

The Hamilton RELAY CONNECT R

SUMMER 2016

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

A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER CARE

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

Michigan

844-578-6563 TTY/V

Montana

800-833-8503 TTY/V

Nevada

888-256-5647 TTY/V

New Mexico

877-463-0994 TTY/V

Pennsylvania

800-974-1253 TTY/V

Rhode Island

866-703-5485 TTY/V

Virginia

866-894-4116 V

866-246-9300 TTY

Washington

800-974-1548 TTY/V



Hamilton Relay's outreach and management teams at the 2016 Outreach Summit.

Reaching Out with Outreach

Hamilton Relay's outreach team is dedicated to educating and training individuals, businesses and organizations about relay and captioned telephone services. Among their many efforts, outreach coordinators assist in selecting the best type of service to meet individual needs and provide training to businesses on how to place and receive relay calls, resulting in fewer hang-ups and increased customer satisfaction. Over the years, we have developed top-notch outreach programs that allow the outreach coordinators to best serve the individuals in each of our states.

In order to keep on top of a busy event calendar, outreach coordinators work closely with key groups in their states, including; equipment distribution programs, schools, senior centers, support groups and various associations—to name a few. Outreach coordinators also work closely with Hamilton account managers and state relay administrators to develop extensive plans and

goals to ensure that a variety of audiences throughout the states are educated on the relay and captioned telephone services available for their individual needs.

As part of our commitment to excellent outreach, Hamilton Relay outreach coordinators and management staff participate in an annual Outreach Summit that includes team building activities, skills development and product training sessions. Along with training, outreach coordinators have an opportunity to share success stories and gain new ideas to use in their own states.

For information on the types of outreach support available in your state, or if you wish to schedule a free presentation for your group, business or organization, contact the customer care number listed on the front of this newsletter. You may also contact the outreach coordinator dedicated to your state. Just visit www.HamiltonRelay.com and select the state in which you live for contact information.

See What You've Been Missing...at Work!

Designed exclusively for business professionals with hearing loss, Hamilton CapTel® for Business, Interconnected by Tenacity, allows you to listen while reading captions of everything being said on the screen of your Cisco® business phone. Users experience a natural flow of conversation and real-time captions

which deliver added clarity and confidence to their business calls.

Businesses can seamlessly integrate Hamilton CapTel for Business into their Cisco telephone network, providing efficiency and greater accessibility to their employees with hearing loss.

For more information, updates and availability, visit:
www.HamiltonCapTel.com/biz/updates.



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Congratulations to our High School Scholarship Winners!

In addition to being busy high school seniors—gearing up for finals, applying to colleges and graduating—many students across the country went a step further to complete and submit an application and essay to qualify for this year's Hamilton Relay High School Scholarship Award.

This year, Hamilton awarded 13 high school graduates with individual \$500 college scholarships. "We take pride in promoting education and outstanding leadership across the country," said Dixie Ziegler, vice president of Hamilton Relay. "We are pleased to contribute to

furthering our award recipients' education and wish them success 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 Relay is the contracted Relay and/or Captioned Telephone service provider. We commend all of the candidates who applied and are proud to recognize and congratulate each of the following students for receiving the Hamilton Relay 2016 High School Scholarship Award:

California: Alyssa Ong
Scripps Ranch High School
San Diego

Georgia: Luke Bundrum
Cherokee High School
Acworth

Idaho: Spencer Crane
Rocky Mountain High School
Meridian

Iowa: Victoria Jordan
Newton Senior High School
Newton

Kansas: Sierra DePriest
Topeka High School
Topeka

Louisiana: Kayla Cureaux
Slidell High School
Pearl River

Maryland: Lauren Masterson
Fallston High School
Baldwin

Massachusetts:
Robert Scalfani Jr.
Triton High School
Salisbury

Montana: Christopher Bixby
Billings Senior High School
Billings

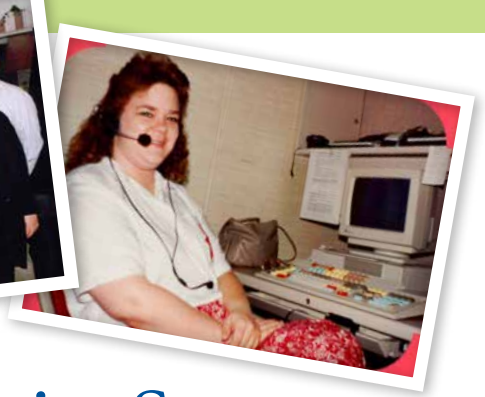
New Mexico: Estafany Reyes
New Mexico School for the Deaf
Farmington

