

# Outreach

At Hamilton Relay, outreach activities are a very important part of how we operate our Relay Service. Education of both relay users and the general public plays a vital role in the success of the relay. Hamilton provides a comprehensive relay outreach program in Massachusetts and in each of the states in which it provides Relay Service in order to assure success of this educational process.

The following Attachment contains Hamilton's library of outreach materials. It also contains examples of some of the outreach activities which Hamilton has been involved with in its Massachusetts. Hamilton will make all materials available in Spanish and English.

## Relay Your Way



## Connect with MassRelay and CapTel® Service



## See what they say® with Captioned Telephone

To call a CapTel user, dial:

English: 877-243-2823

Spanish: 866-217-3362

For information regarding CapTel equipment  
available through MassRelay, contact:

MassEDP  
1380 Bay Street  
Taunton, MA 02780

Voice/TTY: 800-300-5658

E-mail: [massedp@state.ma.us](mailto:massedp@state.ma.us)

**Customer Service – Available 24/7**

If you have suggestions, comments or concerns,  
please contact: MassRelay Captioned Telephone  
Customer Service

P.O. Box 285  
Aurora, NE 68818

English: 888-269-7477

Spanish: 866-670-9134

Fax: 402-694-5110

E-mail: [customerservice@massrelay.com](mailto:customerservice@massrelay.com)

In addition, the Federal Communications Commission  
is available to serve you regarding relay issues.

Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

You can also contact the Department of  
Telecommunications and Cable

Visit: <http://www.mass.gov/dtc>



Captioned Telephone (CapTel®) allows  
individuals who have difficulty hearing  
on the phone to listen while reading  
captions of what's said to them.

## What is Captioned Telephone?

Captioned Telephone (CapTel) is a \*free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

### This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

\* Although the captioning service is free, standard long distance charges apply.

## Who benefits from Captioned Telephone?

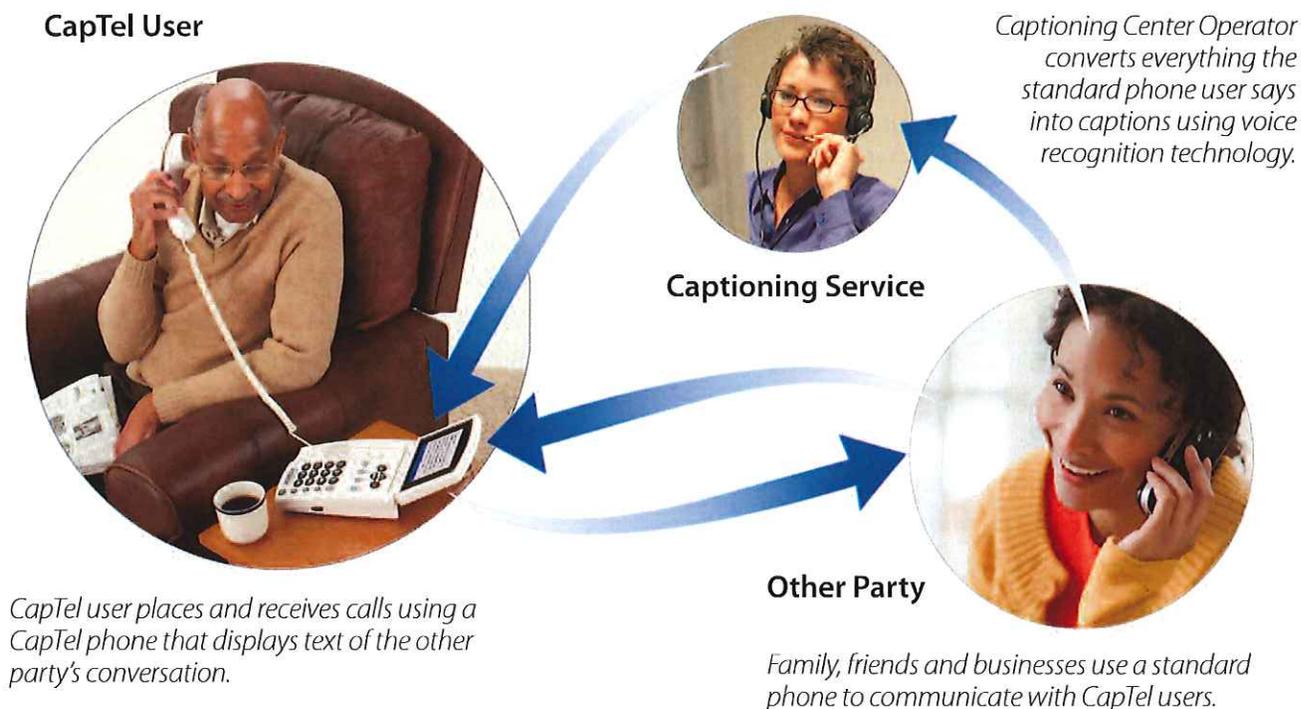
- People who experience significant hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

## Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service, and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please refer to the back page.

## Connecting with CapTel



## How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

## Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

### Placing Calls with Captions

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

### Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

#### 1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

#### 2-line CapTel Mode (two telephone lines connected to your CapTel phone)

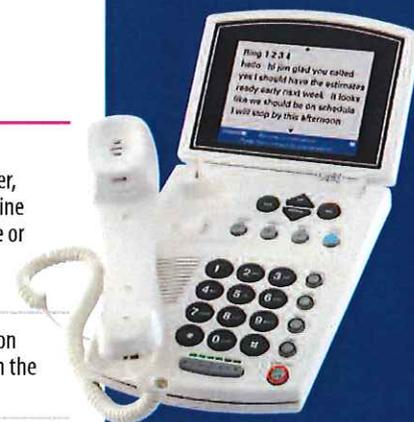
- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

*\* All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided in this brochure.

## 1-Line CapTel vs. 2-Line CapTel

|   | 1-Line CapTel   | 2-Line CapTel  |
|---|---|--|
| <b>Number of Lines</b><br><i>For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit <a href="http://www.hamiltoncaptel.com">www.hamiltoncaptel.com</a>.</i> | Requires one standard (analog) telephone line or DSL with an analog filter.   | The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.     |
| <b>How Calls are Managed</b>  | Spoken conversations and captions provided through one telephone line.  | Spoken conversation is provided on one line; captions are provided on the second line.   |
| <b>Captioning</b>   | Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".   | Captions can be turned on or off at any point in the conversation.   |
| <b>Outgoing Calls</b>   | Outgoing calls are automatically routed through the CapTel Captioning Center.   | Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.  |
| <b>Calling a CapTel User</b>  | People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.   | People calling the CapTel user dial that person's number directly.   |
| <b>Calling Features</b>   | Call-waiting and automatic call back (*69) are not available.   | Call-waiting and automatic call back (*69) can be used.  |
| <b>Three-Digit Dialing</b>  | CapTel users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services.  | Three-digit dialing functions the same in 1 Line or 2 Line mode.   |
| <b>911 Calls</b><br><i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>  | Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.<br><br><i>*VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i> | Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line. |



Massachusetts Relay is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

That's what I'm talking about

**HAMILTON**  
relay



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



**To Call**  
<Enter Name Here>  
First Dial 1-877-243-2823

Then enter my number  
<Enter Number Here>  
and press the # key.

For more information, visit  
[HamiltonCapTel.com](http://HamiltonCapTel.com)

Copyright © 2010 Hamilton Relay. All rights reserved.  
CapTel® is a registered trademark of Ultratec, Inc.



# Protect your business

## Suspicious calls can be received through various means of communication, including relay.

Relay service is intended for use by individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. Unfortunately, there are people who take advantage of relay services by posing as a relay user in order to conceal their identity and trick businesses into selling them large quantities of merchandise.

There are various ways in which people access relay services to place or receive calls: through a computer, standard telephone, mobile device, or an assistive communications device. As relay calls are facilitated by a Relay Operator, you are not able to hear the voice of the person on the other end, in most cases. Therefore, it is very important for you to feel comfortable in knowing exactly with whom you are speaking.

Here are a few tips to help determine whether your callers are placing legitimate orders or if they are attempting to scam your business.



**MassRelay**  
Let's talk.

It is wise to gather as much information as you can about the caller. Always ask for the caller's full name, address and telephone number. Put procedures in place so that you can verify the credit card information provided.

Hamilton Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of relay and the Federal Trade Commission (FTC) has instructed that persons who have been defrauded should contact the FTC directly at [www.FTC.gov](http://www.FTC.gov) or 877-FTC-HELP.

To read the FCC's statement online, please visit [www.fcc.gov/cgb/consumerfacts/iprelayfraud.html](http://www.fcc.gov/cgb/consumerfacts/iprelayfraud.html)

### Be suspicious if callers:

- Refuse to identify themselves or give a company name
- Refuse to provide a telephone number
- Order large quantities of products, possibly "whatever you have in stock"
- Want the goods shipped immediately through a third party and/or to an overseas location
- Supply multiple credit cards as one or more are declined
- Cannot provide the credit card verification code (the three digit number on the back of the card)
- Wish to pay with a certified check (as a precaution, wait until funds are cleared before shipping merchandise)



# Relay Friendly **Business**

## THIS CERTIFIES THAT

\_\_\_\_\_

\_\_\_\_\_

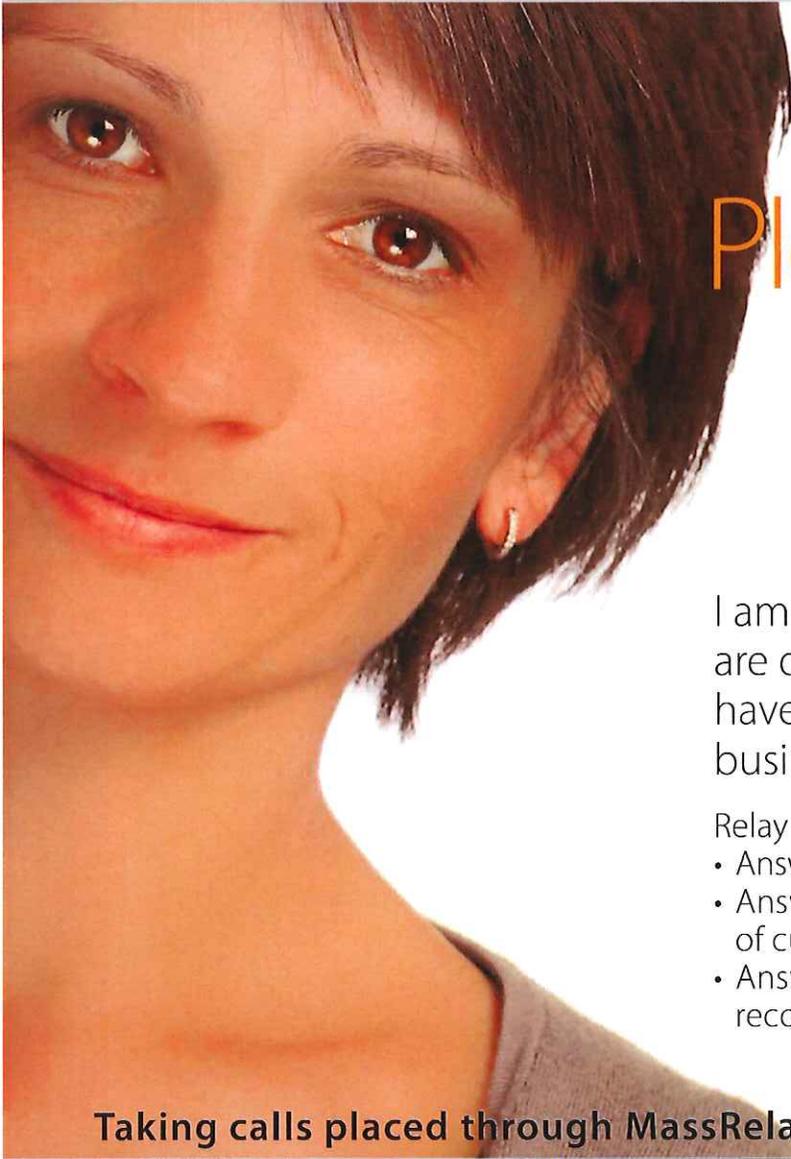
has successfully completed the requirements of the Relay Friendly Business Program and is trained to place and receive relay calls to and from individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

We hereby welcome them as a Relay Friendly Business and acknowledge their time, effort, and commitment to serving their customers.

Signed \_\_\_\_\_

Date \_\_\_\_\_





# Please don't hang up on me.

I am one of thousands of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking wanting to do business with your company.

Relay users are customers with money to spend.

- Answering relay calls can mean increased revenue
- Answering relay calls can increase the number of customers you serve
- Answering relay calls can result in the recommendation of your business to others

**Taking calls placed through MassRelay is simply good business.**



The relay caller places a call using relay, primarily through the use of an assistive communications device.



The Relay Operator speaks and/or types what's said between callers.



Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.



Relay Friendly  
**Business**



Please  
**don't**  
**hang up**  
on me.

### **Become a Relay Friendly Business**

Relay calls are from individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. By becoming a Relay Friendly Business you'll discover that relay users are customers with money to spend.

- Answering relay calls can mean **increased revenue**
- Answering relay calls can **increase the number of customers you serve**
- Answering relay calls can result in the **recommendation of your business to others**

## Relay Friendly Business

You can help your organization  
be a **Relay Friendly  
Business** by understanding  
how a relay call works.



Relay Caller

The relay caller places a call using relay, primarily through the use of an assistive communications device.



Relay Operator

A Relay Operator then speaks and/or types what is said between you and the relay caller.



You

Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Seem easy? **It is!**

Becoming relay friendly is good for business.



**MassRelay**  
Let's talk.

For more information contact: **MassRelay Customer Service**  
703 W. Housatonic Street, Suite 148 • Pittsfield, MA 01201  
1.800.720.3479 Voice • 1.800.720.3480 TTY  
customerservice@massrelay.com • Mass.gov/MassRelay

Copyright © 2011 Hamilton Relay. All rights reserved.



Relay Friendly  
**Business**

*Connecting  
with all of  
Massachusetts*



**MassRelay**  
*Let's talk.*

## Welcome to the **Relay Friendly Business** program.

Dear XXXXXXXXX

In becoming a Relay Friendly Business, you'll discover that relay users are customers with money to spend. By answering relay calls, your organization can:

- Bring new money into your business
- Attract more customers and increase customer loyalty
- Receive more referrals to your business from others

You can positively impact relay users by making Relay Friendly Business training a part of your employee development plans, and by telling friends and business associates about the program.

We thank you for your participation. Should you have any additional questions, please don't hesitate to call me at XXX.XXX.XXXX.

Taking calls placed through MassRelay is simply good business.

Sincerely,

Name  
Title



**MassRelay  
Customer Service**  
703 W. Housatonic Street  
Suite 148  
Pittsfield, MA 01201  
1.800.720.3479 Voice  
1.800.720.3480 TTY  
customerservice@massrelay.com  
Mass.gov/MassRelay

Relay Friendly  
**Business**

*Connecting with all of Massachusetts*



**MassRelay**  
Let's talk.



## Important Information Regarding MassRelay

**MassRelay** is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

### Here's how MassRelay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with MassRelay. A qualified Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the RO will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The RO then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

### Specialized Services:

MassRelay offers specialized services for individuals with difficulty speaking and for Spanish speaking residents which includes Spanish to English translation. Specially trained Relay Operators are on hand to assist in these types of calls. Since MassRelay offers a variety of services please refer to the website listed or call MassRelay Customer Service for more details.

