

The Hamilton RELAY CONNECT R

Q4 2008

hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER SERVICE NUMBERS

Arizona

866-259-1768 V
800-347-1695 TTY

District of Columbia

866-560-1452 TTY/V

Georgia

866-694-5824 TTY/V

Idaho

800-368-6185 TTY/V

Iowa

888-516-4692 TTY/V

Kansas

866-735-2957 TTY/V

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 TTY/V

Maine

800-270-9709 TTY/V

Massachusetts

800-720-3479 V
800-720-3480 TTY

Maryland

866-269-9006 TTY/V

Montana

866-897-8860 TTY/V

Nebraska

800-322-5299 TTY/V

Rhode Island

866-703-5485 TTY/V

West Virginia

866-430-1274 TTY/V

Wisconsin

800-395-9877 V
800-283-9877 TTY

Wyoming

888-694-4450 TTY/V

Striving to Enrich the Education of Children

Members of the Hamilton Relay Outreach staff are here to provide answers to questions about telecommunications relay services and how these services can enhance communication efforts. Relay users and their families as well as businesses and organizations all benefit when communication is clear, and Hamilton works hard to ensure opportunities for effective communication are available.

Melanie McKay-Cody, a Hometown Leader in Kansas is also working to provide people the access and ability to communicate

more effectively. As you will learn through the story below, Melanie was inspired to help build the communication skills of interpreters who work with children who are deaf. By helping interpreters sharpen their skills, she believes that children's access to communication is improved. We hope you enjoy Melanie's story — and invite you to contact us with your own story.



Melanie McKay-Cody • Kansas

Continued on page 4

Melanie McKay-Cody is an impassioned individual who is making a difference in her hometown. A resident of Topeka, Kansas, she is a leader in her community drawn to finding ways to help ensure that children who are deaf and hard of hearing are able to communicate. One way to do that is to help interpreters become better at what they do.

"I feel it is my duty to build the skills of interpreters working with children who are deaf," said Melanie, who is a graduate of Gallaudet University. As a graduate student, Melanie worked in Sign Language Studies through a program housed under the rehabilitation department at the University of Arizona. Melanie has Native American roots and, in fact, American Indian Studies is one of her great interests.

"I feel it is my duty to build the skills of interpreters working with children who are deaf."



Greetings from Dixie

At the end of the year it may seem strange to talk about “*firsts*.” At Hamilton Relay, however, no matter what time of year it is we are always thinking about what comes *first* each and every day. Nothing is easier to answer for any Hamilton employee, as the answer is YOU! Every day, the *first* thing we do is ensure that we are providing the best quality relay services. We do that by evaluating reports, customer service data, answer performance, and many other key quality indicators. If anything needs to be changed or addressed, that is the *first* thing we do.

Our technical team also works to keep you *first* each and every day. Over the last year, Hamilton has been working to deploy new hardware and software in its switching systems. This allows us to provide the latest in technological advancements while maintaining reliable service. Having a strong foundation in place allows our operations and customer service teams to provide you with a relay service that is customizable to your individual needs.

Hamilton’s outreach team is always poised to be the *first* to meet all your relay needs. No matter if you need individual assistance, a presentation for a group, or a demonstration of our products, our team will provide the needed education.

Don’t hesitate to call on our outreach staff at any time. Their passion is sharing with others all the things relay can do to improve communication.

Hamilton also strives to provide you with outstanding products. We are very excited to be the *first* to provide you with Web CapTel® and Mobile CapTel® solutions that work on a single phone. (Please see the story on the next page for more information.) In addition, we are equally excited to bring to you Hamilton Web Relay™ service, in which you can receive a Hamilton HomeTown Number™ so that others may call you directly while you are connected to the Internet. Hamilton is the *first* to provide this service in such a manner that does not require you to be available to all of your “buddies” on an instant message client. (More information is available below.)

Thank you for your business throughout 2008. We look forward to ensuring that you remain *first* throughout 2009. Please let us know if there is anything additional we can do to accomplish just that. Happy Holidays!

Dixie Ziegler
Vice President of Hamilton Relay

New Services a Great Combination

In November, Hamilton Relay was the *first* to introduce a truly web-based text relay service that allows individuals who are deaf, hard of hearing or speech disabled to not only place, but receive calls. The service is called Hamilton Web Relay™ and is available using any Internet-connected computer and a web browser.

“Hamilton Web Relay is unique because it is completely web-based, which means there is nothing to download making the service available wherever the user connects,” says Dixie Ziegler, Vice President of Hamilton Relay.

Hamilton Web Relay users also enjoy an uninterrupted call experience because the Web Relay environment is private — it is not an instant messaging community with buddy lists and potential disruptions.

Also new from Hamilton Relay is the opportunity for relay users to receive a Hamilton HomeTown Number™ — a local, 10-digit phone number.

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 callers can leave a message if a call is missed. A local, 10-digit Hamilton HomeTown Number can also be used with Hamilton Instant Relay™ using AOL Instant Messenger® and GoogleTalk®.

“This is a huge breakthrough for the deaf, hard of hearing and speech disabled communities. 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 10-digit number.”

For information about Emergency 911 Calls and Hamilton Internet Relay services, please visit www.hamiltonrelay.com.



