

The Hamilton RELAY CONNECT R

SUMMER 2010

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

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

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

866-703-5485 TTY/V

Utah

877-831-4782 TTY/V

Wyoming

888-694-4450 TTY/V

Relay Service Changes Lives

Communication over the telephone can be intimidating for many individuals who are deaf, hard of hearing or have difficulty speaking. The good news is that once folks know there are services available to facilitate phone conversations, a feeling of independence is gained and the fear that may stem from making a simple phone call disappears.

One of the primary goals of Hamilton Relay's outreach staff is to work toward alleviating concerns around use of the phone by educating individuals regarding available relay services. By fitting the most appropriate service and/or equipment that satisfies their needs, individuals can communicate freely on the telephone.

An example of how relay can change lives surfaced in Iowa, where Hamilton is the service provider for Relay Iowa. Lori Sporrer, outreach project manager, made a visit to Scott and

Carole Vannoy. Scott had been struggling with communicating over the telephone due to his hearing loss, and relied on his wife, Carole, to make phone calls for him. Carole found it difficult to take on the responsibility of homeschooling their eight children without her husband fielding calls as the number of calls were increasing.

Lori introduced Scott and Carole to available relay services and they immediately began to realize the impact relay service could make in every aspect of their lives. As Lori worked closely with Scott to determine the best service to accommodate his hearing loss, they determined that Captioned Telephone (CapTel®) service would be the best fit. CapTel would allow Scott to speak for himself and use his residual hearing to listen to the other party, while viewing captions to support the understanding of certain phrases and words he had been missing.

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Recordings and More Recordings

Often times, when calling businesses such as the airlines, government agencies, medical facilities, and retail stores, you can be taken through a series of long-winded recordings before you actually connect with the person you intend to reach. It may seem that there is no simple way to make contact with the person or department with which you wish to connect. Unfortunately, when placing such calls through the relay there are no special buttons that Communication Assistants (CA) can use to process your calls any faster. So, in order to process your calls smoother, here are some helpful tips to keep in mind before you place your call:

- 1. Provide direction for the CA:** If you know you want to speak with someone in the bakery department, type to the CA, “live person bakery department”. Specific information like this can help speed up the processing time.
- 2. Supply account information:** Often times, a recording will ask that account information be entered in order to direct you to the appropriate department. When contacting a telephone company or credit card company, provide the CA with your account number, date of birth, or other pertinent information related to your account.



- 3. Provide your menu options:** If you frequently call a place of business and are familiar with their menu options, let the CA know that you would like to, “press 1 for electronics” and then “press 2 for technical support”.

We recognize that your time is valuable and trust that these suggestions will assist you in navigating through menu options and recordings more efficiently.

Now Available on Your iPhone®



You no longer need to miss out on what is being said...wherever you are! With the recent release of the Hamilton Mobile CapTel® iPhone App, you can place and receive captioned calls directly from your iPhone. To download the App, simply visit the iTunes® App Store and search for “Hamilton Mobile CapTel.” The App is free, and with it you’ll be able to access the Hamilton CapTel Service 24/7. For further instruction and to find out more about this exciting addition and all its features, visit www.HamiltonCapTel.com/iPhone.

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Hamilton 2010 Events

Hamilton Relay will be participating in several events throughout the remainder of the year. You can drop by our exhibits to learn more about the services we offer and how to get forward to meeting you at our events.

DATE	EVENT NAME
July 6-10	National Association of the Deaf Biennial Conference
July 18-23	DeafNation World Expo
Sept. 1-5	Association of Deafened Adults ALDAcon 2010
Sept. 30-Oct. 2	AARP Life@50
Nov. 4-6	Academy of Audiology

That's what I'm talking about

HAMILTON



Hamilton Boosts its Number of Contracted States in 2010

Hamilton Relay is excited to have recently been selected as the Telecommunications Relay Service provider for the State of Utah and the State of California, expanding its services across 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. Hamilton Relay began providing relay service for the State of Utah on January 28, 2010, and is one of two new providers for the State of California as of June 2, 2010.