**Internet Relay** is also available. You can connect with a Relay Operator via your computer, web device or wireless device. To access this service, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

**Mobile Captions Service (MCS)** utilizes Voice Carry Over on a mobile device. Individuals who have difficulty hearing on the phone now have the ability to read text of what the other person is saying on the screen of a Nokia E5 phone.

**Captioned Telephone** is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone. For more information regarding Captioned Telephone call the MassRelay Customer Service at 1-888-269-7477 (V/TTY) or visit [massrelay.com](http://massrelay.com).

### Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach MassRelay, please call MassRelay Customer Service. All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Massachusetts, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access MassRelay.

### **To place a call using**

#### **MassRelay, dial 7-1-1**

or dial one of the toll free numbers below:

**Voice:** 1-800-439-0183

**VCO:** 1-866-887-6619

**Spanish:** 1-866-930-9252

**TTY/ASCII:** 1-800-439-2370

**Speech-to-Speech:** 1-866-645-9870

### **Customer Service Information:**

1-800-720-3480 TTY

1-800-720-3479 Voice

703 W. Housatonic Street, Suite 148

Pittsfield, MA 01201

Email: [customerservice@massrelay.com](mailto:customerservice@massrelay.com)

Web: [www.massrelay.com](http://www.massrelay.com)

### **Captioned Telephone**

#### **Customer Service:**

1-888-269-7477

#### **To call a Captioned Telephone user, dial:**

1-877-243-2823

### **Special points of interest:**

#### • **Equipment Distribution Program**

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due issues such as hearing loss or vision loss. For more information on MassEDP go to [www.mass.gov/massedp](http://www.mass.gov/massedp) or call 1-800-300-5658 V/TTY.

#### • **Emergency Calls**

**Please note that 7-1-1 is only to be used to reach MassRelay**

#### **In an EMERGENCY you should continue to use 9-1-1**

For emergencies, call 9-1-1 directly. Every Massachusetts 911 center has a TTY and is prepared to handle emergency calls placed in this manner. MassRelay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



MassRelay  
1-800-439-2370

## Important Information Regarding MassRelay

### What is MassRelay?

MassRelay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

### How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with MassRelay. A qualified Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the Relay Operator will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The Relay Operator then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

### Captioned Telephone:

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

### How do I apply for specialized equipment?

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to [www.mass.gov/massedp](http://www.mass.gov/massedp) or call 1-800-300-5658 V/TTY.

### Access Numbers:

TTY: 1-800-439-2370  
Voice: 1-800-439-0183  
VCO: 1-866-887-6619  
Spanish: 1-866-930-9252  
Speech: 1-866-645-9870

### Customer Service

Information:  
Voice: 1-800-720-3479  
TTY: 1-800-720-3480  
customerservice@massrelay.com  
www.MassRelay.com

To place a call using Hamilton Relay Internet, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com)



MassRelay  
1-800-439-2370

## Important Information Regarding MassRelay

### What is MassRelay?

MassRelay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

### How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with MassRelay. A qualified Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the Relay Operator will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The Relay Operator then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

### Captioned Telephone:

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

### How do I apply for specialized equipment?

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to [www.mass.gov/massedp](http://www.mass.gov/massedp) or call 1-800-300-5658 V/TTY.

### Access Numbers:

TTY: 1-800-439-2370  
Voice: 1-800-439-0183  
VCO: 1-866-887-6619  
Spanish: 1-866-930-9252  
Speech: 1-866-645-9870

### Customer Service

Information:  
Voice: 1-800-720-3479  
TTY: 1-800-720-3480  
customerservice@massrelay.com  
www.MassRelay.com

To place a call using Hamilton Relay Internet, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com)



MassRelay  
1-800-439-2370

## Important Information Regarding MassRelay

### What is MassRelay?

MassRelay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Spanish in order to connect with family, friends or businesses with ease.

### How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with MassRelay. A qualified Relay Operator will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the Relay Operator will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The Relay Operator then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

### Captioned Telephone:

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

### How do I apply for specialized equipment?

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes. MassEDP provides adaptive telephone equipment to people who have difficulty using the telephone due to issues such as hearing loss or vision loss. For more information on MassEDP go to [www.mass.gov/massedp](http://www.mass.gov/massedp) or call 1-800-300-5658 V/TTY.

### Access Numbers:

TTY: 1-800-439-2370  
Voice: 1-800-439-0183  
VCO: 1-866-887-6619  
Spanish: 1-866-930-9252  
Speech: 1-866-645-9870

### Customer Service

Information:  
Voice: 1-800-720-3479  
TTY: 1-800-720-3480  
customerservice@massrelay.com  
www.MassRelay.com

To place a call using Hamilton Relay Internet, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

“I just can't hear on the phone...”

But with Massachusetts  
Captioned Telephone  
I can “see what they say™.”

If you've ever missed out on what was said during a telephone call – you no longer need to. Now you can see word-for-word what is said to you throughout your phone conversation. It's called CapTel or Captioned Telephone.

**Join us for a free presentation!**

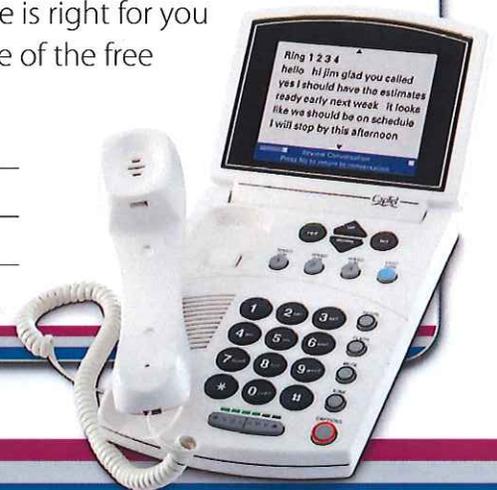
Find out if a captioned telephone is right for you and how you can take advantage of the free captioned telephone service.

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_





**MassRelay**  
Let's talk.

Massachusetts  
Captioned Telephone (CapTel)

"I just can't hear on the phone..."



But with Massachusetts  
Captioned Telephone  
I can "see what they say!"

If you've ever missed out on what was said during a telephone call – you no longer need to. Now you can see word-for-word what is said to you throughout your phone conversation. It's called CapTel or Captioned Telephone.

For a limited time, a CapTel phone is available for you to try. It's free! So make a call and see what they say!

Try the phone out at:

\_\_\_\_\_  
\_\_\_\_\_



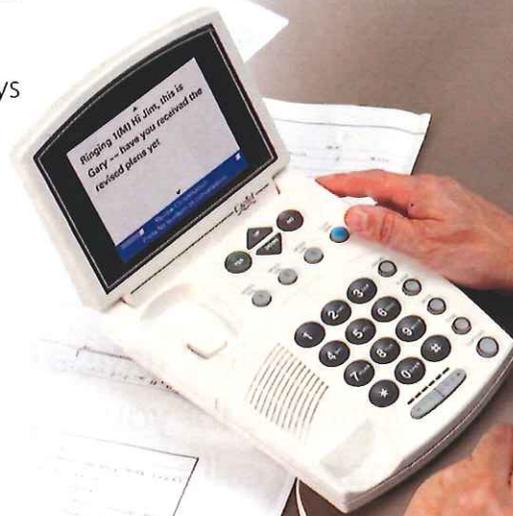
## Make a free call and see for yourself.

Ringing 1(M) Hi Jim, this is Gary -- have you received the revised plans yet

The phone next to you is called a captioned telephone and it works just like any other phone – with one important addition: it displays word-for-word what is said to you. You can listen while reading the captions on the CapTel phone's bright display window.

So if you just can't hear on the phone, try making a call with this phone and "see what they say!"

**\* Please Note:**  
Testing is available for LOCAL CALLS ONLY.



That's what I'm talking about


[Home](#) [Options](#) [How it Works](#) [FAQ's](#) [What's New](#) [Hamilton](#)
[Contact](#)

State / 711 Relay : Massachusetts

English | [Español](#)

**Claire Comeau**  
MassRelay Community Relations Manager

## MassRelay

Hamilton Relay provides traditional relay



services for the state of Massachusetts including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and CapTel®.

Details regarding all of the available services in Massachusetts can be found under the Options tab above.

When you connect with MassRelay, a Relay Operator (OPR) will connect on the phone with you. Simply give the OPR the number you wish to call and your call will be processed promptly, professionally and accurately.

MassRelay: [www.Mass.gov/MassRelay](http://www.Mass.gov/MassRelay)

### How to Connect

Dial **7-1-1** to use Hamilton Relay in Massachusetts or call one of the toll free numbers below:

**TTY:** 800-439-2370

**Voice:** 800-439-0183

**VCO (Voice Carry Over):** 866-887-6619

**Speech-to-Speech:** 866-645-9870

**Spanish-to-Spanish:** 866-930-9252

(includes Spanish-to-Spanish and translation from English to Spanish)

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

**TTY:** 800.833.5833 (toll-free)

**Voice:** 800.833.7833 (toll-free)

### Customer Care

If you have suggestions, comments or concerns, please contact:

### Massachusetts

- [How To Connect](#)
- [Customer Care](#)
- [Equipment Distribution](#)
- [Outreach](#)
- [Brochures](#)

- 
- [Customer Profile](#)
  - [Guide to Understanding Your Profile](#)
- 

- [Options](#)
  - TTY
  - VCO
  - 2-Line VCO
  - HCO
  - 2-Line HCO
  - DBS
  - Voice
  - STS
  - Español
  - CapTel

- [How It Works](#)
- [FAQs](#)

**MassRelay**

P.O. Box 285

Aurora, NE 68818

**CS TTY:** 800-720-3480**CS Voice:** 800-720-3479**E-mail:** [customerservice@massrelay.com](mailto:customerservice@massrelay.com)

If your expressed concern is not resolved to your satisfaction, contact the MassRelay Administrator.

**Monna Wallace, MassRelay**

Administrator,

Massachusetts State 9-1-1 Department

151 Campanelli Drive, Suite A

Middleborough, MA 02346

**Office:** 508-828-2911**E-mail:** [Monna.Wallace@state.ma.us](mailto:Monna.Wallace@state.ma.us)

And if your issue is still not resolved you may call or write to:

**Department of Telecommunications****and Cable** Consumer Division

1000 Washington Street, Suite 820

Boston, MA 02118-6500

**Phone:** 617-305-3531**Fax:** 617-988-8288**Consumer Line:** (617) 305-3531 or Toll free 800-392-6066 (MA only)<http://www.mass.gov/dtc>

Should your concern go unresolved, you may file a complaint with the FCC's Consumer Information Bureau.

**Voice:** 888-CALL-FCC**TTY:** 888-TELL-FCC<http://www.fcc.gov/cgb/complaints.html>

## Equipment Distribution

For information regarding equipment, please visit:

<http://www.Mass.gov/MassEDP>

## Outreach

Hamilton Relay offers high quality professional outreach services to ensure people are aware of relay services, and that they understand how to use relay when making or receiving calls. If you are not sure about how relay works and would like to learn more about what types of relay services work best for you, [contact us!](#)

If you know of an agency, business, school or individual who could benefit from training on how

to use Relay services, we are glad to provide professional training services.

Contact your Outreach Coordinator today!

**Claire Comeau**

([claire.comeau@hamiltonrelay.com](mailto:claire.comeau@hamiltonrelay.com))

*MassRelay Community Relations Manager*

## Brochures

For quick reference, the following Traditional Relay Service Brochures are available for download:

[Relay Service](#) | [CapTel](#)



[CapTel / Captioned Telephone](#) | [State Relay / 711 Relay Services](#) | [Company Information](#)  
[Terms & Conditions](#) | [Privacy Policy](#) | [911 Disclaimer](#)  
Copyright © Hamilton Relay. All rights reserved. • CapTel is a registered trademark of U.S. CaptionTel, Inc.



Subscribe

See what they say

[Home](#)[How it Works](#)[FAQ's](#)[What's New](#)[Hamilton](#)[Contact](#)

CapTel : Massachusetts

English | [Español](#)

**Claire Comeau**  
MassRelay Community Relations Manager

## See what they say<sup>®</sup> with Hamilton CapTel<sup>®</sup> and Massachusetts Relay

Hearing on the phone can be a source of frustration for you or someone you care about — but it doesn't have to be. Backed by nearly a decade of proven captioned telephone technology, Hamilton CapTel<sup>®</sup> is dedicated to making phone conversations simple and accessible for individuals with hearing loss.

Captioned Telephone, or CapTel, service allows for a natural conversation flow — you speak directly to the other party and then listen while reading captions of what's said to you. As the other party speaks, captions of what they say appear nearly simultaneously on the bright, built-in display screen of the CapTel phone.

So if you've ever missed out on what was said during a telephone call, you no longer need to! Now you can have clarity and confidence on every call.

The captioning service is free and is available in English or Spanish.



### Massachusetts

- [CapTel 840](#)
- [Customer Care](#)
- [Order Info](#)
- [Outreach](#)
- [How It Works](#)
- [FAQs](#)

### Brochures

- [CapTel](#)

### Guides/Manuals

- [User Manual](#)

### Call-Me Cards

- [Download Template](#)

### CapTel Phone Videos

#### General

- [Introduction](#)
- [Getting Help](#)
- [More Information](#)

#### 1-Line Mode

- [How CapTel Works](#)
- [Overview of CapTel Phone](#)
- [Getting Started](#)
- [Setup Plugging Everything In 1-Line Mode](#)
- [Set Up In An Office](#)
- [Calling & Answering in 1-Line Mode](#)
- [Adjust Sound](#)
- [Conversations](#)

## CapTel Phone

### CapTel 840

Placing and receiving calls with the CapTel phone is simple and easy. The CapTel phone works like any other telephone with one important addition: you can read every word a caller says throughout your phone conversation on the bright display screen. The CapTel phone requires a single analog (traditional) or DSL (with Filter) phone line for both voice and captions.

To see how Hamilton CapTel and the CapTel phone can work for you, just [click here](#).

Don't have an analog connection? Learn more about the CapTel 840i and the Hamilton CapTel family of Internet-based captioned telephone solutions, just [click here](#).

Questions about the CapTel 800? Please [click here](#).

Questions about the CapTel 200? Please [click here](#).

## How to Obtain a CapTel Phone

### Massachusetts Equipment Distribution Program

Massachusetts residents may be eligible to receive a CapTel phone at no charge through the Massachusetts Equipment Distribution Program (MassEDP), which helps provide telephone equipment to qualifying Massachusetts residents who have a permanent disability that affects the use of the telephone.

For more information or to download an application, please visit [www.Mass.gov/MassEDP](http://www.Mass.gov/MassEDP) or contact:

**MassEDP**

V/TTY: 800-300-5658

E-Mail: [JoinIn@MassEDP.com](mailto:JoinIn@MassEDP.com)

Website: [www.Mass.gov/MassEDP](http://www.Mass.gov/MassEDP)

## Order a CapTel Phone Directly

[You may also order a CapTel phone directly.](#)

### \$75 Limited Time Offer!

[Click Here](#) to order your CapTel Phone online for just \$75

- [Reviewing Captions During a Call](#)
- [Reviewing Captions After Hanging Up](#)
- [Speed Dial](#)
- [Changing the Font Size](#)
- [Touch Tone Menu Systems](#)
- [Answering Machine Messages](#)
- [Dialing 911 in an Emergency](#)

### 2-Line Mode

- [2-Line Mode Overview](#)
- [2-Line Mode How It Works](#)
- [Setting Up 2-Line Mode](#)
- [Placing a Call with Captions \(2-Line\)](#)
- [Answering a Call \(2-line\)](#)
- [Answering a Call with Captions \(2-Line\)](#)
- [Turn Captions On or Off \(2-Line\)](#)
- [Shared Line \(2-Line\)](#)
- [Dial 911 \(2-Line\)](#)

**Call (V/TTY):** (800) 233-9130 to place your order by phone.

**Fax/Mail:** [Click Here](#) to download your order form. Simply print it, complete the order information and then send it via fax or mail.