Mobile CapTel® Improves Access

Hamilton Relay has launched Hamilton Mobile CapTel® — the *first*, single-phone mobile captioned telephone service designed specifically for individuals who have difficulty hearing on the phone. Similar to the closed captioning provided on most television programs, Hamilton Mobile CapTel allows users to place and receive calls — while reading word-for-word captions — on a single device.

Hamilton Mobile CapTel is a free service that 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. “We are excited to be the *first* company to provide a single source solution for Mobile CapTel,” said Dixie Ziegler, Vice President of Hamilton Relay. “With the introduction of Web CapTel last March and now Mobile CapTel, we’re making equal access to all



individuals a reality, wherever they are. While initially available on the iPhone™ 3G, we look forward to quickly making Hamilton Mobile CapTel available on a variety of devices and networks.”

Hamilton Mobile CapTel is the natural evolution of Hamilton Web CapTel, which allows users to view captions of telephone calls on an Internet-connected computer while listening to the conversation on any phone.

To learn more, please visit www.hamiltoncaptel.com, call Hamilton CapTel at 888-514-7933, or e-mail info@hamiltoncaptel.com. Don't have an iPhone 3G and want access to Hamilton Mobile CapTel? Call 888-514-7933 and a representative will find a custom mobile solution for you.

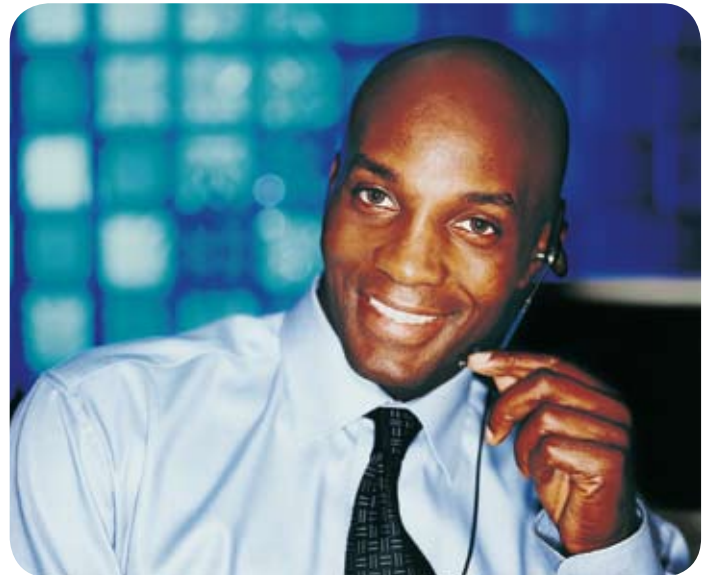
CapTel is a registered trademark of Ultratec, Inc. iPhone is a registered trademark of Apple, Inc.

Customer Service Corner

As we all know, things can get very busy around the holidays. Crowded stores, long lines, and long hold times on the telephone are just a few of the inconveniences we must navigate. Since calling ahead can often save you valuable time during the holidays, we've listed a few suggestions on how to make sure your calls through the relay are processed as quickly and as smoothly as possible.

1. Provide instructions to the operator at the beginning of your call. If you are calling a business, tell the operator which department you need to contact. For instance, “Operator call Macy’s at 555-123-4567 and get the children’s department.” This will eliminate a few steps from the relay call process and ensure that you speak to the correct department as quickly as possible.

2. Have your greeting ready before the number is dialed. You may even give it to the Operator at the same time you provide the number. This eliminates the normal delay in the beginning of the relay call, which can be very important if you're calling a busy store or restaurant. An example of a greeting you could give the Operator is: “Hi. This is Mary and I was wondering if you had any children’s snow boots in stock?” This helps the person answering the phone to immediately know your question.



Hopefully these suggestions will help with your calls and make your experience using the relay during this hectic holiday season a more pleasant one. Feel free to contact Customer Service with questions, or to set up a Customer Profile allowing you to set preferences such as your connect mode, greetings, long distance provider, speed dial numbers and more.

Through a training program that was developed as a result of Melanie's work, she uses linguistics, interpreting, and cultural studies to provide a rich experience and language exposure for interpreters. "I provide skills improvement to help them be better interpreters in the classroom. The better the interpreter, the better the child's access," she said.

Recognizing that there are not enough educational opportunities through which interpreters might grow their skills, Melanie felt obliged to play a leading role in providing training and exposure. It is her way of giving back to the community.

Melanie makes her home in the peaceful countryside outside of Topeka, where she enjoys connecting with nature and the surrounding stillness of Mother Earth and Father Sun. Although she feels disconnected in the city, Melanie noted,

"Indian people believe that whatever we're faced with, we must learn to deal with and overcome."

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

At home, her rural setting does not have high-speed Internet access, so Melanie continues to use a TTY for relay access. When at work, however, she uses a wide array of technology that supports her phone conversations with other professionals and colleagues.

Melanie uses Hamilton Relay's technology and services to enhance her way of living, and it provides yet another way for her to lead in her hometown of Topeka.

If you no longer wish to receive information from Hamilton Relay, please contact us at 800.618.4781.



Hamilton Relay Service
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