



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

Kentucky

888-662-2406 TTY/V

Louisiana

888-699-6869 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

New Mexico

877-463-0994 TTY/V

Pennsylvania

800-974-1253 TTY/V

Utah

877-831-4782 TTY/V

Virginia

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

Washington

800-974-1548 English
866-744-7471 Spanish

Celebrating Oktoberfest at the American Legion National Convention

Veterans and their family members sharing stories about how hearing loss has affected their lives always reminds us why our program exists. In August, we had the privilege of attending the American Legion's 103rd National Convention in Milwaukee, Wisconsin, during which we talked about tools and resources that can help manage the challenges of hearing loss. Sharing even one seemingly small piece of information can have a life-changing outcome for someone — and this is exactly why we do what we do.

During the convention, we had the pleasure of sponsoring an Oktoberfest event at the Milwaukee County War Memorial Center, where American Legion convention attendees enjoyed a variety of German-inspired festivities. Despite the rain, the afternoon was full of music, camaraderie and laughter. Toward the end, a double rainbow shined through the rain – a sign of "thanks" in some cultures – and we believe it was a way to say "thank you" to all our veterans and their families for the sacrifices they have made.

Heroes With Hearing Loss®, provided by Hamilton® CapTel®, is a platform designed to engage veterans, their families and friends in conversations about hearing loss, tinnitus and other issues veterans commonly face. Hearing loss isn't always a primary discussion topic, although it can greatly impact the quality of one's life if not managed. The conversations we have often lead to understanding, and ultimately, to solutions.



CELEBRATING 30 YEARS OF IDAHO RELAY

In August, we joined the Idaho Relay team to celebrate 30 years of accessible telephone service in the state of Idaho. Idaho Relay hosted an ice cream social to thank both the community of users as well as other organizations in the state that serve individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking.

Congratulations, Idaho Relay! We look forward to the next 30 years.



CUSTOMER CARE CORNER: Hamilton® CapTel® Introduces Auto Captions

Hamilton CapTel recently introduced captioning preferences, providing customers with the choice of Auto Captions or Assisted Captions for captioned telephone calls.

The new Auto Captions offering is based on advanced Automatic Speech Recognition (ASR) technology, developed by CapTel, Inc. Hamilton CapTel customers can now choose between operator-based Assisted Captions and the new computer-generated Auto Captions.

With Auto Captions:

- Captions are entirely computer-generated.
- No operator is involved in the call.
- There are no delays at the beginning of a call.
- Captions are delivered in real-time.



With Assisted Captions:

- An operator (i.e., Captioning Assistant or CA) assists with the call.
- The operator may include information that supports the call, such as adding corrections to captions, indicating background sounds and music on hold, and identifying male and female voices.
- In situations with poor line quality (i.e., background noise or static on the line), switching to Assisted Captions may improve accuracy.



FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. Third-party charges may apply: the Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable. Third-party trademarks mentioned are the property of their respective owners.

FALL WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

T L R W T S E F R E B O T K O
 I H Q Y S S T U D E N T L C D
 B X O R B A X M G L O N Z F M
 D O V F Y H N R E R M B O O D
 S U M M I T Q N T F C F I A Q
 H X N W P H O I O K D Z J O W
 Y O X M Y H L C H G Z U Q T B
 M X F I P L N S A J X N A X V
 I N O E A S Y F M U Y U J E C
 N V L M U Z B A I W Q W T T E
 V E P W L P K L L Q V E V A G
 T G D Y U M L A T C R W H X X
 O X F T S Q S U O A G C L Z R
 I I D A H O R S N O I T P A C
 M E C D Y R V S D J P R B R K

OKTOBERFEST
 VETERANS
 HAMILTON

CAPTIONS
 IDAHO
 SUMMIT

TELEPHONE
 STUDENT
 TORTILLA



Hamilton Relay Service
 1006 12th Street
 Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

The fall season means it's soup season! There's nothing better than a fresh tortilla to serve as a side to your favorite soup. Try out this recipe for homemade tortillas from Louisiana outreach coordinator, Bobbye Davis.



HOMEMADE TORTILLAS

Servings: About 10
Total Time: 35 mins.
Allergens: Gluten

INGREDIENTS

2 ½ cups all-purpose flour
 1 tsp fine sea salt
 1 ½ tsp baking powder
 2 Tbsp lard, vegetable shortening or vegetable oil
 ¾ cup plus 1 Tbsp warm water

DIRECTIONS

1. Mix dry ingredients first, then mix in lard until well combined and resembles a crumbly mixture. Incorporate warm water and work the dough until it just comes together.
2. Cover the bowl with plastic wrap and let sit for 30 minutes.
3. Divide the dough into 10 equal portions and roll each piece into a ball. Use a rolling pin to gently roll as flat as you can.
4. Lay tortilla on a pre-heated cast iron and cook about 30 seconds per side.



Customer Satisfaction Survey



If you use Hamilton Relay or Hamilton Captioned Telephone (CapTel®) services or communicate with individuals who use these services, we would appreciate a few moments of your time in completing the survey below. Your feedback is very important to us and will be used to evaluate the quality of services provided by Hamilton Relay.

