



STATE RELAY CUSTOMER CARE

California

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

Connecticut

844-977-3529 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

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

CapTel

888-269-7477 V

A LETTER FROM DIXIE:

New Innovations and a Look into the Future

As technology and innovations continue to be created, enhanced and upgraded over time, I look back on 2022 at Hamilton Relay with a sense of accomplishment and excitement.

I am continually grateful for all the hard work our employees put into providing our customers with the highest quality relay services and products.



Making the Move from Analog to Digital

As internet and telephone providers continue making the switch from copper phone lines to fiber, the Relay industry is seeing an increased need for services and equipment to support this switch. We understand that this may be a very new concept for some of our customers in which there may be questions. Therefore, we are working to equip our team with knowledge and tools so they may assist with connecting customers to affordable services — allowing for a seamless and efficient switch to digital-friendly relay solutions.

Advancing in a Digital World

Keeping Relay users equipped to stay connected in a digital world is at the forefront of our minds. This year we launched the Hamilton Mobile™ CapTel® App, which allows users to experience the same reliable captioned telephone service they are accustomed to receiving at home and at work — now at their fingertips wherever they go! Bringing CapTel to mobile devices is another step toward making telecommunication accessible to those who need it.

Expertise Comes from Years of Experience

The improvements and achievements we have made are largely due to our long-time involvement in the telecommunications industry. Several of the states we serve celebrated anniversaries this year, and we are proud to be part of providing decades of reliable and accessible service to those states. We look forward to many more decades of fostering connections.

As we close out 2022 and welcome in 2023, we are committed to providing our customers with the best possible service. From everyone at Hamilton Relay, we wish you and yours a very Happy New Year, and we look forward to continuing to serve you!



Introducing our Newest Outreach Members!

We are excited to welcome three new members to our Outreach Team. Thadeus Graham, Nicolas Greenwood and Melissa Floyd recently joined Hamilton Relay and bring a wealth of experience to their new roles.



Thadeus Graham, Pennsylvania TRS Outreach Coordinator

Most recently, Thad was an educational specialist at Family Services, Inc., where he provided education on a variety of topics that affect families. He has extensive knowledge of public outreach and networking.



Nicolas Greenwood, Connecticut Outreach and Equipment Coordinator

Nick came to us with account executive experience including knowledge of networking, prospecting and sales. He also spent 10 years after college as a Major League Baseball pitcher.



Melissa Floyd, Outreach Administrative Lead

Melissa has been with Hamilton since 2003. With years of experience in call center operations to Administrative/HR Assistant — and everything in between. Melissa continues to share her expertise in reporting, scheduling and maximizing efficiencies of administrative processes.

HAPPY HOLIDAYS FROM HAMILTON RELAY

It's that time of year again — the holiday season is upon us! It's a special time to celebrate and stay connected with loved ones and those who matter most in life.

Whether you're traveling this holiday or staying in the comfort of your home, we're here for your telecommunication needs 24/7. From traditional Relay services to the all-new Hamilton Mobile CapTel app, there are a variety of options available to ensure you're part of every conversation!

Making Meaningful Connections

The telephone plays an important role in connecting seniors to their family, friends and community. But when hearing loss makes it difficult to hear over the phone, it can be challenging to have meaningful conversations.



Brendan Underwood, our outreach coordinator in Georgia, recently installed a CapTel phone for Jason Chen of Roswell, Georgia.

"As a 92-year-old with health issues, I appreciate the compassion and patience Brendan showed me during the process," said Jason. "I truly appreciate Brendan visiting and updating my CapTel phone."

Not only does Jason now have clearer connections through his CapTel phone, but he also made a personal connection with his installer!

"During our visit, Jason showed me paintings of his late wife," said Brendan. "He was excited to share memories of their time together."

Hamilton Relay is dedicated to being a helpful resource for the community and making meaningful telephone connections possible for our users.

Introducing Heroes Mobile™ CapTel® for Veterans!

The Heroes With Hearing Loss® program, sponsored by Hamilton® CapTel®, now offers captioned telephone service on iOS devices! Utilizing the same Hamilton CapTel technology, veterans with hearing loss can experience the ease and confidence of fast, accurate captions of mobile phone calls.

The new app captions both incoming and outgoing calls and provides options for choosing your preferred captioning method (auto or assisted). Other features include:

- Built-in voicemail with captions
- Call Forwarding and Custom Caller ID
- Customizable captions for easy reading—choose your font style, color and size
- Seamless syncing with contacts on your device

And more!

To learn more about the new Heroes Mobile CapTel App and download it onto your iOS device, visit HeroesWithHearingLoss.org/mobile.



Provided by Hamilton CapTel. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. 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. When using Hamilton CapTel on a smartphone or tablet and not on Wi-Fi, a data plan is required. 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. Third-party trademarks mentioned are the property of their respective owners. Courtesy of Cisco Systems, Inc. Unauthorized use not permitted. CapTel is a registered trademark of Ultratec, Inc. Copyright ©2022 Hamilton Relay. Hamilton is a registered trademark of Nedelco, Inc. d/b/a/ Hamilton Telecommunications.

THE HAMILTON RELAY CONNECTOR IS GOING GREEN!

If you would like to receive our newsletter in your email inbox, scan this QR code or visit HamiltonRelay.com to subscribe.



TRAVELING THE COUNTRY WITH TALEGATE

We are excited to share that Hamilton CapTel is a proud sponsor of TaleGate! A mission on wheels, TaleGate consists of a customized 42-foot trailer that is making its way across the country. It is visiting senior living communities and celebrating the remarkable lives of older adults by capturing their stories and recognizing the contributions they have made to their communities.

In addition, TaleGate will be producing a reality show that will brighten up anyone's day and spread the gifts of love and kindness. Episodes will be made available on Saltbox TV, so stay tuned!

WINTER WORD SEARCH

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

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

ANNIVERSARY
 CAPTIONS
 TOGETHER
 INNOVATION

DIGITAL
 FAMILY
 HEROES
 CELEBRATION

WINTER
 COMMUNITY



Hamilton Relay Service
 1006 12th Street
 Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

When the holidays arrive, this festive pastry is sure to gather everyone at the kitchen table. Recipe courtesy of Courtenay St. Germain, Regional Outreach Manager.



BAKED BRIE

Servings: 8

Total Time: 45 min.

Allergens: Egg

Prep Time: 10 min.

Bake Time: 24 min.

INGREDIENTS

- 1 can (8 oz) refrigerated Pillsbury Original Crescent Rolls
- 1 round (8 oz) Brie cheese
- 1 egg, beaten

DIRECTIONS

1. Heat oven to 350°F.
2. Unroll dough; separate crosswise into two sections. Pat dough and firmly press perforations to seal, forming two squares.
3. Place 1 square on ungreased cookie sheet. Place cheese on center of dough. With small cookie or canapé cutter, cut one shape from each corner of remaining square; set cutouts aside.
4. Place remaining square on top of cheese round. Press dough evenly around cheese; fold bottom



edges over top edges. Gently stretch dough evenly around cheese; press to seal completely. Brush with beaten egg. Top with cutouts; brush with additional beaten egg.

5. Bake 20 to 24 minutes or until golden brown. Cool 15 minutes. Serve warm.

Tips: Spread honey, fig jam or cranberry preserves on the Brie before baking; serve with a baguette, crostini or crackers.