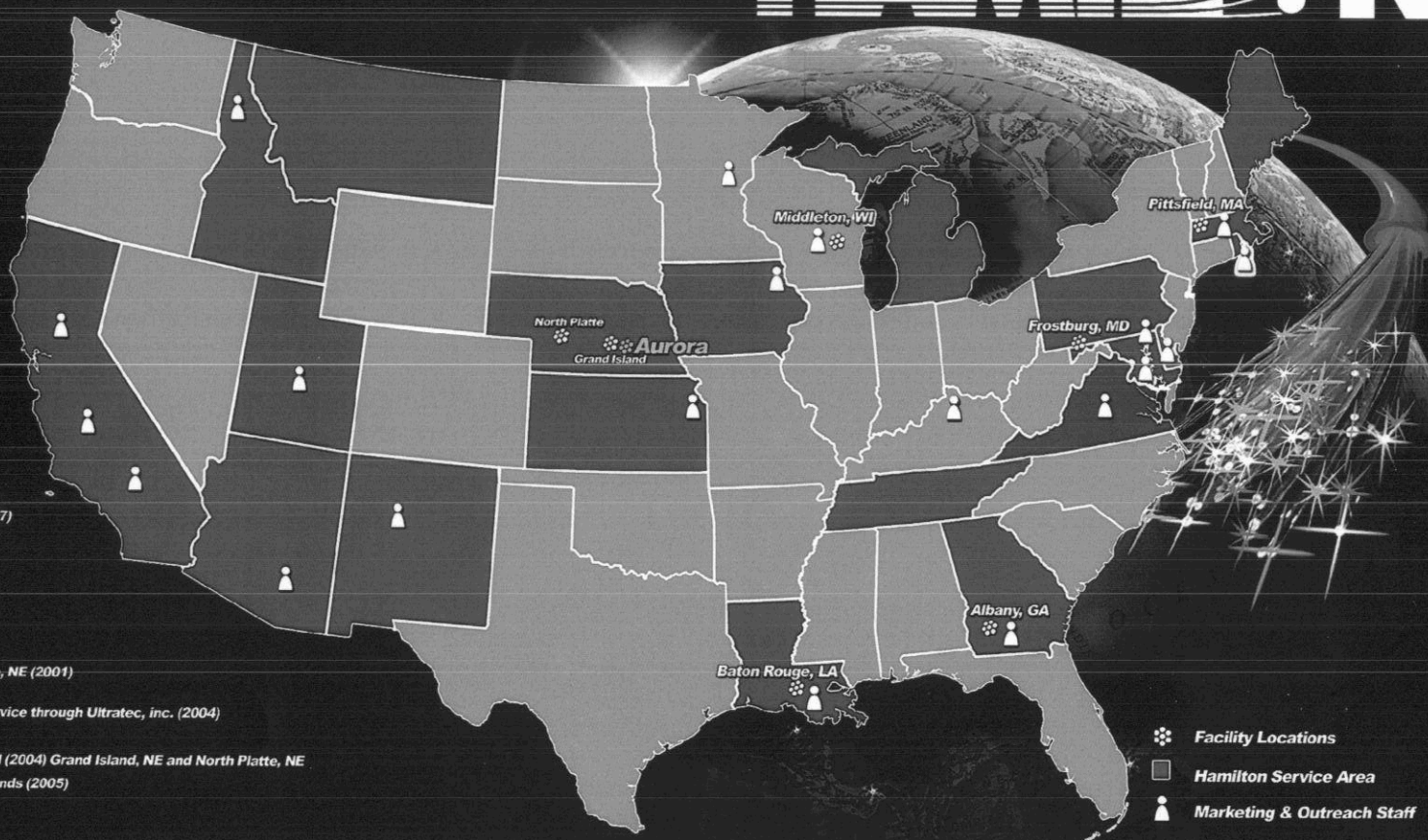
- Hamilton Relay Division Founded (1990)
- Hamilton Relay Center Opened - Nebraska (1994)
- Hamilton Telecommunications Branded (1995)
- Hamilton.Net Founded (1995)
- Hamilton Contact Center Opened - Columbus, NE (1996)
- Hamilton Digital Switch Upgraded - 2nd Generation (1997)
- Hamilton Relay Center Opened - Louisiana (1998)
- Hamilton Relay Center Opened - Wisconsin (1999)
- Hamilton Long Distance Division Founded (1999)

2000's

- Hamilton Contact Center Opened - Kearney, NE (2000)
- Hamilton Expanded to Grand Island, NE and North Platte, NE (2001) Information Systems and Internet Services Provided
- Hamilton Relay begins offering Captioned Telephone Service through Ultratec, inc. (2004)
- Hamilton Relay begins offering service to Saipan (2004)
- Hamilton.Net Implemented 3G EvDo Wireless Broadband (2004) Grand Island, NE and North Platte, NE
- Hamilton Relay begins offering service to U.S. Virgin Islands (2005)
- Hamilton Relay Center Opened - Georgia (2006)
- Hamilton Relay Center Opened - Maryland (2007)
- Hamilton Relay Center Opened - Massachusetts (2008)

2010's

- Hamilton begins providing Captioning Services from headquarters in Aurora, NE (2011)



Aurora, NE 1901
Hamilton County
Farmers Telephone Association



Aurora, NE
Corporate Office



Aurora, NE
Hamilton Relay Center



Aurora, NE
Hamilton.net
& Hamilton Information Systems



Grand Island, NE
Hamilton.net
& Hamilton Information Systems



North Platte, NE
Hamilton.net
& Hamilton Information Systems



Baton Rouge, LA
Hamilton Relay Center



Frostburg, MD
Hamilton Relay Center



Middleton, WI
Hamilton Relay Center



Albany, GA
Hamilton Relay Center



Pittsfield, MA
Hamilton Relay Center

Full Service Data Center

Hamilton Managed Hosting & Colocation is dedicated to providing the latest in affordable, secure and customized data center options. Regardless of the size of your business, you can depend on Hamilton for the effective management of your IT equipment and network infrastructure.