## Customer Care

For assistance, please call CapTel Customer Service at 888-269-7477.

For more information about Massachusetts Captioned Telephone Relay Service, or if you have suggestions, comments or concerns, please contact:

**MassRelay**

P.O. Box 285

Aurora, NE 68818

**CS TTY:** 800-720-3480

**CS Voice:** 800-720-3479

**E-mail:** [customerservice@massrelay.com](mailto:customerservice@massrelay.com)

If your expressed concern is not resolved to your satisfaction, contact your State Relay Administrator.

**Monna Wallace, MassRelay  
Administrator**

Massachusetts State 9-1-1 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346

**Office:** 508-828-2911

**E-mail:** [Monna.Wallace@state.ma.us](mailto:Monna.Wallace@state.ma.us)

And if your issue is still not resolved you may call or write to:

**Department of Telecommunications  
and Cable Consumer Division**

1000 Washington Street, Suite 820  
Boston, MA 02118-6500

**Phone:** 617-305-3531

**Fax:** 617-988-8288

**Consumer Line:** (617) 305-3531 or Toll free 800-392-6066 (MA only)

**Website:** <http://www.mass.gov/dtc>

In addition, the Federal Communications Commission (FCC) is available to serve you regarding relay issues:

**Voice:** 888-CALL-FCC

**TTY:** 888-TELL-FCC

**Website:**

<http://www.fcc.gov/cgb/complaints.html>

## Outreach

Hamilton CapTel offers high quality professional outreach services to ensure people are aware of CapTel services, and that they understand how to use CapTel when making or receiving calls. If you are not sure about how CapTel works and would like to learn more about what types of relay services work best for you, contact us!

If you know of an agency, business, school or individual who could benefit from training on how to use relay services, we are glad to provide professional training services.

Contact your Outreach Coordinator today!

**Claire Comeau**

[claire.comeau@hamiltonrelay.com](mailto:claire.comeau@hamiltonrelay.com)

*MassRelay Community Relations Manager*



[CapTel / Captioned Telephone](#) | [State Relay / 711 Relay Services](#) | [Company Information](#)  
[Terms & Conditions](#) | [Privacy Policy](#) | [911 Disclaimer](#)  
Copyright © Hamilton Relay. All rights reserved. • CapTel is a registered trademark of UI



Subscribe

# The Hamilton RELAY CONNECT R

SPRING 2017

www.hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818

A Publication of Hamilton Relay, Inc.

## STATE RELAY CUSTOMER CARE

### California

877-632-9095 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

### 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

## Off to a Fresh and Fun Start

The Hamilton Relay Outreach Team got a head start on spring this year in Atlanta, Georgia where the team met for a mini summit. The meeting gave the Relay Outreach Team a chance to focus on planning the year ahead.

Throughout the summit, we covered many important topics that would allow the Outreach Team to better serve the communities to which they are providing outreach. Both the Deaf-Blind Culture Training and Deaf Culture Training sessions featured activities designed to help the team understand what it's like to live in a world where your ability to see, hear or communicate is much different from those around you.

Our team relishes the opportunity to get together, share expertise and pass along valuable tips. This year's mini summit was no different. The Outreach Team is now equipped with further knowledge to better serve each of our relay users. To learn how you can bring outreach services to your facility or area, visit your state's page at [HamiltonRelay.com](http://HamiltonRelay.com) and contact your outreach coordinator.

Hamilton Relay is excited to welcome Lauren Cramer and Courtenay St. Germain to the Outreach Management Team. Former Rhode Island and Massachusetts Outreach Coordinator, Courtenay St. Germain, is now the Regional Outreach Manager and will share in that role with John Fechter, each overseeing specific areas. Lauren Cramer has been both an outreach coordinator and an account manager for Hamilton Relay and has recently accepted the role of Senior Relay Outreach and Marketing Manager. We're delighted our team is growing so that we can do more for our relay users and our states. Congratulations to John, Courtenay and Lauren on their new roles!



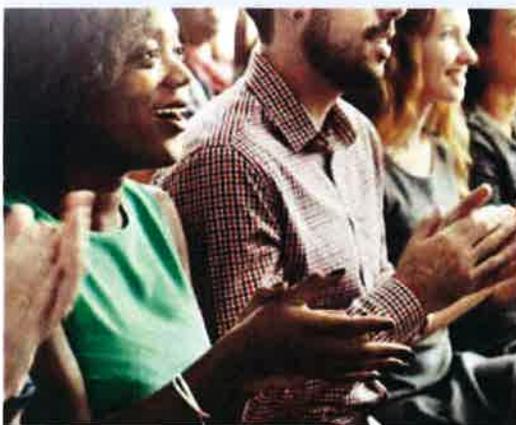
*The group snapped a photo in Downtown Atlanta.*

## Something to Celebrate

May is Better Hearing and Speech Month, and it will be here before you know it! Better Hearing and Speech Month gives us a chance to raise awareness about the issues that affect individuals who have difficulty hearing or speaking, such as hearing loss, tinnitus, stuttering, slurred speech, etc. It's also the perfect time to acknowledge the wonderful things people all across the country are doing to improve the lives of individuals who experience hearing loss or difficulty speaking.

To celebrate Better Hearing and Speech Month, Hamilton Relay presents Recognition Awards to outstanding nominees who are hard of hearing, late-deafened or have difficulty speaking, and who demonstrate exceptional leadership, volunteerism and involvement in their communities. Hamilton Relay will honor the award recipients from each of the states where we provide contracted relay and/or captioned telephone service during the month of May. Look for them on the Hamilton Relay website and under the Awards tab of the Hamilton Relay Facebook page.

What can you do to participate in Better Hearing and Speech Month (BHSM)? Visit [www.asha.org](http://www.asha.org) to find BHSM resources and order BHSM gear, or join the conversation on Twitter at #bhsm.



# Mindful Communication

No matter who you are, communication likely plays a vital role in the quality of your life and relationships. If we want to connect with others in the best way possible, we need to pay close attention to what, where and how we say things. Observe the way you communicate with others—specifically individuals with hearing loss—and follow the tips we've gathered below for better communication. If you do, you might be surprised at how well your conversations go!



- Be patient, positive and relaxed.
- Get the person's attention before you speak.
- Face the person when you speak to them.
- Don't cover your mouth with your hand or other objects.
- Avoid speaking with gum, cigarettes, or food in your mouth.
- Speak clearly and at a moderate pace and volume.
- Avoid places with excess background noise.
- Choose places that are well lit and avoid backlighting.
- Use facial expressions and gestures.
- When you are not understood, rephrase what you said.
- Give cues when changing the subject.
- Ask the other person for suggestions to improve communication.
- Let the other person determine where he or she would like to stand or sit.
- Choose a circular seating arrangement for best possible communication.

**Look for these tips, tricks and other inspiring quotes on our social media pages. They're perfect for sharing!**



-  **Facebook:** [Facebook.com/HamiltonRelay](https://www.facebook.com/HamiltonRelay)
-  **LinkedIn:** [LinkedIn.com/company/Hamilton-Relay](https://www.linkedin.com/company/Hamilton-Relay)
-  **Twitter:** [@HamiltonRelay](https://twitter.com/HamiltonRelay)
-  **Instagram:** [@HamiltonRelay](https://www.instagram.com/HamiltonRelay)

# Customer Care Corner: How to Leave a Voicemail

If you're a Voice Carry Over (VCO) user and need to leave the occasional voicemail, read the steps below to make your call experience go smoothly.

**Here is the process our Communication Assistants (CAs) use when a VCO call encounters a voicemail recording or answering machine:**

1. The CA asks the VCO user if they would like to leave a message by typing, "(ANS MACH WOULD YOU LIKE TO LEAVE A MSG Q) GA".
2. If the VCO user would like to leave a message, the CA must hang up and redial that number in order to leave a message since the voicemail or answering machine often times out before the VCO user can respond.
3. After the CA redials the number, the VCO user will receive the text, "(CA HERE WHEN I TYPE BEEP GA YOU MAY BEGIN SPEAKING YOUR MESSAGE)".
4. When the CA hears the beep of the voicemail, they will send "BEEP GA" to the VCO user.

As a VCO user, it's important to remember to wait until you read "BEEP GA" before voicing your message.

Before the call starts, you can give the CA instructions that will help make your call go more smoothly. For example, you could say, "If you get an answering machine, I don't need to know what the recording says, but I want to leave a message." In that case, the CA will type BEEP GA when it's time for you to voice your message. In this case, there would be no dial back and no waiting to get to the voicemail recording again.

To learn more about VCO calls and how they work, contact Customer Care or visit your state web page at [HamiltonRelay.com](http://HamiltonRelay.com) and select "VCO".



## Hamilton Works to Rebuild Relay Center in Albany

On January 2nd, severe storms went through the Albany, Georgia area, destroying many homes and businesses, including the Hamilton Relay center. Following those storms, we immediately began plans to rebuild. Construction on the new building is underway and expected to be completed in early spring. In the meantime, we have resumed operations from two temporary locations in Albany and continue our commitment to providing seamless call processing on every one of your calls.

**"First and foremost, we are grateful that the employees working at the time the storm hit escaped with only a few minor injuries. We've received tremendous support from our employees and from the Albany community. Our thoughts continue to be with all of southwest Georgia and those who have been affected by the severe weather this winter."**

— Dixie Ziegler, Vice President of Hamilton Relay



## Relay Call Pointers

Many people have never experienced taking or making a relay call. Share this information with people you know so that they'll know what to expect—and what's expected of them—on a relay call. Being prepared will help put everyone's mind at ease and make connecting through relay a breeze!

- Relax. Relay calls are not much different than other calls. If you have questions, the Communication Assistant (CA) will be happy to tell you how relay works.
- Be patient. Relay calls are full of pauses so that the CA can relay what was said.
- Expect that you may hear a female CA speaking for a man or a male CA speaking for a woman.
- Speak directly to the relay user, not the CA. Avoid saying, "Tell her..." or "Tell him..."
- Speak slowly and clearly to give CAs enough time to type.
- Know that CAs may type background noises and other sounds outside your conversation.
- Say "Go ahead" when done speaking to let the other person know it's his or her turn to talk.

*Adapted from an article published by Barnstable County Human Services.*



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

**Address Service Requested**



## From Our Kitchen to Yours

Birds are chirping, trees are budding and flowers are blossoming. Spring is finally here! To celebrate, reach for recipes that have the fun, festive spirit of springtime, like Frazelle's Taco Salad that turns any time into party time.

### Taco Salad



#### INGREDIENTS

- |  |                                  |
|--|----------------------------------|
| 1 1/2 lbs ground beef or turkey                              | 1 package cream cheese, softened |
| 1 package taco seasoning                                     | 2 cups shredded cheddar cheese   |
| 1 can refried beans  | 2 cups shredded lettuce          |
| 1 jar taco sauce (mild, medium or hot based upon your taste) |                                  |

#### DIRECTIONS

1. Brown the meat in a skillet and drain any excess grease. Add refried beans and taco seasoning to meat. Remove from heat.
2. In a casserole dish, spread cream cheese on the bottom and add the taco sauce on top. Layer the meat on top and spread out. Top with shredded cheese and then lettuce.
3. Serve with nacho chips.

■ Give the following "Call Me" cards to the people who call you often, in order to receive captions during their incoming calls. If you need more cards, please contact *CapTel* customer service at [service@ultratec.com](mailto:service@ultratec.com) or call 1-888-269-7477 (CapTel/Voice).



|  |  |
|--|--|
| <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> | <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> |
| <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> | <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> |
| <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> | <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> |
| <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> | <p>To call me, first dial TOLL FREE<br/><b>1-877-243-2823</b><br/>then, enter my phone number<br/>My phone number:<br/>(____) _____ - _____</p> <p><i>CapTel</i></p> |

See what they say



## Hamilton Web CapTel User's Guide

- How to Place Calls
- How to Receive Calls
- How to Register

If you've ever missed out on what was said during a phone call – you no longer need to. Now you can see every word a caller says right on your computer screen in real-time. It's called Hamilton Web CapTel and it's simple!

This User's Guide will show you How to Place Calls, How to Receive Calls and How to Register using Hamilton Web CapTel.



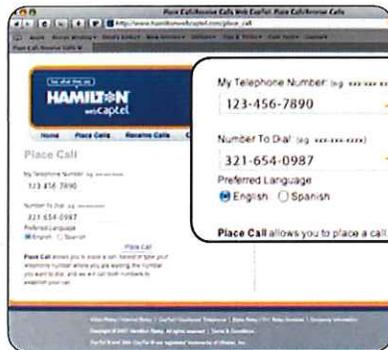
# How to Place Calls



1 Visit: <http://www.hamiltonwebcaptel.com>

2 Logon: enter your Username & Password (new users must register first)

3 Click: "logon"



4 Enter: your telephone number in the "My Telephone Number" field \*

5 Enter: telephone number you want to call in the "Number to Dial" field

6 Click: "Place Call"

\* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed.



7 Call connecting: caption page pops-up on screen, your phone will ring, answer it and wait for your party to be connected (this will take a few seconds)

8 Call connected: once your call is connected, talk as usual, reading captions on the screen

9 End of call: once the call is complete, hang up your phone and click: "End Call" – captions will disconnect



10 To place another call, simply click on "Place Calls" and repeat steps above!

For information about Emergency 911 Calls and Hamilton Web CapTel, please visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com).

# How to Receive Calls



- 1 Visit: <http://www.hamiltonwebcaptel.com>
- 2 Logon: enter your Username & Password
- 3 Click: "logon"
- 4 Click on: "Receive Calls" tab
- 5 Enter: your telephone number in the "My Telephone Number" field\*
- 6 Click on: "Start Waiting For Calls"
- 7 Confirm "Status": while waiting for calls, you should see "No Calls Found For xxx-xxx-xxxx"
- 8 Receive a call: Caption page pops-up, your phone rings, answer your phone, talk as usual while reading captions on your screen
- 9 End of call: once call is complete, hang up your phone, click: "End Call"; captions will disconnect

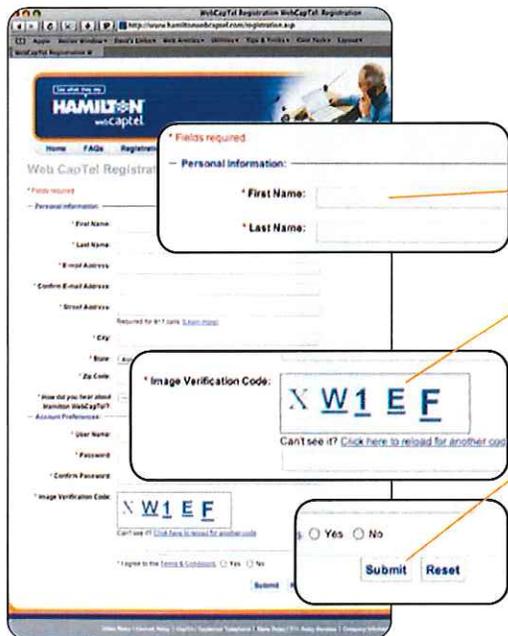
\* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed. You must be logged in and have activated "waiting for calls" to receive captions. You may minimize the window and work on your computer while waiting for calls.

