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 Maryland Relay
 MassRelay
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 Relay Nevada
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 Ohio Relay
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 Pennsylvania CTRS
 Rhode Island Relay
 Saipan Relay
 South Carolina CapTel
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HAMILTON RELAY CUSTOMER CARE

800-618-4781
 info@hamiltonrelay.com

CAPTEL CUSTOMER SERVICE

888-269-7477



Tips for Navigating a Joyful Holiday Season with Hearing Loss

The holiday season brings plenty of joy and laughter, whether at family gatherings, festive concerts or busy stores — but it can also pose unique challenges for people who experience hearing loss. Between the crowds, background noise and overlapping conversations, staying connected and comfortable can take a little extra preparation. Here are a few tips for keeping the season bright:

Plan your shopping wisely. Malls and stores are often at their loudest during evenings and weekends. If possible, shop during off-peak hours when it's quieter and easier to communicate with sales staff. Online shopping can also help you avoid noisy environments altogether.

Choose visual alerts. Don't let cooking the turkey be any more stressful than it already is — there are kitchen timers, smoke alarms and doorbells that offer light or vibration notifications. These visual cues can make multitasking easier when you're juggling recipes and guests.

Find accessible performances. Many holiday concerts, plays and community events now offer captioned or interpreted performances. Check local event listings or call ahead to ask about assistive listening devices or reserved seating for better sound clarity.

Take advantage of technology. If you use hearing aids or a Hamilton CapTel phone, make sure your devices are fully charged and working properly before the festivities begin. A quick maintenance check before travel or large events can save frustration later.

Remember to rest. Listening in noisy environments can be tiring. Take short breaks to give your ears and brain time to recharge.

With a bit of planning and support, you can fully enjoy the sounds and moments that make the holidays special and not miss a laugh, a tune or a memory.



Our Team Members Gather for Training

Over the summer, our outreach and account management teams gathered in Omaha, Nebraska to meet for our semi-annual summit. The team participated in training on CapTel phones and services, received Speech-to-Speech and Spanish Relay refresher courses and gathered valuable insight into themselves through professional development.

We're committed to ongoing growth, so we can better connect with the communities we serve by providing outreach that informs, empowers and builds lasting relationships.

CELEBRATING THE ADA

This year marks the 35th anniversary of the Americans with Disabilities Act (ADA), a landmark piece of legislation that opened doors, broke down barriers and strengthened the rights of people with disabilities across the nation.

At the heart of equal communication is access. Relay services make it possible for individuals who are deaf, hard of hearing, DeafBlind or have difficulty speaking to connect with others through the phone. Whether you're using a TTY, CapTel, Speech-to-Speech or mobile apps, Relay empowers independence, connection and community.



On this ADA anniversary, we're proud to honor the progress made and commit to ensuring accessible communication for all.

SEE WHAT THEY SAY

When hearing loss makes phone calls challenging, it can feel like you're missing out on life's meaningful moments. But there's hope. Hamilton® CapTel® Captioned Telephone solutions for home, work or on the go will transform how you experience phone conversations, letting you See What They Say® in real time. It's all powered by more than two decades of trusted captioning technology that's helped millions connect — and it's available at no cost for people with hearing loss! Staying connected with what matters most shouldn't be a struggle. It should be as easy as saying, "hello."

Explore available solutions at HamiltonCapTel.com today!



HAMILTON RELAY HIGH SCHOOL SCHOLARSHIP

Do you know a high school senior who is deaf, hard of hearing, DeafBlind or has difficulty speaking and is seeking scholarship opportunities to continue their education? Hamilton Relay is currently accepting applications for the Hamilton Relay High School Scholarship which will be awarded in Spring 2026.

A graduating high school student will be selected from each state where Hamilton Relay is the contracted Relay and/ or Captioned Telephone service provider. In each state, a \$1,000 scholarship will be awarded to one eligible applicant. All applicants must meet eligibility criteria and submit their application by March 31, 2026.

For more information, visit hamiltonrelay.com/scholarship.



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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the 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 high-speed internet access (Wi-Fi capable) and in some cases, may require telephone service. 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.



Relay Friendly
Business

Relay Friendly Business Program Offers Free Training

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.

Our outreach team offers free training on how to successfully place and receive relay calls — reducing the number of hang-ups and improving customer satisfaction!

Through a better understanding of what Relay is and by taking calls from consumers who use Relay, businesses can 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 find out if Relay Friendly Business training is offered in your state, visit HamiltonRelay.com, select your state and contact your Outreach Coordinator.

CUSTOMER CARE CORNER: EXPERTS ON CALL

Do you have questions or comments about Hamilton Relay services? Contact our Customer Care Team — they're the experts on call. When you contact Customer Care, your questions will be answered by staff who are friendly, helpful and specially trained to support our Relay users.

Our Customer Care Team knows more than one way to troubleshoot a situation and will guide you through the process until your issue is resolved. Remember, Customer Care is available 24 hours a day, 7 days a week, 365 days a year.

You can reach Customer Care three ways:

- Call 800-618-4781
- Visit HamiltonRelay.com and click on the Live Chat button
- Email info@HamiltonRelay.com



FALL WORD SEARCH

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

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

HOLIDAY	SCHOLARSHIP	TRAINING
JOYFUL	ANNIVERSARY	EXPERTS
SEASON	CAPTEL	FESTIVE
OUTREACH	BUSINESS	RECIPE



Hamilton Relay Service
 1006 12th Street
 Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

This holiday season, the Hamilton Relay team is sharing some of our favorite festive recipes with you. Whether you're looking for cozy comfort food, sweet treats or something new to spice up your celebrations, we hope these dishes bring joy to your table and warmth to your heart. Happy holidays from all of us!

Scan the QR code or visit HamiltonRelay.com/HappyHolidays to view the recipe book!