Rhode Island: Matthew Lavoie
Tiverton High School
Tiverton

Tennessee: Chamroeun Tea
Tennessee School for the Blind
Jackson

Virginia: Taylor Thomas-Harris
Matoaca High School
South Chesterfield

For more information about the Hamilton Relay Scholarship and the winner in your state, visit www.HamiltonRelay.com.



How Hamilton Relay Got its Start

By 1990, Hamilton Telecommunications had been operating a telecommunications call center for nearly five years and 24-hour operator services for nearly 90 years. The leadership team recognized that, with their infrastructure and field of talented employees, the company already had the necessary foundation to successfully provide relay service, which had recently been established through the Americans with Disabilities Act. When the Nebraska Public Service Commission issued a Request for Proposal (RFP) for the purpose of selecting a provider for its 24-hour relay service, Hamilton submitted a bid and won the contract and Hamilton Relay was born.

“One of the reasons that Hamilton was successful in being awarded the contract was the fact that the local community, having seen the economic benefit of the jobs created previously, provided testimonials supporting our bid,” said Phil Nelson, Hamilton Telecommunications Chairman of the Board. “Our employees and the support of the community have contributed greatly to our success and growth in the relay industry.”

At the time, the relay industry was in its infancy. As it was so unique, no commercially available platform was in existence, leading Hamilton to hire developers to design their own platform. Developing their own

software gave Hamilton the ability to design its features and services, bring new technology to consumers and give customers more choices.

Over the years, Hamilton continued to develop a variety of services accommodating a variety of individuals. Hamilton has grown to now operate from six relay call centers located throughout the United States with its headquarters remaining in Aurora, Nebraska.

Now Serving Kentucky



We are pleased to announce that Hamilton Relay was selected as the new Telecommunications Relay and Captioned Telephone Service provider for the Commonwealth of Kentucky. Hamilton Relay began providing relay services within Kentucky on May 16, 2016.

“The opportunity to serve residents of Kentucky is one that we take on with great enthusiasm,” said Dixie Ziegler, vice president of Hamilton Relay. “Hamilton is committed to bringing the life-changing benefits that relay services provide to individuals across the Commonwealth of Kentucky. In

addition, we look forward to sharing our outreach programs designed to inform Kentucky communities of the variety of services available to accommodate their needs.”

Hamilton looks forward to getting to know individuals, communities and organizations within Kentucky and working with them for many years to come.

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

Customer Care Corner: Introducing Live Chat

As part of Hamilton’s commitment to excellent customer care, Hamilton Relay is introducing Live Chat. With this new feature, you will have an opportunity to quickly and easily connect to Hamilton’s skilled Customer Care representatives through the Hamilton Relay website.

By simply clicking on the “Live Chat” button, a friendly representative will be available to answer questions and provide information right at your fingertips! You will be able to gain the convenience of saving your conversations and chatting with a representative at your own pace.

Hamilton will be sure to keep you posted on when this exciting feature becomes available.

That's what I'm talking about



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

Address Service Requested



Visit www.HamiltonRelay.com/25
for updates on all of our
25th anniversary happenings!

From Our Kitchen to Yours

Spice up your summer barbecue with this delicious dip shared by Abigail Mebrahtu, Northern California Outreach Coordinator!

Jalapeño Popper Dip



INGREDIENTS

1 jar sliced jalapeños
1 lb bacon
1 can green chiles
2 (8 ounce) bricks
cream cheese, softened
1/2 cup mayonnaise
1 cup shredded
cheddar cheese

DIRECTIONS

1. Dice the jalapeños.
2. Chop the bacon and cook until crisp.
3. Mix all ingredients together and spoon into a baking dish. Bake at 350 degrees until bubbly.
4. Serve with crackers or tortilla chips. Enjoy!