# How to Register



1 Visit: <http://www.hamiltonwebcaptel.com>

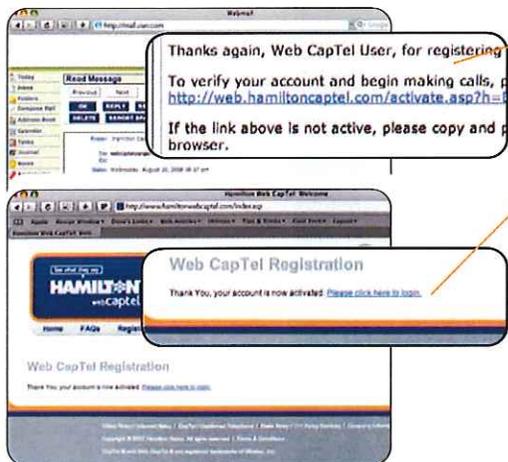
2 Click on: "Click here to register"



3 Complete the form (all fields are required)

4 Image verification: simply enter the letters or numbers you see (ignore case and underscore)

5 Click on: "Submit"



6 Activate your account: follow the instructions in the email sent to your registered email address\*

7 Confirmation: as part of the activation process, a message will confirm that your account is activated

Hamilton Web CapTel  
Customer Service:

Call toll-free:  
877-455-4227 English  
866-670-9134 Spanish  
E-mail:  
[info@hamiltoncaptel.com](mailto:info@hamiltoncaptel.com)

For more information  
on-line:  
Visit: [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com)

\* If you do not find the email from Hamilton CapTel in your Inbox, check your spam or junk folder.

**You're registered!**  
Visit [hamiltonwebcaptel.com](http://hamiltonwebcaptel.com) to logon to place and receive Hamilton Web CapTel calls.

# Choose your flavor with Hamilton Web Relay™

## Ingredients:

- Computer
- Internet Browser
- Hamilton Web Relay™
- Hamilton HomeTown Number™



## Method:

Make and receive calls right at your computer! Got a unique preference for color, size and shape? Well, that's what Hamilton is all about — your desire to mix it up. So go ahead, get inspired and change the color of your call. It's all up to you. Start making and receiving calls today!

## Directions:

Visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com). Click on "Make a Call", login with your Hamilton Account and start calling! Don't yet have an account? Set one up! It's easy. Click on "HomeTown Number" to register. You'll get a HomeTown Number you can share for receiving calls, along with speed dial and other personalized preference settings! Move your calls along the way you like them - choose between Real Time and Instant Messaging conversation styles. Make it personal with Hamilton Web Relay.

That's what I'm talking about!

**HAMILT:~N**  
internetrelay

[www.HamiltonRelay.com](http://www.HamiltonRelay.com)



Your Hometown Recipe for  
**Internet Relay**

That's what I'm talking about!



### Ingredients:

Computer or Wireless Device

AIM or GoogleTalk Account

Buddy Name "That'sHamilton"

Hamilton HomeTown Number™



### Method:

With Hamilton Instant Relay™ you can place and receive calls instantly – wherever you are and whenever you want. Think of it as instant 24/7/365 access through the Internet. Make a call. Share your HomeTown Number and receive a call. It's here for you now.



### Directions: Make a Call

Use AIM or GoogleTalk

- Add "That'sHamilton" to your buddy list
  - Start an Instant Message conversation with "That'sHamilton"
  - Enter the ten-digit number you want to call
- Presto! You're connected.

### Directions: Receive a Call

Receive calls instantly with your HomeTown Number, and if you miss a call, the caller's message will be sent to your email. Sweet!

- Go to [www.HamiltonRelay.com](http://www.HamiltonRelay.com)
  - Click on "HomeTown Number"
  - Select "Register"
  - Submit your registration
  - You'll receive your local HomeTown Number
  - Share your HomeTown Number!
- Now you can start taking calls anywhere!



For more information about Emergency 911 calls using Hamilton Relay services, please visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com).

That's what I'm talking about

**HAMILTON**  
instantrelay

Now available in your  
Hometown... instantly.

## Introducing Hamilton Instant Relay

Whether you're at home, work or traveling the country – you can count on Hamilton Instant Relay to keep you connected.

- Place and receive calls
- Personal 800 number
- Instant 24/7/365 access
- E-mail missed call notification



Bring it Home instantly!

[www.HamiltonInstantRelay.com](http://www.HamiltonInstantRelay.com)

*Hamilton Video Relay* • *Hamilton Instant Relay*



**Massachusetts Relay Outreach Activity  
Planning Form**

**Business/Organization:** \_\_\_\_\_

**Audience:** \_\_\_\_\_

**Overview of organization:** (who, what, where, when, how)

**Point of Contact Name:**

**Date/Time:**

**Company:**

**Place:**

**Address:**

**City:**

**Phone no:**

**Email:**

**What kind of outreach activity?** (Presentation, Booth, Meeting, Others)

\_\_\_\_\_

**How long for this outreach activity? And How Far to this outreach activity from your office?**

\_\_\_\_\_

**Any other outreach activity scheduled on the same day?**(What kind and where?) Any Field  
Visits planned (how many and which places?)

\_\_\_\_\_

**Goal & Benefits:**

What are your goal/benefits by attending this outreach activity?

Who are other key vendors who may be there (if known)?

**# of Attendees (projected)** \_\_\_\_\_

**Other Comments:**

\_\_\_\_\_

**Action Needed:**

**Channels:**

**Costs:** (Mileage, Rental, Hotel, Supplies-use in approximation before filling out PA)

- **Mileage:** (How many miles round trip) x .55 cent/mile
- **Tolls/Gas:**
- **Vehicle Rental:**
- **Hotel:**
- **Meals:**
- **Interpreters/CART:**
- **Sponsorship:**
- **Booth:**
- **Electricity/Internet Access:**
- **Others:**

**Total Cost \$\_\_\_\_\_**

**What to Bring:**

- Laptop & LCD Projector
- Flash drive (PowerPoint)
- Marketing Materials (brochures, business cards, lead cards, handouts, flyers, etc)
- Giveaways/Freebies

**Tracking:**

- Create PA if over \$50 dollars
- Confirmation Letter
- Rental/Hotel/Rental/Interpreter Reserved
- Follow up before event (2 days before)
- Prepare marketing materials prior to event
- Thank you letter after event
- Follow up/Written Summary of Exhibition for future references