Once completed, please fold this sheet into thirds, secure the three open sides with clear tape, and **place this self-addressed and postage-paid survey in the mail by November 30, 2022**. Information collected through this survey will be reviewed in an overall summary of results and will not be used to identify specific individuals.

To thank you for your feedback, we will send a special gift to all survey respondents. Be sure to include your address at the end of the survey!

1. In which state do you reside? _____

2. Do you have internet access in your home? Yes No

3. I use the following services and/or equipment (select all that apply):

- | | | |
|------------------------------|---|--|
| <input type="checkbox"/> TTY | <input type="checkbox"/> Speech-to-Speech | <input type="checkbox"/> Captioned Telephone (CapTel)* |
| <input type="checkbox"/> VCO | <input type="checkbox"/> Spanish | <input type="checkbox"/> Standard Phone |
| <input type="checkbox"/> HCO | <input type="checkbox"/> ASCII | <input type="checkbox"/> N/A |

**If CapTel is the only form of Relay service you use, please skip to question 13.*

4. In the past 30 days, I have used Relay service to make a telephone call:

- | | | |
|-------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> 0 times | <input type="checkbox"/> 11-20 times | <input type="checkbox"/> More than 30 times |
| <input type="checkbox"/> 1-10 times | <input type="checkbox"/> 21-30 times | <input type="checkbox"/> N/A |

5. Relay Communication Assistants (CAs) connect me correctly to the number I provide:

- | | | |
|---|---|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Half of the time | <input type="checkbox"/> Never |
| <input type="checkbox"/> Most of the time | <input type="checkbox"/> Less than half | <input type="checkbox"/> N/A |

6. Relay CAs have good spelling skills:

- | | | |
|---|---|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Half of the time | <input type="checkbox"/> Never |
| <input type="checkbox"/> Most of the time | <input type="checkbox"/> Less than half | <input type="checkbox"/> N/A |

7. Relay CAs are courteous and professional:

- | | | |
|---|---|--------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Half of the time | <input type="checkbox"/> Never |
| <input type="checkbox"/> Most of the time | <input type="checkbox"/> Less than half | <input type="checkbox"/> N/A |

8. When I call Relay, the CA answers my call within:

- | | | | | |
|------------------------------------|------------------------------------|------------------------------------|---------------------------------------|------------------------------|
| <input type="checkbox"/> 0-2 rings | <input type="checkbox"/> 3-5 rings | <input type="checkbox"/> 6-8 rings | <input type="checkbox"/> Over 8 rings | <input type="checkbox"/> N/A |
|------------------------------------|------------------------------------|------------------------------------|---------------------------------------|------------------------------|

9. The speed at which Relay CAs type to me is:

- | | | | |
|-------------------------------------|-----------------------------------|-----------------------------------|------------------------------|
| <input type="checkbox"/> Just Right | <input type="checkbox"/> Too Fast | <input type="checkbox"/> Too Slow | <input type="checkbox"/> N/A |
|-------------------------------------|-----------------------------------|-----------------------------------|------------------------------|

10. Overall, I would rate the skills of Relay CAs as:

- | | | | | | |
|------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor | <input type="checkbox"/> N/A |
|------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|------------------------------|

11. I am familiar with the availability of a profile to customize the telephone calls I make through Relay:

- | | | |
|------------------------------|-----------------------------|------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
|------------------------------|-----------------------------|------------------------------|

12. I would rate my level of satisfaction with Relay Customer Service as being:

- | | | |
|---|--|---------------------------------------|
| <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Somewhat Satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Somewhat Dissatisfied | <input type="checkbox"/> N/A |

**If you do not use CapTel, please skip to question 18.*



Complete this survey online at HamiltonRelay.com/survey

13. In the past 30 days, I have used CapTel to make a telephone call:

- 0 times
- 1-10 times
- 11-20 times
- 21-30 times
- More than 30 times
- N/A

14. I use the following type of CapTel equipment/service from Hamilton:

- CapTel 800
- CapTel 800i
- N/A
- CapTel 840
- CapTel 840i
- Other _____
- CapTel 880i
- CapTel 2400i
- CapTel on a PC/Mac
- CapTel on a Smartphone
- CapTel on a Tablet

15. I am a CapTel user and would rate my satisfaction with captions during calls as being:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- N/A

16. Is CapTel meeting your needs to make placing and receiving telephone calls more accessible?

- Yes
- No
- N/A

Comments: _____

17. I would rate my level of satisfaction with CapTel Customer Service as being:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- N/A

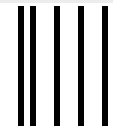
18. I would like to see more outreach and education about Relay and CapTel services provided to these kinds of businesses:

- Financial Institutions
- Educational Settings
- Retailers
- Government
- Health Facilities
- Others:

19. Please share any additional feedback or experiences you may have regarding Relay or CapTel service from Hamilton or any suggestions you may have for future products.

20. Provide your mailing address to receive your FREE gift:

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



POSTAGE WILL BE PAID BY ADDRESSEE

HAMILTON RELAY
1006 12TH STREET
AURORA NE 68818-9903

