

The Hamilton RELAY CONNECT

FALL 2009

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

New Mexico

877-463-0994 TTY/V

Rhode Island

866-703-5485 TTY/V

Wisconsin

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

Wyoming

888-694-4450 TTY/V

Hamilton Relay Begins Outreach Program for Speech-to-Speech Relay

Speech-to-Speech (STS) relay service is one of the least familiar relay options—that's why Hamilton Relay has partnered with Dr. Robert Segalman, a consultant on STS, to build an outreach program to expand the awareness and use of the free service.

Many individuals who could benefit from STS do not know about it—or do not fully understand how it works. STS calls are processed through communication assistants who listen to, comprehend and repeat the words of people with speech disabilities. STS provides individuals with speech disabilities a means of communication that facilitates independent telephone use.

Dr. Segalman and Hamilton Relay are

working to identify people who work with or know individuals who may benefit from STS. After identifying potential STS users, assistance will be provided on how to use STS.

“We are identifying allied medical professionals, such as speech language pathologists and occupational therapists who can educate individuals about STS and, in turn, these professionals can assist prospective STS consumers in learning about the free service and making STS calls,” said Dr. Segalman. “We want to increase the number of people who are aware of STS and expand the number of people who use it. Our goal is to support more people to become more independent.”

Dr. Segalman to Lead STS Outreach Efforts Continued on pg 4



Dr. Segalman, aka Dr. Bob, is known in STS circles for his involvement in developing the first STS program nearly 20 years ago. It was the first time that many individuals with speech difficulties could independently use the telephone without relying on the people in their lives to make calls for them. STS can be a life-changing experience for individuals who have not been able to communicate via the telephone. Using STS allows individuals a private life and the ability to conduct their own business as necessary.

Dr. Bob was motivated to develop STS because he has difficulty being understood on the telephone due to his cerebral palsied speech. Upon the development of STS, he successfully lobbied to add STS as a service of the TTY relay, and has worked tirelessly ever since to promote STS to those who may benefit from the innovative service.

There may be a million people—or more—who have difficulty speaking and could benefit from STS; yet identifying those individuals has been a challenge.

“STS is an amazing and beneficial service for many people, and I'm enjoying the collaboration with Hamilton Relay to spread the word,” Dr. Bob said.



Hamilton Relay Selected as New Service Provider in New Mexico!

Hamilton Relay has been awarded the contract to provide telecommunications relay services for the citizens of New Mexico. Hamilton began processing relay calls in New Mexico on July 1, 2009. "Hamilton is extremely pleased to have this opportunity to provide service to the relay users of New Mexico," says Dixie Ziegler, Vice President of Hamilton Relay. "Our staff worked closely with the previous relay provider to ensure a seamless transition of service. We are very active within the communities that we serve and look forward to initiating a variety of activities in the state of New Mexico."

For more information, visit www.HamiltonRelay.com and click on State/711 Relay, call 800-618-4781 (V/TTY) or send an e-mail to info@hamiltonrelay.com.

Captioned Telephone

Introducing CapTel 800i®



CapTel 800i® Captioned Telephone

- Listen to and read what is being said
- Captions available for every call
- Service is free and available nationwide

Hamilton is excited to introduce a new addition to the family of Captioned Telephone products and solutions, the CapTel 800i®. Developed by Ultratec, Inc., the CapTel 800i is as simple to use as a traditional telephone, yet is anything but traditional.

By using existing phone service (whether analog or digital) along with a high-speed Internet connection, the CapTel 800i automatically provides captions on both incoming and outgoing calls, similar to 2 Line CapTel service. With captioned telephone service, everything the other party says is captioned on the display screen of the CapTel phone. The bright, fully adjustable five-inch screen on the CapTel 800i allows users to adjust the font size and background to suit their reading preferences.

"The independence it has given me is amazing!" says Marie Drew, user of the new CapTel 800i. "The CapTel 800i is the best of all worlds. The great thing about CapTel is, because I can listen as well as

read captions, I usually know when the other party is speaking, and when the 'sound' stops, I know it is okay for me to speak." Marie loves the CapTel 800i telephone because friends, family and businesses can call her directly and callers don't even realize she has a hearing loss. "I also can now talk to my grandchildren without confusion."

The CapTel 800i, available nationwide, joins Hamilton's other captioned telephone solutions which include traditional CapTel service using the CapTel model 200, Hamilton Web CapTel® using a computer or laptop with high-speed Internet and any phone, and Hamilton Mobile CapTel® using an iPhone® or mobile device along with a 3G wireless network capable of transmitting voice and data simultaneously.

