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HAMILTON RELAY CUSTOMER CARE

800-618-4781
info@hamiltonrelay.com

CAPTEL CUSTOMER SERVICE

888-269-7477



For 125 years, Hamilton® has been connecting people. What began in 1901 as a small telephone cooperative serving rural Nebraska has grown into a company dedicated to making communication more accessible for people across the country. As we celebrate our 125th anniversary, we're also approaching another meaningful milestone: nearly 500 million captioned telephone conversations through Hamilton CapTel®.

While the number itself is remarkable, the real story is found in the conversations behind it. Every call represents a connection between family members, friends, healthcare providers, coworkers and loved ones. For people with hearing loss, access to those conversations can make a meaningful difference in everyday life.

Since launching Telecommunications Relay Service in 1991 and introducing Captioned Telephone Service in 2003, Hamilton has remained committed to making telephone conversations more accessible for people who are deaf, hard of hearing, DeafBlind or have difficulty speaking. These services have expanded communication options, strengthened connections and provided greater independence through millions of conversations over the years.

"Hamilton is and has always been about connecting people, and captioning 500 million telephone conversations is a very meaningful part of that story," said John Nelson, CEO of Hamilton. "It reflects the trust people across the country have placed in Hamilton for more than a century. But it's also a testament to the dedicated employees and partners who continue to serve changing communication needs across generations."

"Reaching 500 million captioned telephone conversations is an important moment for Hamilton CapTel," said Dixie Ziegler, Vice President of Hamilton Relay. "But the real significance lies beyond the number. It's found in the individual conversations that, in a real way, change people's lives on a daily basis. Our focus remains on helping people with hearing loss take part in the calls that matter to them."

As we look toward this milestone, we are grateful for the customers, employees and communities that have been part of our journey. While technology continues to evolve, our purpose remains the same today as it was 125 years ago — connecting people to the conversations, relationships and information that enrich their lives every day.

POP CULTURE SPOTLIGHT: *BEING HEUMANN*

Disability rights pioneer Judith "Judy" Heumann's remarkable life is coming to the big screen in *Being Heumann*, based on her memoir of the same name.

After contracting polio as a toddler, Heumann used a wheelchair and faced barriers at every turn, including being denied a teaching license because of her disability. She fought back, won and went on to help lead the historic 1977 Section 504 sit-in, a 26-day protest that pushed the federal government to enforce disability rights protections.

Her advocacy helped lay the groundwork for the Americans with Disabilities Act, which also established the nationwide relay services that keep people with hearing loss connected by phone today.

Being Heumann is a reminder that access to communication is a right worth championing. Look for it in theaters November 6 and streaming on Apple TV on November 13.



How One Kindergarten Teacher Reclaimed Her Phone Confidence



For veteran teacher Jasmine Cipko, a classroom full of kindergarteners has always been a lively, joyful place. But as her hearing loss progressed, keeping up with conversations and the sounds around her became increasingly difficult.

After receiving bilateral cochlear implants, Jasmine still found phone conversations challenging, whether it was calling her school's office or keeping in touch with her loved ones. Phone calls became a source of anxiety. *Then Jasmine discovered the Hamilton CapTel phone*.

"Using the Hamilton CapTel captioned telephone has made a huge difference in my daily life," said Jasmine. "Because of my hearing loss, phone calls used to be stressful and exhausting. I would miss important words, constantly ask people to repeat themselves or avoid making calls altogether."

With Hamilton CapTel, Jasmine can listen while reading captions of what the other person is saying. "It gives me confidence and clarity during conversations," she said.

That confidence has made a meaningful difference both at home and at work. "It allows me to communicate independently with my family, colleagues, medical providers and my students' families without fear of misunderstanding important information."

For Jasmine, Hamilton CapTel means more than making phone calls easier. "Using a captioned telephone has reduced my anxiety around phone calls and restored a sense of normalcy and control over my communication. It has truly become an essential tool that helps me stay connected both personally and professionally."

Today, Jasmine picks up the phone with greater confidence, knowing she has the support she needs to stay connected to the people who matter most — both at home and in a joy-filled classroom.

