



## STATE RELAY CUSTOMER CARE

### California

877-632-9095 English  
877-419-8440 Spanish

### 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

### Virginia

866-894-4116 V  
866-246-9300 TTY

### Washington

800-974-1548 TTY/V

# Relay Friendly Business is Good Business

Making a telephone call to schedule an appointment, order take-out food or check on an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the telephone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

Part of the problem is that businesses or organizations may mistake a Relay call for a telemarketing call. They may even be suspicious that the call is fraudulent and immediately hang up. As a Relay service provider, we recognize the frustration and inconvenience this can cause for Relay users. With the goal of educating businesses on how to detect a Relay call and the benefits of staying on the line, Hamilton offers the Relay Friendly Business program.

Throughout each of the states where Hamilton is the contracted relay service provider, outreach coordinators are contacting businesses and offering free training on how to successfully place and receive relay calls — reducing the amount of hang-ups and improving customer satisfaction!

“When customer service representatives are unable to recognize a relay call, they may accidentally hang up on a current or potential customer, which is defeating to the business and frustrating for the caller,” said Brendan Underwood, Georgia outreach coordinator. “The goal of the program is to eliminate these missed connections. With this training, businesses will be better prepared to serve more customers, and relay users can be assured community representatives are equipped to answer their calls.”

Through a better understanding of what Relay is and by taking calls from consumers who use Relay, businesses are able to explore new opportunities and expand their potential customer base. In turn, individuals who use Relay experience greater satisfaction in reaching businesses, allowing them to easily conduct business over the phone.

To become a Relay Friendly Business or to recommend a business that you would like to receive training, visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com), select your state and contact your Outreach Coordinator. You may also call your state’s Customer Care team at the number found on this page.



## Relay Friendly Business

# CUSTOMER CARE CORNER: Making 911 Calls

If you have difficulty hearing or speaking over the phone, you may prefer using relay services whenever you make a phone call. However, during an emergency, a landline is still the best way to call 911 directly. Here are a couple reasons why:

- Your telephone, TTY or CapTel® phone provide a direct link to your emergency service provider and is the fastest connection to reach emergency service personnel and 911.
- In the event of a power outage, an IP-based phone or computer that requires Internet access may not work if you do not have a backup power source.

Hamilton CapTel for PC/Mac, smartphones and tablets handle 911 calls differently than traditional telephone services. If using Hamilton CapTel on a web or mobile device to dial 911 directly is your best option, here is what you can do:

- Provide your name, telephone number and location at the beginning of the call so that it can be routed to an appropriate emergency service provider.



- Ensure that you have a backup power source if your phone or computer need access to the Internet.
- Make sure your Hamilton CapTel account is up-to-date with current location information.

It is always best when calling 911 to have a reliable connection, state your physical location as soon as possible and understand how all relay services operate. For more information, visit [www.HamiltonCapTel.com/911](http://www.HamiltonCapTel.com/911).

*Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. The Hamilton CapTel phone requires telephone service and high-speed Internet access. Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit [fcc.gov](http://fcc.gov). Hamilton CapTel 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 Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911).*

## CONGRATS TO OUR SCHOLARSHIP RECIPIENTS!

Each year we look forward to awarding scholarships to high school seniors in our contracted states who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who look to pursue post-secondary education. We had terrific applicants for our annual high school scholarship awards, and we could not be more pleased to recognize this year's recipients:

- California:** Natalie Harmer, Grossmont High School, La Mesa
- Iowa:** Sydney Kelty, Center Point-Urbana High School, Vinton
- Idaho:** Nicklas Simpson, Renaissance High School, Boise
- Kansas:** Kylie Collins, Dodge City High School, Dodge City
- Louisiana:** Mary Avera, Broadmoor High School, Baton Rouge
- Massachusetts:** Alexander Simon, Taunton High School, East Taunton
- Maryland:** Riley Hines, Maurice J. McDonough High School, La Plata
- Maine:** Ashley Williams, Camden Hills Regional High School, Camden
- Montana:** Natalie Eileraas, Sentinel High School, Lolo
- New Mexico:** Comfort Ekeoha, Sandia High School, Albuquerque
- Nevada:** Ruben Arteaga, Carson High School, Carson City
- Pennsylvania:** Ethan Campion, Peters Township High School, McMurray



- Tennessee:** Hannah Lyon, Tennessee School for the Deaf, Murfreesboro
- Virginia:** Aashi Agarwala, Henrico High School, Glen Allen
- Washington:** Annie Kvamme, Washington School for the Deaf, Blaine

## Interested in a Hearing Service Dog?

In honor of the dog days of summer, we would like to spotlight one of our favorite furry friends — the hearing service dog. Hearing service dogs are trained to alert their human partners to environmental sounds. These sounds may include, but are not limited to, someone at the door, a phone ringing, a buzzing alarm clock, a beeping smoke detector or someone calling the person's name.

If you are interested in a hearing service dog, make sure you do some research first. Obtaining a service dog is more complicated than adopting a dog from a shelter. Start by visiting websites for hearing service dog providers. They can help you decide if a hearing service dog is a right fit for you.



## Don't Get Zapped!

Summer means extra sunshine, but warmer weather can also bring thunderstorms. Lightning strikes or power surges can short out your TTY, captioned telephone or other electronic devices. Protect your electronics by plugging them into power strips that offer adequate surge protection. First, check the power strips you have to see if they provide surge protection as not all do! If you already have a surge protector, make sure it can protect against surges for the total number of joules your electronics will require and that it has enough outlets for your needs. Surges can come through any cord, so get a surge protector that has jacks for phone lines and cable lines. After that, the only thing you will need to do is remember to replace surge protectors as they wear out over time, especially after they have been through a surge.





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

**Address Service Requested**

## SUMMERTIME TIPS

Our habits often change with the season. Here are a few things to consider now that warmer weather is here:

- Keep hearing aids away from bright sunlight or heat, and never leave hearing aids in the car.
- Outfit your bicycle with mirrors on each side of the handlebar or wear a helmet with rearview mirrors so that you can easily see what is behind you.
- If you enjoy swimming or other water-related activities, you may want to get waterproof hearing aids. Remember to remove non-waterproof hearing aids before swimming to avoid damage.

Wishing you a safe and happy summer!

If you no longer wish to receive the Relay Connector newsletter from Hamilton Relay, please call 800-618-4781 V/TTY or email [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com).

# From Our Kitchen to Yours

Our Virginia TRS Outreach Coordinator, Eric Alvillar, shares a recipe that will make you look forward to the morning.



## MORNING CHILAQUILES

### INGREDIENTS

2 cups oil for frying	2 tsp salt
1/4 cup onion, chopped	1 (7.75 ounce) can Mexican style hot tomato sauce
10 (6 inch) corn tortillas, torn into strips	1/2 cup water
6 eggs, slightly beaten	1/2 cup shredded Monterey Jack cheese

### DIRECTIONS

1. In a large, heavy skillet, heat the oil to 350 degrees. Carefully stir in onion and tortilla chips. Fry until tortilla strips are crisp and golden brown. Remove from oil and drain on paper towels. Drain skillet, leaving only a thin layer of oil.
2. Over medium heat, return tortillas to the skillet and stir in the eggs. Season with salt. Cook and stir until eggs are firm.
3. Mix Mexican style hot tomato sauce and water into the skillet. Reduce heat and simmer until thickened, about 10 minutes. Top with cheese and cook until melted.