

# The Hamilton RELAY CONNECT

FALL/WINTER 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

800-368-6185 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

866-703-5485 TTY/V

### Utah

877-831-4782 TTY/V

## Relay Services Provide Convenience and Independence

Before relay services were made available for individuals who are deaf, deaf-blind, hard of hearing, or have difficulty speaking, Bill and Dorothy Fansler knew all too well the difficulties of not being able to communicate using the telephone. With the advancement of telephone communication, the Fanslers, who are now avid relay users, benefit daily from using Kansas Relay services.

At a recent Kansas Relay event that celebrated the 110th anniversary of Hamilton Relay's parent company, Hamilton Telecommunications, Bill shared his experience in how he communicated with others before teletypewriters (TTY) devices were made available. "Before 1964, I remember being unable to call our family and friends," says Fansler. "We were forced to drive to their homes and visit with them in person." Fansler also recalls driving to various offices and businesses to make their appointments. "Sometimes we would even ask the neighbor to make our calls for us."

Another communication barrier was exposed when Bill and Dorothy were expecting their third child. "When my wife, Dorothy went into labor about four weeks early, she walked to our neighbor's house with our two little boys in hand," says Bill. "She had the neighbor make a call to me at work that night to tell me that she was in labor and that I needed to take her to the hospital." Situations like this remind Bill of how difficult it was having no way to communicate over the telephone.

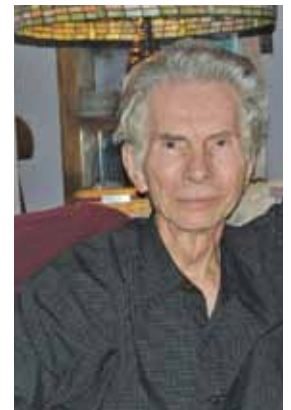
The first machine Bill used to communicate directly with another individual with hearing loss was a retooled Model 28 TTY. "It was donated by Western Union along with a coupler and was wired to an old fashioned wiring system in order to make the lights flash when it rang," said Bill.

When portable TTY machines were made available a few years later, Bill began using one at his workplace. Dorothy was then able to call him directly instead of having to drive to his workplace or asking a neighbor to call him for her.

Today, Bill is grateful for relay services and the many options available for placing and receiving phone calls. "It is no longer difficult to talk to family, friends, and businesses over the telephone," says Bill. "It was not convenient to have to ask our neighbors to make our medical and financial calls for us. Now, through relay services, we can make our own calls and feel comfortable in knowing that we have private and confidential communication over the telephone."

Being able to use the phone independently has improved life for both Bill and Dorothy. The Fanslers now even have On Star TTY in their car through General Motors' Mobility Program, which is helpful for emergency situations and tracking things like their vehicle's movement, mileage, and tire pressure.

The Fanslers are grateful for relay services and the impact they have made in making communication over the telephone possible. They look forward to seeing what lies ahead in communication technology advancements for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking.



Bill Fansler



## Do You Have Free Long Distance?

Hamilton Relay wants you to avoid unnecessary charges for long distance calls placed through relay. Typically, long distance rates apply and are established between you and your long distance carrier. If you have chosen a plan through your preferred carrier that offers free long distance, such as VoIP, be sure to let us know by updating your customer profile. Creating or updating your profile ensures that your long distance relay calls are billed according to your established plan.

Notify us today by Contacting Customer Service at 800-618-4781 (Voice/TTY) to update your profile. You may also visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com), choose your state under "State/711 Relay" and click on "Profile" to fill out or update your customer profile online.

# Announcing the 2011 Deaf Community Leadership Award Recipients

In honor of Deaf Awareness Week, recognized nationally during the last full week of September, Hamilton brings attention to individuals who are deaf and reside in each of its contracted states by recognizing the efforts and accomplishments they have made in their communities. These leaders are nominated by their peers for their continuous advocacy and commitment to enhancing the lives of those around them.

Hamilton Relay is pleased to announce the names of the 2011 Deaf Community Leader Award recipients. We extend our thanks to each of them for the outstanding service they have offered to the communities and states in which they live. Please join us in congratulating the following individuals:

- |   |  |                                    |
|---|--|------------------------------------|
| <b>Arizona</b> , Norbert Enos                 | <b>Iowa</b> , John Gannon                          | <b>Pennsylvania</b> , Sandy Duncan |
| <b>California</b> , Julie Rems-Smario         | <b>Kansas</b> , Bob Miller                         | <b>Rhode Island</b> , Debra Raiche |
| <b>District of Columbia</b> , Dorian Fletcher | <b>Louisiana</b> , John Lovas and Patricia Warmack | <b>Tennessee</b> , Noble Powers    |
| <b>Georgia</b> , Bobby Jones                  | <b>Maryland</b> , Kathy Schwabeland                | <b>Utah</b> , Jeff Agnello         |
| <b>Idaho</b> , Steven Snow                    | <b>Montana</b> , Brenda LeMieux                    | <b>Virginia</b> , Tom Dowling      |

To read more about their individual accomplishments, "Like" Hamilton Relay on Facebook and click on the "Awards" tab for a complete listing of all the winners in each of our contracted states. You may also visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com) and choose your state under "State/711 Relay" to learn about this year's leader(s) in your community.