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

**Presentation**

| Event Date | Organization Name                                 | Event City     | State | Target Audience   | Products/Services              | Number of Attendees |
|------------|---|----------------|-------|---|--------------------------------|---------------------|
| 10/3/13    | WMASS Veterans Stand Down                         | Springfield    | MA    | Veterans  | CapTel, TRS                    | 100                 |
| 10/8/13    | Operators Meeting                                 | pittsfield     | MA    | Employees   | CapTel, TRS                    | 13                  |
| 10/15/13   | Brain Injury Group -Mercy Hospital                | Springfield    | MA    | HCO/STS, Medical and Caregivers                           | CapTel, TRS                    | 12                  |
| 10/22/13   | Sturbridge Police Department -Co-Op               | Sturbridge     | MA    | 911, Hard of Hearing                                      | CapTel, TRS                    | 5                   |
| 10/23/13   | Umass Boston Continuing Education Program (OLLIE) | Boston         | MA    | Students, Senior Citizen                                  | CapTel, TRS                    | 4                   |
| 11/8/13    | Deaf Community Leader Award                       | Watertown      | MA    | Deaf/Blind, Deaf  | TRS                            | 70                  |
| 11/12/13   | Marshfield Senior Center                          | Marshfield     | MA    | Senior Living   | CapTel, TRS                    | 7                   |
| 11/20/13   | Franklin Medical Parkinson Group                  | Greenfield     | MA    | Support Group   | CapTel, STS, HCO               | 14                  |
| 11/24/13   | Mercy Hospital Stroke Support Group               | Springfield    | MA    | HCO/STS, Speech Disabled, Support Group                   | CapTel, STS, HCO               | 14                  |
| 12/11/13   | Franklin Villa                                    | Jamaica Plain  | MA    | Hard of Hearing, Senior Living                            | Spanish Relay, CapTel          | 15                  |
| 12/15/13   | Falson Knoll Assisted Living                      | Wilbraham      | MA    | Hard of Hearing   | CapTel                         | 4                   |
| 12/15/13   | Independence House                                | Springfield    | MA    | CapTel Customer, Case Workers, Senior Citizen             | CapTel, STS, HCO               | 10                  |
| 12/17/13   | Milton Rotary Club                                | Milton         | MA    | Business  | CapTel, RFB, TRS               | 13                  |
| 1/7/14     | Boston Home                                       | Boston         | MA    | Case Workers, HCO/STS                                     | HCO, STS                       | 13                  |
| 1/13/14    | MAB   | Plymouth       | MA    | Deaf/Blind, Hard of Hearing                               | CapTel, TRS                    |                     |
| 1/14/14    | Coastline Elderly Services                        | New Bedford    | MA    | Case Workers, Home Health Employees                       | CapTel, TRS                    | 30                  |
| 1/26/14    | Brooksby Village                                  | Peabody        | MA    | Hard of Hearing   | CapTel, STS                    | 22                  |
| 1/27/14    | Salem State Lifelong learning Program             | Salem          | MA    | Community, Education, Senior Citizen                      | CapTel, TRS                    | 9                   |
| 2/9/14     | CasCap  | Cambridge      | MA    | Case Workers, Hard of Hearing                             | CapTel, TRS                    | 7                   |
| 2/10/14    | MAB Peer Support Group                            | Plymouth       | MA    | Deaf/Blind, RFB, Support Group                            | CapTel, TRS, CapTel for PC/Mac | 8                   |
| 2/11/14    | Wollaston Senior Center                           | Quincy         | MA    | Hard of Hearing, Senior Citizen                           | CapTel                         | 35                  |
| 2/25/14    | CasCap  | Cambridge      | MA    | Case Workers, Community, Senior Citizen                   | CapTel, Spanish Relay, TRS     | 5                   |
| 3/2/14     | Princeton Property Management                     | Lowell         | MA    | Business  | CapTel, TRS                    | 8                   |
| 3/16/14    | Bauer House Senior Housing                        | Quincy         | MA    | Case Workers, Hard of Hearing, Senior Citizen             | CapTel, TRS                    | 8                   |
| 3/17/14    | Admirals Tower                                    | Chelsea        | MA    |   | CapTel, TRS                    | 3                   |
| 3/17/14    | Springfield LIONS Club                            | Springfield    | MA    | Business, Community                                       | TRS, CapTel                    | 22                  |
| 3/18/14    | villages of duxbury                               | Duxbury        | MA    | CapTel Customer, Case Workers, Support Group              | CapTel, DBS                    | 12                  |
| 3/19/14    | Friendly Garden Co-op                             | Revere         | MA    | Case Workers, Community, Hard of Hearing                  | CapTel, STS                    | 7                   |
| 3/24/14    | CasCap  | East Cambridge | MA    | Community, Case Workers, Senior Citizen, Spanish Speaking | CapTel, Spanish Relay, TRS     | 7                   |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |   |              |    |   |  |    |
|----------|---|--------------|----|---|--|----|
| 3/30/14  | CasCap  | cambridge    | MA | Case Workers, Hard of Hearing, Senior Citizen   | CapTel, TRS  | 8  |
| 4/27/14  | Southeastern Regional Economic Development District | Taunton      | MA | Business  | CapTel, TRS  | 7  |
| 5/13/14  | Woburn Senior Center                                | Woburn       | MA | Senior Citizen  | CapTel, TRS  | 70 |
| 5/18/14  | Hamilton Relay Scholarship 2014                     | Franklin     | MA | Community, Students   |  | 2  |
| 6/10/14  | South Boston Neighborhood House                     | South Boston | MA | Case Workers, Senior Citizen  | CapTel, TRS  | 15 |
| 6/15/14  | CasCap  | Cambridge    | MA | Community, Senior Citizen   | CapTel, STS  | 8  |
| 6/21/14  | Better Hearing and Speech Month 2014                | Newton       | MA | Community, Hard of Hearing, Students  | CapTel   | 40 |
| 6/24/14  | Kit Clarke Senior Services Adult Day Health         | Dorchester   | MA | Case Workers, Medical and Caregivers, Speech Disabled, Spanish Speaking, Senior Citizen | CapTel, STS  | 70 |
| 6/24/14  | Madden Senior Center                                | Dorchester   | MA | Senior Citizen  | CapTel   | 55 |
| 7/13/14  | Fuller Village Assisted Living                      | Milton       | MA | Case Workers, Hard of Hearing, HCO/STS, Senior Living                                   | CapTel, TRS, HCO, STS  | 15 |
| 8/4/14   | Williamstown Senior Center                          | Williamston  | MA | Hard of Hearing, Senior Citizen, TRS Customers  | CapTel, TRS  | 16 |
| 8/10/14  | Kit Clarke Senior Services Adult Day Health         | Dorchester   | MA | Case Workers, Speech Disabled, Medical and Caregivers, HCO/STS, CapTel Customer         | CapTel, STS  | 20 |
| 9/1/14   | Braintree Senior Center                             | Braintree    | MA | Case Workers, Deaf/Blind, Hard of Hearing, Senior Citizen                               | CapTel 880i, CapTel 840  | 10 |
| 9/7/14   | Wilbraham Senior Center                             | Wilbraham    | MA | Case Workers, Hard of Hearing, Senior Citizen   | CapTel, TRS  | 5  |
| 9/8/14   | OLLI of Umass                                       | Dorchester   | MA | Community, Education  | CapTel 840i, CapTel 880i, CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, TRS | 8  |
| 9/14/14  | Milton COA  | Milton       | MA | Community, Hard of Hearing, Deaf/Blind  | CapTel 880i, TRS   | 18 |
| 9/15/14  | Quincy Rotary Club                                  | Quincy       | MA | Organization, RFB, Business   | CapTel, TRS  | 26 |
| 9/29/14  | Framingham Senior Center                            | Framingham   | MA | Senior Citizen, Case Workers, Hard of Hearing   | CapTel, TRS  | 3  |
| 10/19/14 | Taunton Council on Aging                            | Taunton      | MA | Senior Citizen  | CapTel 880i, CapTel  | 12 |
| 10/24/14 | HCAA of Cape Cod                                    | Dennisport   | MA | TRS Customers, Hard of Hearing  | CapTel 840i, CapTel for Smartphones, CapTel for Tablets, VCO                                 | 21 |
| 11/3/14  | Ashland Police Department /Public School Training   | Ashland      | MA | Community, Education  | CapTel, TRS  | 7  |
| 11/6/14  | Umass Amherst Communication Disorders Group         | Amherst      | MA | Community, Education  | CapTel, TRS  | 8  |
| 11/23/14 | Granville COA                                       | Granville    | MA | Case Workers, Community, Hard of Hearing, Senior Citizen                                | CapTel, TRS  | 7  |
| 1/12/15  | Somerville COA                                      | Somerville   | MA | Community, Hard of Hearing, Deaf/Blind  | CapTel For PC/Mac  | 4  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |   |             |    |   |   |     |
|---------|---|-------------|----|---|---|-----|
| 1/20/15 | Yarmouth-Barnstable Lions Club                          | Yarmouth    | MA | Business, Community   | CapTel, TRS   | 8   |
| 1/21/15 | Lanthrop Community                                      | Easthampton | MA | Case Workers, Community, Hard of Hearing                                | CapTel for PC/Mac, CapTel for Smartphones, STS, TRS | 8   |
| 1/25/15 | Upton Council on Aging                                  | Upton       | MA | Case Workers, Community, Hard of Hearing, Speech Disabled               | CapTel, Traditional                                 | 5   |
| 2/4/15  | Worcester Elder Services                                | Worcester   | MA | Case Workers, Counselors, HHC Professional                              | CapTel for PC/Mac, CapTel for Smartphones, STS, TRS | 60  |
| 2/5/15  | Claremount Corporation                                  | New Bedford | MA | Community, Business   | CapTel, TRS   | 1   |
| 2/17/15 | Holland Senior Center                                   | Holland     | MA | Case Workers, Community, Hard of Hearing, Senior Citizen                | CapTel, TRS   | 8   |
| 2/20/15 | New England Sinai Adult Day Health                      | Stoughton   | MA | Case Workers, Community, Hard of Hearing, Senior Citizen, TRS Customers | CapTel, TRS   | 18  |
| 4/1/15  | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Community, Senior Living                                  | CapTel, TRS   | 4   |
| 4/27/15 | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Community, Hard of Hearing                                | CapTel, TRS   | 2   |
| 4/27/15 | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Community, Senior Living                                  | CapTel, TRS, STS                                    | 8   |
| 4/30/15 | Volunteers of America Massachusetts Bay Veterans Center | Somerville  | MA | Case Workers, Community, Veterans                                       | CapTel, TRS   | 10  |
| 5/13/15 | Chicopee Council on Aging                               | Chicopee    | MA | Case Workers, Hard of Hearing   | CapTel  | 5   |
| 5/26/15 | Linden Ponds Assisted Living                            | Hingham     | MA | CapTel Customer, Community, Senior Citizen                              | CapTel, Traditional                                 | 4   |
| 5/26/15 | Weymouth Lions Club                                     | Weymouth    | MA | Community, Hard of Hearing, Senior Citizen, TRS Customers               | CapTel, TRS   | 22  |
| 5/29/15 | Boston Home   | Dorchester  | MA | Case Workers, HCO/STS   | CapTel, STS, HCO                                    | 5   |
| 6/3/15  | 2015 High School Scholarship                            | Chicopee    | MA | Education   | CapTel  | 100 |
| 6/5/15  | Caring Health Center                                    | Springfield | MA | Case Workers, Medical and Caregivers                                    | TRS   | 5   |
| 6/11/15 | Nantucket Senior Center                                 | Nantucket   | MA | Senior Citizen, Staff, Community  | CapTel, TRS   | 4   |
| 6/14/15 | Better Hearing and Speech Month 2015                    | Newton      | MA |   |   | 40  |
| 6/22/15 | Brooksby Village  | Danvers     | MA | CapTel Customer, Hard of Hearing, Senior Living                         | CapTel  | 13  |
| 7/6/15  | Boston Home   | Dorchester  | MA | Case Workers, Speech Disabled   | CapTel, STS, HCO                                    | 9   |
| 7/6/15  | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Community, Senior Living                                  | CapTel, TRS   | 3   |
| 7/8/15  | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Community, Senior Living                                  | CapTel, TRS   | 8   |
| 7/9/15  | New Bedford Housing Authority                           | New Bedford | MA | Case Workers, Hard of Hearing, Senior Living                            | CapTel, TRS   | 10  |
| 7/15/15 | Brookline Senior Center Low Vision Group                | Brookline   | MA | Deaf/Blind, Hard of Hearing, Senior Citizen                             | CapTel 880i   | 13  |
| 7/16/15 | Marlboro Low Vision Group                               | Marlboro    | MA | Community   | CapTel, TRS   | 22  |
| 8/13/15 | Mill Pond Apartments                                    | Taunton     | MA | Community, Hard of Hearing, Speech Disabled                             | CapTel, TRS   | 8   |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |                 |    |  |  |    |
|----------|--|-----------------|----|--|--|----|
| 8/13/15  | School Street Apartments                   | Taunton         | MA | Case Workers, Community, Hard of Hearing, Senior Citizen   | CapTel, TRS  | 15 |
| 8/18/15  | Linda Manor Long Term Care and Rehab       | Leeds           | MA | Case Workers, Hard of Hearing, Senior Citizen, Medical and Caregivers                                  | CapTel, HCO, TRS                                       | 13 |
| 9/22/15  | Lynn Senior Center                         | Lynn            | MA | Senior Citizen   | CapTel, TRS  | 10 |
| 9/23/15  | Winthrop Senior Center                     | Winthrop        | MA | Case Workers, Community  | CapTel, TRS  | 2  |
| 10/19/15 | Marion Senior Center                       | Marion          | MA | Hard of Hearing, Senior Citizen, Speech Disabled   | CapTel, HCO  | 7  |
| 10/20/15 | Middleboro Senior center- Low Vision Group | Middleboro      | MA | Community, Senior Citizen  | CapTel 880i  | 7  |
| 10/27/15 | Golden Pond Assisted Living                | Hopkinton       | MA | Case Workers, Hard of Hearing, Senior Living   | CapTel, TRS  | 2  |
| 11/12/15 | Town Hall -Hearing Loss Program-MCDHH      | Pittsfield      | MA | Community  | CapTel 2400i, CapTel 840i, CapTel for Smartphones, VCO | 6  |
| 11/17/15 | Williamsburg Senior Center                 | Williamsburg    | MA | Case Workers, Senior Citizen   | CapTel, TRS  | 10 |
| 12/2/15  | Salem COA                                  | Salem           | MA | Case Workers, Community, Hard of Hearing   | CapTel   | 12 |
| 12/8/15  | Chelsea Soldiers Home                      | Chelsea         | MA | Case Workers, Veterans, Hard of Hearing  | CapTel   | 8  |
| 12/10/15 | Holyoke Towers                             | Holyoke         | MA | Case Workers, Community, Senior Living   | CapTel, TRS  | 3  |
| 12/10/15 | Sycamore House                             | Holyoke         | MA | Case Workers, Senior Living  | RFB, STS, HCO, CapTel                                  | 12 |
| 12/16/15 | Linden Towers                              | Springfield     | MA | Case Workers, Hard of Hearing, Senior Living, Spanish Speaking, Senior Citizen                         | CapTel, TRS  | 18 |
| 12/30/15 | Spaulding of Cape Cod                      | East Sandwich   | MA | Case Workers, HCO/STS, HHC Professional, Medical and Caregivers, Professionals                         | CapTel, TRS, STS                                       | 20 |
| 1/12/16  | Medfield Council on Aging                  | Medfield        | MA | Hard of Hearing, Senior Citizen  | CapTel 880i  | 20 |
| 1/14/16  | Human Services of Sandwich                 | Sandwich        | MA | Case Workers, Community, Professionals   | CapTel, TRS  | 14 |
| 1/19/16  | Emerson Manor Assisted Living              | Longmeadow      | MA | Hard of Hearing, Senior Living, Senior Citizen   | CapTel, TRS  | 7  |
| 1/20/16  | Granby Senior Center                       | Granby          | MA | Case Workers, Hard of Hearing, Senior Citizen  | CapTel, TRS  | 9  |
| 1/21/16  | Fox Hill Village                           | Westwood        | MA | Case Workers, Community, Senior Living   | CapTel, STS, HCO                                       | 23 |
| 2/4/16   | Southwick Lions Club                       | Southwick       | MA | Community, Hard of Hearing, Senior Citizen   | CapTel, TRS  | 35 |
| 2/18/16  | New England Sinai Adult Day Health         | Stoughton       | MA | Case Workers, HCO/STS, Hard of Hearing, Medical and Caregivers, Senior Citizen, Speech Disabled, Staff | CapTel, HCO, STS                                       | 18 |
| 3/15/16  | Town Hall -Hearing Loss Program-MCDHH      | Pittsfield      | MA | Case Workers, Hard of Hearing, Senior Citizen, Community   | CapTel for PC/Mac, CapTel for Smartphones              | 25 |
| 4/4/16   | La Alianza Adult Day Health                | Boston          | MA | Community, Hard of Hearing, Senior Citizen, Spanish Speaking   | CapTel, Spanish Relay, TRS                             | 32 |
| 4/15/16  | East Longmeadow Senior Center              | East Longmeadow | MA |  | CapTel, TRS  | 8  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |  |                 |    |   |  |    |
|---------|--|-----------------|----|---|--|----|
| 4/22/16 | Boston VA Medical Center                   |                 | MA | Veterans  | CapTel, CapTel 880i                          |    |
| 4/22/16 | Norwood Housing Authority                  | Norwood         | MA | Community, Senior Citizen, Senior Living                  | CapTel, TRS                                  | 13 |
| 5/16/16 | Lowell Veterans Outpatient Clinic          | Lowell          | MA | Veterans  | CapTel, CapTel 840, CapTel 840i, CapTel 880i | 7  |
| 5/18/16 | HAAA-North of Boston                       | Wakefield       | MA | CapTel Customer, Hard of Hearing                          | CapTel                                       | 10 |
| 5/19/16 | Weeks House Senior Housing                 | Newton          | MA | Community, Hard of Hearing, Senior Citizen, Senior Living | CapTel, STS, TRS                             | 9  |
| 5/25/16 | 2016 Better Hearing and Speech Month Award | Boston          | MA | Community, Deaf, Hard of Hearing                          | CapTel                                       | 14 |
| 6/1/16  | 2016 MA High School Scholarship            | Byfield         | MA | Education, Hard of Hearing                                | CapTel                                       |    |
| 6/6/17  | Massachusetts Call Center                  | Pittsfield      | MA | Business  | TRS  | 36 |
| 6/7/17  | O'Connell Senior Living                    | Chicopee        | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 15 |
| 6/8/17  | Granby Senior Center                       | Granby          | MA | Senior Citizen  | CapTel, TRS                                  | 4  |
| 6/12/17 | Wilbraham Senior Center                    | Wilbraham       | MA | Senior Living   | CapTel, TRS                                  | 3  |
| 6/13/17 | O'Connell Senior Living                    | Holyoke         | MA | Senior Living   | CapTel, TRS                                  | 15 |
| 6/21/17 | Scituate Council On Aging                  | Scituate        | MA | Senior Citizen  | CapTel, TRS                                  | 7  |
| 7/6/17  | Pleasant View Senior Center                | East Longmeadow | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 25 |
| 8/10/17 | Peabody House                              | Peabody         | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 9  |
| 8/10/17 | Sophia Snow Place                          | West Roxbury    | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 10 |
| 8/14/17 | Sarawood Assisted Living                   | Holyoke         | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 20 |
| 8/16/17 | Worcester Senior Center                    | Worcester       | MA | Senior Citizen  | CapTel, TRS                                  | 5  |
| 8/23/17 | Council Tower                              | Roxbury         | MA | Senior Citizen, Senior Living                             | CapTel, TRS                                  | 25 |