“We are excited to launch our unparalleled relay service in the states of California and Utah. In all the states we serve, our goal is to provide relay service that is technically advanced, fast and easy to use,” says Dixie Ziegler, vice president of Hamilton Relay. “Our employees are passionate about serving our users and dedicated to advancing this critical free service. Hamilton is committed to personalized customer service and to providing

relay services that support people who are deaf, hard of hearing, deaf-blind or speech disabled in conducting business and staying in touch with friends and family via the telephone.”

Hamilton looks forward to getting to know the communities, agencies and organizations within these states and to ensuring that all citizens are aware of the telecommunication options available to them.



To learn more about Hamilton Relay, visit www.hamiltonrelay.com or contact Hamilton at 1-800-618-4781 (V/TTY) or via e-mail to info@hamiltonrelay.com.

Hamilton Relay at Schedule

icipating in a variety of
inder of 2010. We welcome
to learn more about the
they can benefit you. We look
one of the following events:

NAME	LOCATION
Association 50th Conference	Philadelphia, PA
	Las Vegas, NV
of Late- adults 2010	Colorado Springs, CO
50	Orlando, FL
Doctors y	San Antonio, TX



Hamilton Relay Scholarship Recognition

Hamilton Relay is pleased to have established a \$500 scholarship program for a qualifying high school graduate in each of the states where Hamilton is the TRS provider. We are happy to be giving back to the community by offering this award to young individuals who are deaf, hard of hearing, or speech disabled, in support of their post-secondary education. The Hamilton State Scholarship Committee has collected numerous applications and wishes to commend all the applicants for their effort and hard work in submitting the required information. The winners have been chosen and Hamilton Relay would like to recognize and congratulate the following individuals:

- Jannie Merrell, Arizona
- Galvin Drake, California
- Zachary Taylor, Georgia
- Corinne Coleman, Idaho
- Madeline Lorack, Iowa
- Kevin Blanks, Kansas
- Kevin Basham, Kentucky
- Emily Freese, Louisiana

- Tiffany Bridgett, Maryland
- Giberto Richardson, Massachusetts
- Andrew Sanchez, New Mexico
- Tiffany Putt, Pennsylvania
- Devon Hevenor, Rhode Island
- Garrett Bowles, Utah
- Elizabeth Richardson, Wyoming



Join us in wishing these outstanding students great success!

“I called a friend using CapTel, and it was great to not guess about what I was hearing,” said Vannoy. “I immediately felt a sense of confidence and knew that I would once again be making the phone calls that my loving wife, Carole, had been making for me for some time.”

Vannoy can now read what’s being said to him on the screen of a CapTel phone. He noted that many words people say, such as “yeah”, “oh”, “uh”, “well” were distracting in his conversations. He used to try to fit them into the sentences, but it made the communication unclear. Now that he is able to read captions and understand what’s being said, his telephone conversations flow more smoothly. “The CapTel phone has put me back in touch with our older kids in particular,” Vannoy said.

“I will always remember watching Scott make his first captioned telephone call,” said Lori Sporrer. “As he dialed his aunt’s number, his wife stood by me

and there were tears in her eyes as she expressed the relief and happiness she felt in seeing her husband carry on a phone conversation. Carole said that they often e-mailed or sent text messages to communicate, but she missed hearing her husband’s voice. She was just as excited about the wonderful service as Scott was. As a Hamilton outreach representative, it is my pleasure and mission to find the relay service that meets the needs of the variety of individuals in our communities. Whether it is Traditional Relay Service or Captioned Telephone service, being able to communicate affects not only the individuals using these services, but their family and loved ones as well!”

Vannoy did not limit his relay use to personal conversations from home. After 22 years of working for the same employer, Vannoy has asked them to provide him with a CapTel phone so he can use captioned telephone service at work. “It is a big step forward. I now

have confidence that I can converse with engineers and managers without experiencing problems or distractions. Making business calls are so much easier for me now!”

Vannoy enjoys being in charge of his calls again rather than relying on others to communicate over the telephone. “Carole does not have to talk for me anymore,” he said. “Relay services do make a difference and can change your life.”

Scott encourages individuals who are deaf or hard of hearing to try relay services. “A couple in our church had the same problem as us. They came to our house and we walked them through how to use captioned telephone service. I told them about the freedom I felt in being able to make my own calls again. Thank you Hamilton Relay for taking the time to come out and make this happen!”

CapTel® is a registered trademark of Ultratec, Inc.

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.



Hamilton Relay Service
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