## Hamilton Mobile CapTel® App for Android™ Now Optimized for Android Tablets

Individuals with hearing loss are able to access Captioned Telephone (CapTel) services on even more devices, providing more ways to stay connected over the phone while on the go.

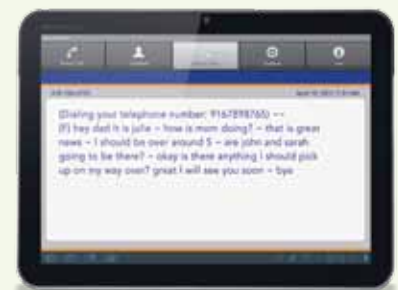
On October 18, 2011, Hamilton CapTel announced the availability of the Hamilton CapTel App for Android Tablets. The app is compatible with all tablets using the Android mobile technology platform, including Honeycomb. With the optimization of the app for tablets, Hamilton CapTel offers more captioned telephone solutions on a greater variety of devices than any other captioned telephone service provider.

By downloading the Hamilton CapTel App for Android on a tablet, users can speak directly to the other person, using any telephone (i.e. landline, office, mobile phone, etc.), and listen while reading captions of

what's said displayed on the screen of the tablet. The app fully integrates the contacts stored in the tablet, allowing quick and convenient access to frequently called numbers. There is no cost to use Hamilton CapTel service and the app is free and available for download through the Android Marketplace.

"As Android Tablets gain popularity, optimizing our app for compatibility on Android tablets was the logical next step," said Dixie Ziegler, Vice President of Hamilton CapTel. "By adding additional platforms to our existing solutions, individuals with hearing loss can choose from a variety of devices and networks — opening up greater accessibility for placing and receiving captioned phone calls."

Hamilton CapTel has come a long way with the development of apps for iPhone®, BlackBerry®, and



Android smartphones, and now tablets using the Android mobile technology platform. Recognizing the need to stay connected with family, friends, and businesses, Hamilton CapTel expands captioned telephone offerings to users so that they may live a more mobile lifestyle.

*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 trademark of Apple Inc. Android is a trademark of Google Inc.*



## Hamilton's 110-Year Anniversary Celebrated

This fall, Hamilton Relay celebrated the 110th anniversary of its parent company, Hamilton Telecommunications. In each of Hamilton Relay's contracted states, Hamilton Relay Outreach Coordinators hosted events to gather the community and help celebrate this momentous occasion.

As a sampling of the various events held, here's how Louisiana, Maryland, and Kansas joined in the festivities.

Louisiana Relay was one of the first to host their celebration on September 16th at Hamilton Relay's Baton Rouge facility. Attendees enjoyed great food, specially-decorated anniversary cupcakes, browsing through exhibits, and CapTel demonstrations. Featured speakers shared their expertise with the crowd, and the Louisiana Deaf Community Leader Award recipient was announced and recognized.

*"The celebrations have been a great way for Hamilton Relay to show its appreciation to our States and to our Relay and Captioned Telephone users for their support."*

Maryland Relay held their event on September 30, 2011, at the Hamilton Relay center in Frostburg. The event included tours of the call center, games, activities, and plenty of great food! Presentations and demonstrations on products and services offered through Maryland Relay were given throughout the day. Attendees included Maryland Relay and Captioned

Telephone users, State Administrators, County Commissioners, Hamilton Relay employees, and family and friends.

Kansas Relay hosted its event on October 5, 2011, at the Ramada Inn Downtown in Topeka, Kansas. Community members and Kansas Relay staff came together for a business luncheon. Individuals who use Relay and Captioned Telephone services shared stories about their experience in using Kansas Relay services. Dixie Ziegler, Vice President of Hamilton Relay, also attended and shared an overview of Hamilton Telecommunications and the products and services offered to consumers across the nation. The event closed with an exciting game of trivia which provided further insight into the history of Kansas Relay as well as Hamilton Relay and its parent company.

"The celebrations have been a great way for Hamilton Relay to show its appreciation to our States and to our Relay and Captioned Telephone users for their support," says Ziegler. "These events have also provided a great avenue for sharing the history of our company and the mission we have continued to follow and uphold for 110 years."

Hamilton Relay is proud of its long-standing company roots and looks forward to providing Relay and Captioned Telephone services for many years to come. Thank you to all who joined our Outreach Coordinators at their events to celebrate 110 years and counting!



## Captioned Telephone (CapTel®) Customer Service Hours Expanded

Hamilton Relay and Captioned Telephone, Inc. (CTI) have recently announced the expansion of CapTel Customer Service hours. Now, you can reach a customer service representative with questions or service needs, 24 hours a day, seven days a week.

Have questions during the holidays? No problem! CapTel customer service is available all year round and representatives are on duty and standing by to serve you!

We are excited to offer expanded customer service hours and look forward to assisting you with your questions or service needs.

To contact CapTel customer service, call 888-269-7477.

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](mailto:info@hamiltonrelay.com).

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That's what I'm talking about



Hamilton Relay Service  
P.O. Box 285  
Aurora, NE 68818



*Wishing You and  
Yours a Very  
Merry and Bright  
Holiday Season!  
From Hamilton Relay*