**Exhibits**

| Event Date | Organization Name                       | Event City  | State | Target Audience   | Products/Services | Number of Attendees |
|------------|---|-------------|-------|---|-------------------|---------------------|
| 9/26/13    | Franklin Council on Aging Senior Expo   | Franklin    | MA    | Senior Living, Senior Citizen   | CapTel, TRS       | 130                 |
| 9/27/13    | Baystate Healthcare Community Day event | Cambridge   | MA    | Hard of Hearing, Senior Citizen, Senior Living, Spanish Speaking, Speech Disabled | CapTel, TRS       | 70                  |
| 10/2/13    | Mass Council on Aging                   | Sturbridge  | MA    | Senior Citizen, Professionals, Staff  | CapTel, TRS       | 250                 |
| 10/3/13    | Western Mass Veteran's Expo             | Springfield | MA    | Veterans  | TRS, CapTel       | 200                 |
| 10/5/13    | Health Expo of Randolph                 | Randolph    | MA    | Community, Hard of Hearing  | CapTel, TRS       | 80                  |
| 10/7/13    | Hinsdale COA                            | Hinsdale    | MA    | Senior Citizen  | CapTel, TRS       | 80                  |
| 10/7/13    | Hinsdale Town and Safety Day            | Hinsdale    | MA    | Case Workers, Medical and Caregivers, Senior Citizen                              | CapTel, TRS       | 30                  |
| 10/15/13   | Easter Seals AT Event                   | Boston      | MA    | Case Workers, Speech Disabled, Hard of Hearing, Deaf/Blind                        | CapTel, TRS, STS  | 50                  |
| 10/16/13   | Clarke School for Hearing and Speech    | Springfield | MA    | Hard of Hearing, Education  | CapTel, TRS       | 70                  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |                  |    |   |  |     |
|----------|--|------------------|----|---|--|-----|
| 10/26/13 | Walk for Hearing-HLAA  | Brighton         | MA | CapTel Customer, Community, Hard of Hearing, Support Group        | CapTel, VCO  | 400 |
| 11/11/13 | Adams Veterans Day event   | Adams            | MA | Veterans  | CapTel, TRS  | 35  |
| 11/13/13 | Hallmark Health VNA and Hospice  | Stoneham         | MA | Community, Senior Citizen   | CapTel, TRS  | 60  |
| 1/24/14  | Massachusetts Municipal Association of Board of Directors Conference       | Boston           | MA | Business, Organization, Community                                 | CapTel, TRS, CapTel for PC/Mac   | 300 |
| 2/8/14   | Minuteman Implant Club   | Waltham          | MA | HHC Professional, Hard of Hearing                                 | CapTel for PC/Mac, CapTel for Smartphones                                  | 14  |
| 3/5/14   | Brockton Area Workforce Investment Board, Inc.                             | Brockton         | MA | Case Workers, Veterans  | CapTel, TRS  | 30  |
| 3/14/14  | Martha's Vineyard Hospital   | Oaks Bluff       | MA | Case Workers, HHC Professional, Medical and Caregivers, Community | CapTel for PC/Mac, TRS   | 120 |
| 3/23/14  | Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) - Boston | Boston           | MA | Hard of Hearing, Community  | CapTel, TRS  | 80  |
| 3/26/14  | Brain Injury Conference  | Marlboro         | MA | Community, HCO/STS, Speech Disabled                               | CapTel for PC/Mac, STS, HCO  | 600 |
| 3/27/14  | Northeastern ASL Fair  | Boston           | MA | Deaf, Community, Students   | TRS, CapTel  | 100 |
| 4/1/14   | Chief of Police Convention   | Marlboro         | MA | 911, Community  | CapTel, TRS  | 100 |
| 4/16/14  | Weymouth Senior Center   | Weymouth         | MA | Senior Citizen  | CapTel, TRS  | 100 |
| 4/22/14  | North Brookfield Senior Center   | North Brookfield | MA | Community, Hard of Hearing  | CapTel   | 30  |
| 4/22/14  | Somerville-Cambridge Senior Services                                       | Somerville       | MA | Case Workers, Community, Hard of Hearing                          | CapTel, TRS, CapTel for PC/Mac, CapTel for Smartphones                     | 120 |
| 4/24/14  | Belchertown Council on Aging   | Belchertown      | MA | Senior Citizen  | CapTel, TRS  | 80  |
| 5/3/14   | Nantucket Cottage Hospital Fair  | Nantucket        | MA | Medical and Caregivers, Nurses, Community                         | CapTel, TRS, CapTel for Smartphones, CapTel for PC/Mac, CapTel for Tablets | 120 |
| 5/5/14   | American Health Resources Eldercare Fair                                   | West Boylston    | MA | Case Workers, Medical and Caregivers, Senior Citizen              | CapTel, TRS  | 150 |
| 5/7/14   | SALT Council Senior EXPO   | Southbridge      | MA | Hard of Hearing, Senior Citizen                                   | CapTel, TRS  | 350 |
| 5/12/14  | Mystic Valley Providers Meeting  | Malden           | MA | Case Workers, Home Health Employees, Medical and Caregivers       | CapTel   | 15  |
| 5/13/14  | South Shore Elder Services Conference                                      | Randolph         | MA | Case Workers, HHC Professional                                    | CapTel, TRS  | 60  |
| 5/19/14  | American Health Resources Senior Spectacular                               | Brockton         | MA | Community, Hard of Hearing, Professionals, Senior Citizen         | CapTel, TRS  | 300 |
| 5/20/14  | Ipswich Council On Aging   | Ipswich          | MA | Hard of Hearing, Senior Citizen                                   | CapTel, TRS  | 75  |
| 5/21/14  | Northampton Senior Center  | Northampton      | MA | Case Workers, Senior Citizen                                      | CapTel, TRS  | 100 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |             |    |   |  |     |
|----------|--|-------------|----|---|--|-----|
| 5/27/14  | Medford Senior Center  | Medford     | MA | Hard of Hearing, Senior Citizen   | CapTel   | 100 |
| 6/16/14  | Hallmark Health VNA and Hospice                                      | Saugus      | MA | Community, Hard of Hearing, Case Workers, Medical and Caregivers, TRS Customers | CapTel, TRS  | 100 |
| 6/18/14  | Consumer Conference-MRC  | Norwood     | MA | Community, Professionals  | CapTel for Smartphones, TRS, STS   | 300 |
| 6/19/14  | Veterans INC-Stand Down  | Worcester   | MA | Veterans  | CapTel, STS  | 700 |
| 6/26/14  | Quincy Elder Awareness Fair  | Quincy      | MA | Case Workers, EDP, Hard of Hearing, Senior Citizen                              | CapTel, TRS  | 100 |
| 7/30/14  | Lynn Senior Center   | Lynn        | MA | Community, Case Workers, Senior Citizen   | CapTel, TRS  | 80  |
| 8/5/14   | Easter Seals AT Event  | Holyoke     | MA | Case Workers, Hard of Hearing, Speech Disabled                                  | CapTel, TRS, STS, CapTel for PC/Mac  | 200 |
| 9/5/14   | Those Who Can Those In Need  | Winthrop    | MA | Community, HHC Professional, Senior Citizen                                     | CapTel for PC/Mac, CapTel for Smartphones, TRS                             | 80  |
| 9/6/14   | Abilities Expo   | Boston      | MA | Case Workers, Community   | CapTel for PC/Mac, CapTel for Smartphones, STS, TRS                        | 400 |
| 9/16/14  | Mass Statewide Independent Living Conference                         | Marlboro    | MA | Case Workers, HCO/STS, Hard of Hearing, Speech Disabled, TRS Customers          | CapTel, TRS, STS   | 75  |
| 9/22/14  | Haverhill Stand Down   | Haverhill   | MA | CapTel Customer, Case Workers, Veterans   | CapTel, TRS  | 350 |
| 9/25/14  | Franklin Council on Aging Senior Expo                                | Franklin    | MA | Community, Case Workers, Senior Citizen   | CapTel, TRS  | 250 |
| 10/5/14  | Hinsdale Town and Safety Day   | Hinsdale    | MA | 911, Community, Speech Disabled   | CapTel, TRS  | 35  |
| 10/8/14  | Springfield Veterans EXPO  | Springfield | MA | Case Workers, Hard of Hearing, HCO/STS, Veterans                                | CapTel, TRS  | 300 |
| 10/11/14 | 2014 Walk for hearing  | Brighton    | MA | Community, Hard of Hearing  | CapTel 2400i, CapTel 840i, CapTel for PC/Mac, CapTel for Smartphones       | 400 |
| 10/15/14 | Winchester Senior Symposium  | Winchester  | MA | Hard of Hearing, Senior Citizen   | CapTel for Smartphones, CapTel for Tablets, TRS                            | 200 |
| 10/23/14 | YMCA Hanover   | Hanover     | MA | Community, Hard of Hearing, Case Workers, Senior Citizen                        | CapTel, TRS  | 200 |
| 10/26/14 | Sudbury Senior CTR   | Sudbury     | MA | Community, Senior Citizen   | CapTel, TRS  | 40  |
| 10/27/14 | American Health Resources Eldercare Fair                             | Springfield | MA | Community, Case Workers, Hard of Hearing, Senior Citizen                        | CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, TRS, CapTel | 300 |
| 11/8/14  | Braintree Rehab Hospital   | Cambridge   | MA | Case Workers, HCO/STS, Home Health Employees, Medical and Caregivers            | CapTel for PC/Mac, TRS, CapTel   | 100 |
| 11/9/14  | Cohasset Veterans Symposium  | cohasset    | MA | Case Workers, Community, Veterans   | CapTel for PC/Mac, CapTel for Smartphones                                  | 100 |
| 11/12/14 | Hallmark Health VNA and Hospice                                      | Stoneham    | MA | Case Workers, Hard of Hearing, Senior Citizen                                   | CapTel, TRS  | 60  |
| 11/17/14 | Ludlow Senior Center   | Ludlow      | MA | Case Workers, Hard of Hearing, Senior Citizen                                   | CapTel, TRS  | 8   |
| 1/23/15  | Massachusetts Municipal Association of Board of Directors Conference | Boston      | MA | Business, Association   | RFB, TRS, CapTel   | 300 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |  |             |    |   |   |     |
|---------|--|-------------|----|---|---|-----|
| 2/28/15 | Childrens Hospital-Waltham   | Waltham     | MA | Community, Hard of Hearing, HHC Professional                                  | CapTel for PC/Mac, CapTel for Smartphones                               | 50  |
| 3/25/15 | Brain Injury Conference  | Marlboro    | MA | Community, HCO/STS  | HCO, STS, CapTel  | 720 |
| 3/27/15 | The Family Center at Community Connections                                 | Brockton    | MA | Case Workers, Community, Education, Students, Spanish Speaking                | CapTel, TRS   | 100 |
| 4/11/15 | Billerica Lions  | Billerica   | MA | Community, Case Workers, Hard of Hearing                                      | CapTel, Traditional   | 150 |
| 4/14/15 | Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) - Boston | Boston      | MA | CapTel Customer, Case Workers, TRS Customers                                  | CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, DBS, VCO | 200 |
| 4/17/15 | Hallmark Health VNA and Hospice  | Malden      | MA | Case Workers, Community, Hard of Hearing                                      | CapTel, TRS   | 70  |
| 4/23/15 | Westfield Senior Center  | Westfield   | MA | Case Workers, Community, Senior Citizen                                       | CapTel for Smartphones  | 220 |
| 4/29/15 | Employment Matters Conference 2015   | Worcester   | MA | Case Workers, Community, Speech Disabled, Hard of Hearing                     | CapTel for PC/Mac, TRS  | 150 |
| 5/7/15  | SALT Council Senior EXPO   | Southbridge | MA | Case Workers, 911, Community, Hard of Hearing, Senior Citizen                 | CapTel, TRS   | 200 |
| 5/26/15 | Medford Senior Center  | Medford     | MA | Case Workers, Community, Hard of Hearing, Senior Citizen                      | CapTel, Traditional   | 160 |
| 5/28/15 | Winthrop Senior Center   | Winthrop    | MA | Case Workers, Senior Citizen  | CapTel, TRS   | 50  |
| 6/9/15  | Easter Seals Tech Fair   | Boston      | MA | Case Workers, Deaf/Blind, Senior Citizen                                      | CapTel 880i   | 75  |
| 6/10/15 | Holyoke Senior Center  | Holyoke     | MA | Case Workers, Hard of Hearing, Senior Citizen                                 | CapTel, TRS, Spanish Relay  | 100 |
| 6/15/15 | Hallmark Health VNA and Hospice  | Saugus      | MA | Case Workers, Hard of Hearing, Senior Citizen                                 | CapTel, TRS   | 100 |
| 6/17/15 | Veteran's Stand Down   | Worcester   | MA | Veterans  | CapTel  | 800 |
| 6/18/15 | Mass Rehab Commission  | Norwood     | MA | Case Workers, Deaf/Blind, HCO/STS, Speech Disabled                            | CapTel, TRS, STS, HCO   | 200 |
| 6/25/15 | Hallmark Health VNA and Hospice  | Melrose     | MA | Case Workers, Hard of Hearing, Home Health Employees                          | CapTel, TRS   | 70  |
| 7/25/15 | ADA Worcester Celebration  | Worcester   | MA | Community, Deaf/Blind, HCO/STS, Hard of Hearing, Organization, Senior Citizen | CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, STS, TRS | 200 |
| 7/30/15 | Element Health Fair  | Lynn        | MA | Community, Hard of Hearing  | CapTel, TRS   | 300 |
| 8/3/15  | Revere Night Out   | Revere      | MA | Community, 911  | CapTel, TRS   | 150 |
| 8/4/15  | Bedford Night Out  | Bedford     | MA | Case Workers, Community   | CapTel, TRS   | 40  |
| 8/5/15  | Salem COA  | Salem       | MA | Senior Citizen  | CapTel, TRS   | 100 |
| 8/15/15 | Military Appreciation Event  | Canton      | MA | Veterans, Students  | CapTel, TRS   | 35  |
| 8/27/15 | Waltham Senior Center  | Waltham     | MA | Case Workers, Hard of Hearing, Senior Citizen                                 | CapTel, TRS   | 150 |
| 8/28/15 | Veteran's Stand Down   | Dorchester  | MA | Veterans  | CapTel  | 800 |
| 9/12/15 | Those Who Can Those In Need  | Winthrop    | MA | Case Workers, Community, Senior Citizen                                       | CapTel, TRS   | 60  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |               |    |  |  |     |
|----------|--|---------------|----|--|--|-----|
| 9/17/15  | American Health Resources Senior Networking Event      | Randolph      | MA | Case Workers, Community, Medical and Caregivers, Professionals                       | CapTel, TRS  | 250 |
| 9/24/15  | Reading Senior Center/Hallmark VNA                     | Reading       | MA | Case Workers, Hard of Hearing, Senior Citizen, Senior Living                         | CapTel, TRS  | 100 |
| 9/25/15  | Franklin Council on Aging Senior Expo                  | Franklin      | MA | Case Workers, Hard of Hearing, Senior Living, Medical and Caregivers                 | CapTel, TRS  | 200 |
| 9/29/15  | Fire and Life Safety Services Conference               | Westford      | MA | Community, Case Workers, 911   | CapTel, TRS  | 300 |
| 10/1/15  | Western Mass Veteran's Expo                            | Springfield   | MA | Veterans   | CapTel   | 250 |
| 10/3/15  | Mass Council on Aging                                  | Sturbridge    | MA | Senior Citizen, Professionals  | CapTel for PC/Mac, TRS   |     |
| 10/5/15  | Hinsdale Town and Safety Day                           | Hinsdale      | MA | Case Workers, Community, Hard of Hearing   | CapTel, TRS  | 70  |
| 10/15/15 | Mass CAP   | Hyannis       | MA | Case Workers, Community, Senior Living   | CapTel, TRS  | 350 |
| 10/16/15 | Mass CAP   | Hyannis       | MA | Case Workers, Community, Senior Living   | CapTel, TRS  | 300 |
| 10/21/15 | Bourne Senior Center Health Fair                       | Bourne        | MA | Case Workers, Hard of Hearing, Senior Citizen  | CapTel, TRS  | 70  |
| 10/21/15 | Clarke School for Hearing and Speech                   | Marlborough   | MA | Community, Deaf, Hard of Hearing, Education, Professionals                           | CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, TRS             | 200 |
| 10/22/15 | Clarke School for Hearing and Speech                   | Marlborough   | MA | CapTel Customer, Education, HHC Professional, Hard of Hearing                        | CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets                  | 200 |
| 10/24/15 | Noble Visiting Nurses Fitness and Health Resource Fair | Springfield   | MA | Case Workers, Community, Professionals, Senior Citizen                               | CapTel, TRS  | 100 |
| 11/19/15 | Chelsea Soldier's Home Veteran's Expo                  | Chelsea       | MA | Case Workers, Veterans, Hard of Hearing  | CapTel   | 70  |
| 2/9/16   | Fire Chief's Convention                                | Worcester     | MA | Community, 911   | CapTel, TRS  | 200 |
| 2/10/16  | Fire Chief's Convention                                | Worcester     | MA | Community, 911   | CapTel, TRS  | 200 |
| 5/12/16  | Marshfield Senior Center                               | Marshfield    | MA | Community, Senior Citizen  | CapTel, TRS  | 100 |
| 6/16/16  | Lowell Veterans Resource Fair                          | Lowell        | MA | Veterans   | CapTel   | 40  |
| 6/17/16  | Veteran's Stand Down                                   | Worcester     | MA | Veterans   | CapTel   | 800 |
| 6/23/16  | Mass Rehab Consumer Conference                         | Worcester     | MA | Case Workers, Community, Counselors, Deaf, HCO/STS, Hard of Hearing, Speech Disabled | CapTel 2400i, CapTel 840i, CapTel for PC/Mac, CapTel for Smartphones, STS, TRS | 300 |
| 5/3/17   | Easter Seals Tech Fair                                 | Boston        | MA | Deaf, Deaf/Blind, Hard of Hearing, Hearing   | CapTel, TRS  | 60  |
| 5/4/17   | Southbridge Council on Aging                           | Southbridge   | MA | Community  | CapTel, TRS  | 120 |
| 5/9/17   | American Health Resources Eldercare Fair               | West Boylston | MA | Senior Citizen   | CapTel, TRS  | 80  |
| 5/11/17  | Work Inc   | Marlborough   | MA | Case Workers, Counselors, Home Health Employees, Medical and Caregivers, Nurses      | CapTel, TRS  | 80  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |   |                   |    |   |             |     |
|---------|---|-------------------|----|---|-------------|-----|
| 5/16/17 | City of Pittsfield - Ralph J Froio                              | Pittsfield        | MA | Senior Citizen                                  | CapTel, TRS | 40  |
| 5/18/17 | Third Thursdays   | Pittsfield        | MA | Community                                       | CapTel, TRS | 500 |
| 5/23/17 | American Health Resources Eldercare Fair                        | Brockton          | MA | Community, Senior Citizen                       | CapTel, TRS | 150 |
| 6/1/17  | East Bridgewater County, MA Veteran Service Office              | East. bridgewater | MA | Community                                       | CapTel, TRS | 75  |
| 6/14/17 | Massachusetts Association for the Blind and Visually Impaired a | Randolph          | MA | Community, Deaf, Deaf/Blind, Hard of Hearing    | CapTel, TRS | 350 |
| 6/16/17 | Veteran's Stand Down  | Worcester         | MA | Senior Citizen, Veterans                        | CapTel, TRS | 600 |
| 6/20/17 | Saugus Council on Aging   | Saugus            | MA | Senior Living                                   | CapTel, TRS | 200 |
| 6/29/17 | Massachusetts Rehabilitation Commission                         | Norwood           | MA | Community                                       | CapTel, TRS | 351 |
| 7/28/17 | Viability Inc.  | holyoke           | MA | Deaf, Deaf/Blind, Senior Citizen, Senior Living | CapTel, TRS | 150 |
| 8/3/17  | Bourne High School  | Bourne            | MA | Senior Citizen                                  | CapTel, TRS | 45  |