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. Third-party trademarks mentioned are the property of their respective owners. CapTel is a registered trademark of Ultratec, Inc. Copyright ©2026 Hamilton Relay. Hamilton Relay is a registered trademark of Nedelco, Inc. dba Hamilton Telecommunications.

Making Spirits Bright and Conversations Clear

Holidays are a wonderful time to gather with family, share meals and make memories. For people with hearing loss, however, busy celebrations and background noise can sometimes make connecting with loved ones feel challenging. Here are simple strategies that can help make holiday gatherings more enjoyable and inclusive:

Choose your seat wisely. At family dinners and gatherings, try sitting where you can easily see the people around you. This makes it easier to see faces and follow conversations while reducing background noise.

Give your ears a break. Listening takes effort, especially in busy environments. If you start to feel fatigued, step into a quieter room for a few minutes. Taking a short break can help you recharge before returning to the conversation.

Let others know what helps. Family and friends often want to help but may not know how. Don't be afraid to let them know how they can communicate best with you. Ask them to face you when speaking, avoid talking from another room, and speak at a normal volume rather than shouting.

Use the tools available to you. Hearing aids, cochlear implants, captioned telephones and other communication tools can help you stay connected during the holidays and throughout the year.

Most importantly, remember that you don't have to navigate hearing loss alone. Advocate for what you need and use the tools and support available to you, so you can focus on enjoying the people, conversations and moments that make the holidays special.





CUSTOMER CARE CORNER: MOVING WITH YOUR CAPTEL PHONE

Whether you're moving across town or across the state, a little planning ahead can help keep your CapTel phone and your conversations running smoothly.

Update your address. Before you move, contact Hamilton CapTel Customer Service to update your address. This is especially important for 911 calls, so emergency responders can locate you quickly.

Check your connection. Confirm that your new home has the service your phone needs, whether that's a telephone line, high-speed internet or both. Schedule installation early so service is active when you arrive.

Pack with care. Keep the phone, power adapter and cords together in one clearly labeled box. Wrapping the phone in bubble wrap or a towel helps protect the screen during transport.

Set up and test. Once you're settled, reconnect your phone and place a test call to make sure captions are working properly.

Need help? Our team can assist with setup questions or trouble-shooting. Contact us at 877-455-4227, info@hamiltoncaptel.com or by pressing the blue button on your CapTel phone. We're here to help you stay connected to the people who matter most, from your very first day in your new home.

FALL WORD SEARCH

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

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

CAPTEL
CONVERSATIONS
GATHERING
GNOCCHI
HEUMANN
HOLIDAY
INDEPENDENT
JASMINE
KINDERGARTEN
MILLION
MOVING
SAUSAGE

Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

As the weather turns crisp, Allison Labrie, Hamilton Relay Account Manager, shares her hearty sausage and gnocchi soup, perfect for chilly evenings and holiday gatherings alike.



SAUSAGE AND GNOCCHI SOUP

Servings: 4 to 6 Total Time: 25 to 30 minutes
Allergens: Dairy, Wheat Prep Time: 10 minutes



INGREDIENTS

- 1 lb ground Italian sausage
- 1/2 cup chopped onion
- 2 cloves minced garlic
- 32 oz chicken broth
- 1/2 tsp salt
- 1/4 tsp pepper
- 16 oz potato gnocchi
- 3 cups packed fresh spinach, coarsely chopped
- 1 cup heavy whipping cream
- 1/4 tsp red pepper flakes

DIRECTIONS

1. In a 5-quart dutch oven, cook Italian sausage over medium heat 7 to 10 minutes or until no longer pink; drain.
2. Add sausage back to pot with onion and garlic. Cook 2 to 3 minutes or until onions are tender.
3. Add chicken broth, salt and pepper. Add red pepper flakes, if using. Heat to boiling.
4. Stir in gnocchi and spinach. Simmer 2 to 3 minutes or until gnocchi begins to float and spinach is wilted. Stir in heavy whipping cream. Heat until warm again. Serve.
5. Optional: Top each serving with red pepper flakes and parmesan cheese.

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