From desktop computer to data center your business depends on data – let the experts at Hamilton help you protect this valuable asset.

Facility Features

- Reinforced Concrete
- 18" Raised Floors
- AC/DC Power Plant
- Seismic Zone 1 Rating
- Major Carrier Connectivity (T-1, DS3, OC-n)
- Redundant Cooling Systems
- Dual Air Handling Units
- 350 KW Automatic Fail Over Generator
- Battery and Generator Power Back Up
- Biometric & Video Security

What is the value to your business...

- To have uninterrupted service?
- To have IT Experts monitoring & reporting problems before they affect your business?
- To ensure your data is secured and protected?
- Of time?

Managed Hosting

Hamilton Facilities - State of the art blade center and Storage Area Network (SAN) environment provides primary, secondary or disaster recovery solutions, an affordable alternative to developing and staffing your own facility.

Redundant Power - Fully integrated telecommunications services and backup generators ensure your power is uninterrupted.

Service and Support - Hamilton monitors your services to resolve issues quickly and efficiently.

Increased Efficiencies & Cost Savings - Hamilton's technicians allow you and your staff to focus on your core business.

Central Processing Unit (CPU's) - State-of-the-art shared or dedicated processing resources ensure application and data storage available on-demand

Colocation

Remote Hands - Let your experienced IT experts remotely manage and monitor your IT equipment or rely on Hamilton to do it for you.

Hamilton Facilities - Hamilton's facilities require the space you need with minimal management.

- Secure facility
- Rack space available per Unit, half-rack, or full-rack.
- Internet connectivity
- Redundancy of operations on primary or secondary services.
- Hamilton has the ability to offer primary and secondary hosting options providing geographic diversity.

Trusted Solutions For Online Data Back Up & Recovery

Live Vault - Consistent and affordable data backup software and disaster recovery solutions.

Iron Mountain Digital - Hamilton is a certified seller of Iron Mountain Digital, the world's leading provider of storage as a service data protection and recovery. Hamilton is able to provide scalable online data backup solutions for any size organization.

Network Monitoring

Scalable - Providing scalable network monitoring and management services for businesses regardless of their size and budget.

Centrally monitored - All IP enabled switches, routers, circuits, computers and peripherals that reside on the network are centrally measured and monitored- saving our clients time and money.

Customized Solutions - Hamilton provides customized solutions for our clients:

- Centrally Monitored Help Desk 24 x 7 x 365.
- Automatic Network Scans
- Customized Alert Notifications- Trouble Reporting Structure that is unique to the client's business based on equipment type, issue severity, or service level agreements.
- Network & IP Mapping
- Asset Tracking
- Web-based interface to segment what users see based on job function or responsibility.
- Measurements - Hamilton Measures WAN (Wide Area Network) & VOIP (Voice Over Internet Protocol) status, Remote Site WAN Evaluation, VOIP Quality of Service (QoS) Connections.



Hamilton Managed Hosting
1001 12th Street
Aurora, NE 68818
800.821.1831
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HAMILTON
MANAGED HOSTING & COLOCATION

Information Systems

Telephone
Internet Service
Managed Hosting Services
Information Systems
Relay
Long Distance
Cable Television

HAMILTON[®]

INFORMATION SYSTEMS

Business Networks • PC's and Laptops • Contract Services • Business Phone Systems

Your Full Time I.T. Experts Without the Full Time Cost

Hamilton Information Systems takes great pride in being the I.T. services company of choice for our clients. Time and again, Hamilton has proven its ability to provide quality staffing and certified expertise, practical and cost effective solutions, proactive and prompt services.

Hamilton Information Systems provides Technology and Communications planning, support, and implementation solutions for a wide range of clients public and private, large and small, local and regional to make I.T. work for you.



Products & Services

•Network Management

Increase network efficiency, reliability and security while reducing network management and infrastructure costs.

•Telephony Network Systems

Hamilton Information Systems offers Fujitsu solutions and is a leading provider of fiber, copper and Ethernet network systems.

•Network Design and Consultation

Current network configuration assessments and recommendations based on your business' strategic objectives.

•Internet Core Solutions

Hamilton offers unrivaled internet core network design, maintenance and upgrades; state of the art network monitoring and reporting for small to large ISPs.

•Managed Hosting & Colocation

Hamilton has carrier grade data and application hosting; back up services and data center facility support for critical business applications and equipment with state of the art network monitoring and reporting.

•Business Phone Systems

Avaya based business key system design, installation, support and dedicated technicians who receive the highest quality training.

•Server, PC and Switching Hardware

Turnkey solutions through customized server and computer hardware with leading industry manufacturers and vendors.

•Contract Service and Support

Flexible contract pricing plans that meet unique needs and budgets as well as pay as you go service agreements.

Contact Hamilton today!

For more information about Hamilton Information Systems, please visit us at one of our locations or email us at info@hamiltonISbusiness.com.

We Make I.T. Work

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