**One on One Visits**

| Event Date | Organization Name                           | Event City     | State | Target Audience  | Products/Services                         | Number of Attendees |
|------------|---|----------------|-------|--|---|---------------------|
| 11/19/13   | One on One customer                         | Attleboro      | MA    | Hard of Hearing, TRS Customers                           | CapTel, TRS                               | 1                   |
| 6/11/14    | One on One customer                         | Chicopee       | MA    | CapTel Customer  | CapTel                                    | 1                   |
| 6/16/14    | 2014 Massachusetts Captel Follow-Up Program | Needham        | MA    | CapTel Customer  | CapTel                                    | 1                   |
| 7/15/14    | One on One customer                         | Scituate       | MA    | TRS Customers  | Traditional                               | 2                   |
| 8/4/14     | One on One customer                         | Chicopee       | MA    | CapTel Customer  | CapTel                                    | 1                   |
| 11/2/14    | One on One customer                         | Hopedale, MA   | MA    | CapTel Customer  | CapTel 840i                               | 1                   |
| 12/10/14   | One on One customer                         | Framingham     | MA    | CapTel Customer  | CapTel 840i                               | 2                   |
| 4/27/15    | One on One customer                         | Amherst        | MA    | Case Workers, Spanish Speaking, HCO/STS, Speech Disabled | HCO, TRS                                  | 4                   |
| 4/29/15    | One on One customer                         | Plainville     | MA    | CapTel Customer  | CapTel for PC/Mac, CapTel for Smartphones | 1                   |
| 5/12/15    | One on One customer                         | Springfield    | MA    | HCO/STS  | HCO                                       | 2                   |
| 5/13/15    | One on One customer                         | Springfield    | MA    | HCO/STS  | HCO, TRS, STS                             | 2                   |
| 6/2/15     | One on One customer                         | Springfield    | MA    | TRS Customers  | TRS                                       | 2                   |
| 10/1/15    | One on One customer                         | Chicopee       | MA    | CapTel Customer  | CapTel 2400i                              | 1                   |
| 11/30/15   | One on One customer                         | Worcester      | MA    | Community, CapTel Customer                               | CapTel                                    | 1                   |
| 6/20/16    | One on One customer                         | Vineyard haven | MA    |  | CapTel, CapTel for Smartphones            | 2                   |

**Meetings**

| Event Date | Organization Name                    | Event City | State | Target Audience             | Products/Services | Number of Attendees |
|------------|--------------------------------------|------------|-------|-----------------------------|-------------------|---------------------|
| 11/5/13    | Somerville-Cambridge Senior Services | Somerville | MA    | Case Workers, Professionals | CapTel, TRS       | 140                 |
| 12/17/13   | At Home Eldercare                    | Milton     | MA    | HHC Professional            | CapTel, TRS       | 1                   |
| 1/4/14     | ALDA -Boston                         | Westford   | MA    | Hard of Hearing             | CapTel            | 30                  |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |              |    |  |  |     |
|----------|--|--------------|----|--|--|-----|
| 1/26/14  | Perkins School for Blind Assistive Tech                | Watertown    | MA | Deaf/Blind, Community  | CapTel, TRS  | 3   |
| 4/15/14  | Adams COA  | Adams        | MA | Case Workers   | CapTel   | 1   |
| 4/28/14  | Boston Young Professionals Networking Group            | Boston       | MA | Business   | RFB, CapTel for Smartphones  | 20  |
| 5/9/14   | Celebration 2014 - HLA/ALDA                            | Cambridge    | MA | Community, Hard of Hearing, Education  | CapTel for Smartphones, CapTel for PC/Mac, CapTel for Tablets              | 130 |
| 7/29/14  | The Joseph House                                       | Fitchburg    | MA | Case Workers, Senior Living  | CapTel, TRS  | 1   |
| 9/19/14  | 14th Annual Public Forum on Hearing and Hearing Loss   | Boston       | MA | Community, Hard of Hearing, Support Group  | CapTel   | 70  |
| 11/11/14 | Department of Veterans Affairs-Lowell                  | Bedford      | MA | Case Workers, Veterans   | CapTel   | 12  |
| 1/29/15  | Marathon Bombing Victim Services-MCDHH                 | West Roxbury | MA | Case Workers, Community, Hard of Hearing   | CapTel for PC/Mac, CapTel for Smartphones, CapTel 840i                     | 2   |
| 4/1/15   | Multicultural Coalition on Aging                       | Boston       | MA | Association, Community, Organization, Professionals, Spanish Speaking                                      | CapTel, Spanish Relay, TRS   | 20  |
| 5/17/15  | Hamilton-Summit  | Lincoln      | MA | Staff  | CapTel, TRS  | 40  |
| 6/8/15   | Caring Health Center                                   | Springfield  | MA | Case Workers, Medical and Caregivers   | TRS  | 5   |
| 9/14/15  | Brockton Lions Club                                    | Brockton     | MA | Case Workers, Community, Hard of Hearing   | CapTel, TRS  | 23  |
| 9/14/15  | The Senior Blue Book                                   | Sudbury      | MA | Case Workers, Community, Veterans, Senior Citizen  | CapTel   | 2   |
| 9/25/15  | ALDA -Boston   | Lexington    | MA | CapTel Customer, Hard of Hearing   | CapTel 2400i, CapTel 840i, CapTel for PC/Mac, CapTel for Smartphones       | 30  |
| 10/29/15 | Salem COA  | Salem        | MA | Community  | CapTel, TRS  | 2   |
| 1/3/16   | ALDA -Boston   | Westford     | MA | Community, Hard of Hearing, Support Group, Senior Citizen  | CapTel   | 50  |
| 1/16/16  | Deaf-Blind Contact Center                              | Allston      | MA | Case Workers, Deaf/Blind   | CapTel 880i, TRS   | 18  |
| 1/21/16  | OLLI of Umass  | Quincy       | MA | Hard of Hearing, Senior Citizen, Students, Education   | CapTel, TRS  | 200 |
| 2/29/16  | The Senior Blue Book                                   | Sudbury      | MA | Community, Hard of Hearing, Medical and Caregivers, Nurses, Senior Citizen, Senior Living, Speech Disabled | CapTel, TRS  | 1   |
| 4/6/16   | Multicultural Coalition on Aging                       | Roslindale   | MA | Community, Hard of Hearing, Organization, Senior Citizen   | CapTel 2400i, CapTel 880i, CapTel for Smartphones, Spanish Relay, TRS, TTY | 30  |
| 8/17/17  | Massachusetts Equipment Distribution Program (MassEDP) | Middleboro   | MA | EDP  | CapTel, TRS  | 4   |

**Networking**

| Event Date | Organization Name | Event City | State | Target Audience | Products/Services | Number of Attendees |
|------------|-------------------|------------|-------|-----------------|-------------------|---------------------|
|------------|-------------------|------------|-------|-----------------|-------------------|---------------------|

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |              |    |   |  |     |
|----------|--|--------------|----|---|--|-----|
| 10/23/13 | Volunteers of America-Veterans Leadership Dinner | Dorchester   | MA | Case Workers, Organization, Veterans                              | CapTel   | 120 |
| 10/7/14  | Sunrise of Weston                                | Weston       | MA | Business, Hard of Hearing, Home Health Employees                  | CapTel   | 12  |
| 8/20/15  | Minutewoman Homecare Networking Group            | Needham      | MA | Community, Hard of Hearing, Home Health Employees, Senior Citizen | CapTel, TRS  | 13  |
| 7/25/17  | Council to Address Aging in Massachusetts        | Barnstable   | MA | Case Workers, Community, Counselors, Medical and Caregivers       | CapTel, TRS  | 50  |
| 7/25/17  | West Roxbury YMCA                                | West Roxbury | MA | Community, Students   | CapTel, CapTel for PC/Mac, CapTel for Smartphones, CapTel for Tablets, TRS | 300 |
| 8/2/17   | Council to Address Aging in Massachusetts        | Pittsfield   | MA | Case Workers, Community, Counselors, Medical and Caregivers       | CapTel, TRS  | 140 |