With multiple options available to receive captions, CapTel users never have to miss what is said during conversations. All parties involved will benefit from clear, fast communication and now there's a CapTel solution wherever an individual is located. For more information or to order a CapTel phone, visit www.hamiltoncaptel.com.

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Things You May Not Know About 10-Digit Numbering...



If you use an Internet-based relay service, there are some things you need to know about the new 10-digit numbering requirement.

As a way to prepare you in advance of the upcoming November 12th deadline, following is important information to help address misconceptions that relay users may have regarding the new Federal Communications Commission (FCC) requirements.

WHO must register?

Relay users who currently use or intend to use Internet-based relay services must obtain a separate 10-digit number FOR EVERY INTERNET-BASED RELAY SERVICE USED. In other words, if you use Internet Relay as well as Video Relay, you must register to receive a 10-digit number for each service. If you want to be able to place or receive relay calls using a wireless/mobile device, YOU MUST obtain a 10-digit number for use with relay. EVEN THOUGH your mobile device comes with a phone number assigned to it, you still need to obtain a separate 10-digit number for relay use on your mobile device as 10-digit relay numbers are separate from your 10-digit cellular number.

WHAT is a 10-digit number?

10-digit numbers have been the standard numbering system used for voice telephone service in North America for years. The FCC's intent in implementing the 10-digit numbering requirement is to make telephone communication and 911 access using Internet-based relay services more efficient for people who are deaf, hard of hearing and/or speech disabled.

WHY obtain a 10-digit number?

Obtaining a 10-digit number serves two purposes: **1)** it allows friends, family members and businesses to call you directly, and **2)** in the case of an emergency, when calling

911, your call can be routed to the nearest emergency call center. With a 10-digit number, you no longer need to provide a special number for relay along with your number and then explain calling through relay. When you register, you will be required to provide the physical address of your location, so that should you dial 911, your call will automatically route to a nearby 911 call center and emergency personnel will automatically obtain your address.

WHEN to obtain your number?

You must register and receive your 10-digit number(s) by November 12, 2009! After this date, without an assigned 10-digit number, you will not be able to place or receive Internet-based relay calls. Any previous toll-free or other access number you may have been assigned will no longer work after November 12, 2009.

HOW do you receive a 10-digit number?

It's simple! Register with your preferred provider. Hamilton Internet Relay users (including Hamilton Instant Relay™ (using AIM® or Google Talk™) and Hamilton Web Relay™, need to simply logon to www.hamiltonrelay.com, click on Internet Relay, then click on the "HomeTown Number Register Here" icon in the upper right-hand corner of the web page. You may also call Customer Service at 877-445-4563 (V/TTY) for assistance. We will process your registration request and reply with your new 10-digit number(s).

If you have additional questions or would like assistance with the registration process, please feel free to contact Customer Service. **We're here to help!**

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 callings, visit www.hamiltonrelay.com.

EMERGENCY NOTICES

Hamilton Relay has established a procedure to notify relay users about important information pertaining to accessibility to relay services in the event of a large scale emergency or flu pandemic. Visit your state's relay web page at www.hamiltonrelay.com, follow Hamilton Relay on Twitter or find us on Facebook to view notifications. E-mail notices will also be delivered to known listserves, agencies and organizations. If you would like to receive direct e-mail notifications for emergencies and other news and information from Hamilton Relay, please send your e-mail contact information to: notification@hamiltonrelay.com.

More on Speech-to-Speech

STS is available to anyone who has difficulty speaking and can be accessed by calling the state's relay STS toll-free number—or by dialing 7-1-1 from any telephone and asking for STS. Once on the line, the operator will connect the caller to an STS-trained Communication Assistant (CA).

Trained CAs are familiar with a variety of speech patterns, including speech patterns resulting from cerebral palsy, stroke complications, voice disorders or other speech difficulties. Like other Hamilton Relay CAs, STS CAs are professional and attentive, and can assist both the caller and receiver with questions about STS and how it works.

If you know someone who may benefit from STS, or have questions, please contact Hamilton Relay by phone at 800-618-4781 V/TTY, or by sending an email to info@hamiltonrelay.com. More information and background on STS is also available from Dr. Bob's website, www.speechofspeech.org.



Speech-to-Speech calls are processed through professional Communication Assistants who are trained to understand and voice the words of people with speech disabilities to others, thus facilitating independent telephone use.



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