**Field Visits**

| Event Date | Organization Name                        | Event City   | State | Target Audience                                      | Products/Services | Number of Attendees |
|------------|--|--------------|-------|--|-------------------|---------------------|
| 9/29/13    | Manet Community Health Center            | Hull         | MA    | Business, Medical and Caregivers                     | CapTel, TRS       | 1                   |
| 10/21/13   | Hopedale Housing Authority               | Hopedale     | MA    | Community  | CapTel, TRS       | 3                   |
| 10/22/13   | SouthBridge Rehab and Health care Center | Southbridge  | MA    | Medical and Caregivers, Nurses                       | CapTel, TRS       | 1                   |
| 11/11/13   | Williamstown Senior Center               | Williamstown | MA    | Senior Citizen                                       | CapTel, TRS       | 1                   |
| 11/19/13   | Foxboro Senior Center                    | Foxboro      | MA    | Case Workers, Senior Citizen                         | CapTel, TRS       | 2                   |
| 11/19/13   | Hope Gardens                             | Attleboro    | MA    | Senior Living  |                   | 1                   |
| 11/20/13   | Greenfield Senior Center                 | Greenfield   | MA    | Senior Citizen                                       | CapTel, TRS       | 1                   |
| 12/4/13    | Brockton Senior Center                   | Brockton     | MA    | Community, Senior Citizen                            | CapTel, TRS       | 3                   |
| 12/5/13    | Wollaston Senior Center                  | Quincy       | MA    | Community, Hard of Hearing, Senior Citizen           | CapTel, TRS       | 1                   |
| 12/19/13   | Bay Cove Adult Day Care                  | Charlestown  | MA    | CapTel Customer, HCO/STS, Case Workers               | STS, HCO, CapTel  | 1                   |
| 12/19/13   | Medord VFW                               | Medord       | MA    | Veterans   | CapTel, STS       | 1                   |
| 12/22/13   | Charlestown Library                      | Charlestown  | MA    | Community  |                   | 1                   |
| 12/22/13   | South Cove Community Health Center       | Quincy       | MA    | Case Workers, Community, Hard of Hearing             | CapTel, TRS       | 1                   |
| 1/13/14    | Plymouth Senior Center                   | Plymouth     | MA    | Community, Senior Citizen                            | CapTel, TRS       | 2                   |
| 1/20/14    | Holyoke Soldiers Home                    | Holyoke      | MA    | Veterans   | CapTel, TRS       | 1                   |
| 1/20/14    | Northampton Senior Center                | Northampton  | MA    | Senior Citizen                                       | CapTel, TRS       | 1                   |
| 2/9/14     | North Cambridge Senior Center            | Cambridge    | MA    | Community, Senior Citizen                            | CapTel, TRS       | 1                   |
| 2/10/14    | Plymouth Veterans Center                 | plymouth     | MA    | Veterans   | CapTel, TRS       | 1                   |
| 2/24/14    | Quincy Hearing Center                    | Quincy       | MA    | Community  | CapTel, TRS       | 1                   |
| 2/25/14    | Cambridge Health Alliance                | Cambridge    | MA    | Case Workers, Senior Citizen, Medical and Caregivers | CapTel, TRS       | 1                   |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |                  |    |  |  |   |
|----------|--|------------------|----|--|--|---|
| 3/14/14  | Vineyard Audiology                           | Vineyard Haven   | MA | HHC Professional   | CapTel, TRS  | 1 |
| 3/17/14  | Loomis Communities-<br>Reeds Landing         | Springfield      | MA | CapTel Customer, Hard of Hearing                                       | CapTel   | 1 |
| 4/14/14  | College Internship Program                   | Pittsfield       | MA | Hard of Hearing, Education, Speech Disabled                            | CapTel, TRS  | 1 |
| 4/24/14  | Palmer Senior Center                         | Palmer           | MA | Case Workers, Senior Citizen   | CapTel, TRS  | 1 |
| 4/27/14  | Taunton Public Library                       | Taunton          | MA | Community  | CapTel, TRS  | 1 |
| 4/30/14  | Westfield State College<br>Disability Center | Westfield        | MA | Community, Education, Hard of Hearing                                  | CapTel, TRS  | 1 |
| 5/7/14   | Southbridge Public Library                   | Southbridge      | MA | Community  | CapTel, TRS  | 1 |
| 5/18/14  | Franklin Senior Center                       | Franklin         | MA | Senior Citizen   | CapTel, TRS  | 1 |
| 5/21/14  | East Springfield Public<br>Library           | East Springfield | MA | Community  | CapTel, TRS  | 1 |
| 5/28/14  | Braintree Senior Center                      | Braintree        | MA | Hard of Hearing, Senior Citizen  | CapTel, TRS  | 1 |
| 5/28/14  | Braintree Veterans Agent                     | Braintree        | MA | Veterans   | CapTel, TRS  | 1 |
| 6/11/14  | Porch Light VNA-Hospice                      | Chicopee         | MA | Case Workers, Home Health<br>Employees                                 | CapTel, TRS, CapTel for<br>PC/Mac  | 1 |
| 6/11/14  | Willimansett East Assisted<br>Living         | Chicopee         | MA | Case Workers, Senior Living  | CapTel, TRS  | 1 |
| 7/7/14   | Heritage Senior Living                       | Framingham       | MA | Case Workers, Senior Living  | CapTel, TRS  | 2 |
| 7/9/14   | South Cove rehabilitation<br>Center          | Quincy           | MA | Case Workers, HCO/STS, Speech<br>Disabled                              |  | 1 |
| 7/27/14  | Cedar Hill Rehab Center                      | Randolph         | MA | Case Workers, HCO/STS  | CapTel, RFB, TRS   | 1 |
| 7/29/14  | Caldewell House                              | Fitchburg        | MA | Case Workers, Community, Hard of<br>Hearing, Senior Citizen            | CapTel, TRS, STS   | 1 |
| 7/29/14  | Fitchburg Senior Center                      | Fitchburg        | MA | Community, Senior Citizen  | CapTel, TRS  | 1 |
| 7/30/14  | Hatch Hearing Center                         | Lynn             | MA | Business, HHC Professional, Hard of<br>Hearing                         | CapTel, TRS  | 1 |
| 8/27/14  | Sunrise Assisted Living                      | Braintree        | MA | Community, Medical and<br>Caregivers, Hard of Hearing                  | CapTel, TRS  | 1 |
| 9/7/14   | Belton of Chicopee                           | Chicopee1        | MA | Business, HHC Professional, Hard of<br>Hearing                         | CapTel 840i, CapTel for<br>Smartphones   | 1 |
| 9/29/14  | Spaulding Outpatient                         | Framingham       | MA | Case Workers, HCO/STS, Hard of<br>Hearing, Speech Disabled             |  | 1 |
| 10/5/14  | Stockbridge Health Center                    | Stockbridge      | MA | Business, Medical and Caregivers                                       | CapTel, TRS  | 1 |
| 10/30/14 | South Shore ARC                              | Weymouth         | MA | Case Workers, HCO/STS, Speech<br>Disabled, TRS Customers,<br>Community | CapTel, TRS  | 1 |
| 11/7/14  | Hadley Senior Center                         | Hadley           | MA | Community, Hard of Hearing,<br>Senior Citizen                          | CapTel 2400i, CapTel 840i,<br>CapTel 880i, CapTel for<br>PC/Mac, CapTel for<br>Smartphones | 1 |
| 11/7/14  | South Hadley Public Library                  | South Hadley     | MA | Community, Hard of Hearing   | CapTel, TRS  | 1 |
| 11/12/14 | Stoneham Public Library                      | Stoneham         | MA | Community, Hard of Hearing   | CapTel   | 1 |
| 11/23/14 | Palmer Public Library                        | Palmer           | MA | Community, Hard of Hearing   | CapTel, TRS  | 1 |
| 12/4/14  | Deaf-Blind Contact Center                    | Allston          | MA | Deaf/Blind, Hard of Hearing  | CapTel 880i, CapTel 840i,<br>Traditional   | 2 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |   |                |    |  |                     |   |
|----------|---|----------------|----|--|---------------------|---|
| 12/10/14 | Carlyle House   | Framingham     | MA | Community, Hard of Hearing, Medical and Caregivers, Nurses     | CapTel              | 1 |
| 12/11/14 | Thomas Crane Library of Quincy                          | Quincy         | MA | Community, Students  | CapTel, TRS         | 1 |
| 12/15/14 | Charlestown Public Library                              | Charlestown    | MA | Community, Education, Hard of Hearing, Deaf                    | CapTel, TRS         | 1 |
| 12/21/14 | Hingham Public Library                                  | Hingham        | MA | Business   | CapTel, TRS         | 2 |
| 12/29/14 | Colonial Rehab and Nursing Center                       | Weymouth       | MA | Case Workers, Hard of Hearing, Senior Living                   | CapTel, TRS         | 1 |
| 1/6/15   | Quincy Asian Resource Center                            | Quincy         | MA | Case Workers, Community, Hard of Hearing                       | CapTel              | 2 |
| 1/6/15   | Quincy Community Action Program                         | Quincy         | MA | Case Workers, Community  | CapTel              | 1 |
| 1/11/15  | Cambridge Public Library                                | Cambridge      | MA | Community, Education   | CapTel, TRS         | 1 |
| 1/12/15  | Somerville House  | Somerville     | MA | Case Workers, Senior Citizen                                   | CapTel              | 1 |
| 1/20/15  | West Yarmouth Public Library                            | West Yarmouth  | MA | Education, Community, Students                                 | CapTel, TRS         | 1 |
| 1/25/15  | Upton Housing Authority                                 | Upton          | MA | Business, Community, Senior Citizen                            | CapTel              | 1 |
| 1/28/15  | Constitution Co-Op                                      | Charlestown    | MA | Senior Living, Senior Citizen, Hard of Hearing                 | CapTel, TRS         | 1 |
| 1/28/15  | Golden Age Center                                       | Charlestown    | MA | Case Workers, Community, Senior Citizen                        | CapTel, TRS         | 1 |
| 1/29/15  | Elder Service Plan                                      | Mattapan       | MA | Case Workers, Community, Home Health Employees, Senior Citizen | CapTel, TRS         | 1 |
| 2/9/15   | Buttonwood Senior Center                                | New Bedford    | MA | Case Workers, Deaf, Hard of Hearing                            | CapTel, TRS         | 1 |
| 2/11/15  | Sunrise of Cohasset                                     | Cohasset       | MA | Case Workers, Community, Senior Living                         | CapTel, TRS         | 1 |
| 2/16/15  | Quincy Elder Service Transportation                     | Quincy         | MA | Community, Hard of Hearing                                     | CapTel, TRS         | 1 |
| 2/17/15  | Sturbridge Public Library                               | Sturbridge     | MA | Community, Hard of Hearing                                     | CapTel, TRS         | 2 |
| 2/18/15  | Salisbury Senior Center                                 | Salisbury      | MA | Case Workers, Community, Senior Citizen                        | CapTel, TRS         | 1 |
| 2/22/15  | Quincy Career Center                                    | Quincy         | MA | Counselors, Hard of Hearing                                    | CapTel, TRS         | 1 |
| 2/23/15  | Zelma Lacey Assisted Living                             | Charlestown    | MA | Case Workers, Hard of Hearing, Senior Citizen                  | CapTel, TRS         | 1 |
| 3/24/15  | BAMSI   | Quincy         | MA | Case Workers, Community, Speech Disabled                       | CapTel, TRS         | 2 |
| 3/24/15  | Fenno House Independent and Assisted Living             | Quincy         | MA | CapTel Customer, Case Workers, Senior Citizen                  | CapTel, TRS         | 1 |
| 3/25/15  | Caregiver Homes   | Natick         | MA | Community, Case Workers, HHC Professional                      | CapTel, TRS         | 1 |
| 3/26/15  | American Legion of Weymouth                             | South Weymouth | MA | Hard of Hearing, Veterans                                      | CapTel              | 1 |
| 3/26/15  | Family Hearing Center                                   | South Weymouth | MA | Community, HHC Professional, Hard of Hearing                   | CapTel              | 1 |
| 3/26/15  | Volunteers of America Massachusetts Bay Veterans Center | Somerville     | MA | Case Workers, Veterans, Hard of Hearing                        | CapTel, TRS         | 2 |
| 3/29/15  | Jack Sattar House                                       | Revere         | MA | Case Workers, Community, Hard of Hearing                       | CapTel, TRS         | 1 |
| 3/29/15  | Prospect House Assisted Living                          | Revere         | MA | Case Workers, Community, Hard of Hearing, Senior Living        | CapTel, Traditional | 1 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |  |              |    |  |                                       |   |
|---------|--|--------------|----|--|---------------------------------------|---|
| 4/1/15  | New Bedford Public Library                   | New Bedford  | MA | Community, Education                                 | CapTel, TRS                           | 2 |
| 4/17/15 | Malden Senior Center                         | Malden       | MA | Case Workers, Community, Senior Citizen              | CapTel, TRS                           | 1 |
| 4/22/15 | Arbors of Greenfield                         | Greenfield   | MA | Community, Senior Citizen, Senior Living             | CapTel, TRS                           | 1 |
| 4/22/15 | Westfield Public Library                     | Westfield    | MA | Community, Hard of Hearing, Students                 | CapTel, TRS                           | 2 |
| 4/26/15 | Avada Hearing                                | Chicopee     | MA | HHC Professional, Hard of Hearing                    | CapTel, TRS                           | 1 |
| 4/26/15 | Coastal Hearing Care                         | New Bedford  | MA | CapTel Customer, HHC Professional                    | CapTel, TRS                           | 1 |
| 4/26/15 | Whalers Cove Assisted Living                 | New Bedford  | MA | Hard of Hearing, Senior Living, Senior Citizen       | CapTel, TRS                           | 1 |
| 4/27/15 | Winfield Senior and Family housing           | Hadley       | MA | Case Workers, Community                              | CapTel, TRS                           | 1 |
| 5/14/15 | Milton Public Library                        | Milton       | MA | Community, Education                                 | CapTel, TRS                           | 2 |
| 5/26/15 | Medford Housing Authority                    | Medford      | MA | Case Workers, Community, Senior Citizen              | CapTel, TRS                           | 1 |
| 5/27/15 | Winthrop Public Library                      | Winthrop     | MA | Community, Education                                 | CapTel, TRS                           | 1 |
| 5/28/15 | Blue Hills Home Care                         | Boston       | MA | Case Workers, Hard of Hearing, Home Health Employees | CapTel, TRS                           | 1 |
| 6/3/15  | Loving Care Homecare                         | Springfield  | MA | Case Workers, Home Health Employees, Hard of Hearing | CapTel, TRS                           | 1 |
| 6/8/15  | Bilingual Veterans Outreach Center           | Springfield  | MA | Veterans   | CapTel                                | 2 |
| 6/8/15  | MCDHH-Springfield                            | Springfield  | MA | Deaf/Blind, Hard of Hearing                          | CapTel, TRS, VCO                      | 2 |
| 6/11/15 | Cape Cod Brookdale Senior Living Solu        | Hyannis      | MA | Hard of Hearing, Senior Citizen, Senior Living       | CapTel, TRS                           | 1 |
| 6/12/15 | Nantucket Public Library                     | Nantucket    | MA | Community, Education                                 | CapTel, TRS                           | 1 |
| 6/12/15 | Wharf Club                                   | Nantucket    | MA | Hard of Hearing, Community                           | CapTel                                | 5 |
| 6/23/15 | Golden Living Center                         | Attleboro    | MA | Case Workers, Hard of Hearing                        | CapTel                                | 1 |
| 6/30/15 | MBTA The Ride                                | Charlestown  | MA | Case Workers, Community, Deaf/Blind                  | CapTel, Traditional                   | 2 |
| 7/8/15  | Beltone of Brockton                          | Brockton     | MA | HHC Professional                                     | CapTel                                | 1 |
| 7/9/15  | Fairhaven Senior Center                      | Fairhaven    | MA | Community, Senior Citizen                            | CapTel, TRS                           | 1 |
| 7/9/15  | New Bedford Free Public Library- Main Branch | New Bedford  | MA | Case Workers, Education, Community                   | CapTel, TRS                           | 2 |
| 7/15/15 | Marathon Bombing Victim Services-MCDHH       | West Roxbury | MA | Counselors, Community, Hard of Hearing               | CapTel                                | 1 |
| 7/30/15 | Lynn Senior Center                           | Lynn         | MA | HCO/STS, Senior Citizen                              | CapTel                                | 2 |
| 8/18/15 | Hampshire Hearing Center                     | Northampton  | MA | Community, HHC Professional, Hard of Hearing         | CapTel, TRS                           | 2 |
| 8/18/15 | Miracle Ear of Marlboro                      | Marlboro     | MA | Community, HHC Professional, Hard of Hearing         | CapTel 2400i, CapTel 840i, CapTel 840 | 2 |
| 8/27/15 | Veteran's Taxi and transportation            | Waltham      | MA | Hard of Hearing, Case Workers, Community             | TRS                                   | 1 |
| 9/21/15 | American Legion Post 6 of Lynn               | Lynn         | MA | Hard of Hearing, Veterans                            | CapTel, TRS                           | 1 |
| 9/25/15 | Northboro Library                            | Northboro    | MA | Community, Education, Students                       | CapTel, TRS                           | 1 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|          |  |              |    |  |                  |   |
|----------|--|--------------|----|--|------------------|---|
| 10/5/15  | East Forest Park Library                     | Springfield  | MA | Education, Community, Students                                 | CapTel, TRS      | 2 |
| 10/6/15  | Porchlight VNA of LEE                        | Lee          | MA | Community, Hearing, Home Health Employees                      | CapTel, TRS      | 1 |
| 10/16/15 | Cape Cod COD                                 | Hyannis      | MA | Community, HCO/STS, Speech Disabled                            | CapTel, HCO, TRS | 1 |
| 10/16/15 | Cape Cod Hearing                             | Hyannis      | MA | HHC Professional, Hard of Hearing                              | CapTel           | 1 |
| 10/21/15 | Wareham Public Library                       | Wareham      | MA | Community, Education, Students                                 | CapTel, TRS      | 1 |
| 10/23/15 | Coleman House Nursing and Assisted Living    | Northborough | MA | Senior Living, Senior Citizen                                  | CapTel           | 1 |
| 10/27/15 | Hopkinton Public Library                     | Hopkinton    | MA | Case Workers, Education, Students                              | CapTel, TRS      | 1 |
| 11/17/15 | Rockridge Assisted Living                    | Northampton  | MA | Hard of Hearing, Senior Citizen, Senior Living                 | CapTel, TRS      | 1 |
| 11/30/15 | Worcester Public Library                     | Worcester    | MA | Education, Students, Community                                 | CapTel, TRS      | 1 |
| 12/2/15  | VFW-Medford post                             | Medford      | MA | Community, Veterans  | CapTel           | 1 |
| 12/16/15 | Hungry hill Senior Center                    | Springfield  | MA | Hard of Hearing, Senior Citizen                                | CapTel           | 1 |
| 12/21/15 | American Legion of Nantucket                 | Nantucket    | MA | Veterans   | CapTel           | 2 |
| 12/21/15 | Our Island Home                              | Nantucket    | MA | Case Workers, Hard of Hearing, Senior Citizen, Speech Disabled | CapTel, TRS      | 1 |
| 12/30/15 | VNA of Cap Cod Trade Winds- Adult Day Health | Sandwich     | MA | Case Workers, HCO/STS, Hard of Hearing                         | CapTel, TRS      | 1 |
| 1/19/16  | Storrs Library                               | Longmeadow   | MA | Community, Education   | CapTel, TRS      | 1 |
| 1/22/16  | East Forest Park Library                     | Springfield  | MA | Community, Education   | CapTel, TRS      | 3 |
| 1/25/16  | Charlestown Public Library                   | Charlestown  | MA | Community, Education, Students                                 | CapTel, TRS      | 1 |
| 1/26/16  | Boston Public Library- North End             | Boston       | MA | Case Workers, Community, Education, Students                   | CapTel, TRS      | 2 |
| 1/27/16  | Thomas Crane Library of Quincy               | Quincy       | MA | Community, EDP, Education, Students                            | CapTel, TRS      | 1 |
| 2/16/16  | Louis and Clarke Medical Supply              | Springfield  | MA | Case Workers, Community, Speech Disabled                       | CapTel, TRS      | 2 |
| 2/19/16  | American Legion Post 420                     | Springfield  | MA | Community, Hard of Hearing, Veterans                           | CapTel, TRS      | 1 |
| 2/19/16  | Mercy Care Medical Center                    | Springfield  | MA | Case Workers, TRS Customers                                    | CapTel, TRS      | 1 |
| 3/2/16   | Hebrew Senior Life                           | Roslindale   | MA | Senior Citizen   | CapTel           | 2 |
| 3/11/16  | Southwick Public Library                     | Southwick    | MA | Community, Hard of Hearing, Senior Citizen                     | CapTel           | 1 |
| 4/16/16  | Village Green Senior Housing                 |              | MA | Community, Hard of Hearing                                     | Cable TV, TRS    | 1 |
| 5/19/16  | Newton Senior Center                         | Newton       | MA | Senior Citizen   | CapTel           | 1 |
| 5/25/16  | BAMSI  | Brockton     | MA | Case Workers, Deaf, HCO/STS, Hard of Hearing                   | CapTel, STS, TRS | 1 |
| 5/25/16  | Brockton Public Library                      | Brockton     | MA | Case Workers, Community, Education                             | CapTel, TRS      | 1 |
| 5/31/16  | Golden Age Homecare                          | Northborough | MA | Case Workers, Hard of Hearing, Home Health Employees           | CapTel, TRS      | 1 |

**Mass Relay Outreach Activities  
July, 2013 to August 2017**

|         |                                |              |    |   |             |   |
|---------|--------------------------------|--------------|----|---|-------------|---|
| 5/31/16 | Northborough Senior Center     | Northborough | MA | Case Workers, Community, Hard of Hearing                                | CapTel, TRS | 2 |
| 6/7/16  | Digital Hearing Healthcare     | Georgetown   | MA | HHC Professional  | CapTel      | 1 |
| 6/15/16 | Active Homecare                | Wareham      | MA | Case Workers, Home Health Employees                                     | CapTel, TRS | 1 |
| 6/15/16 | Bridges by Epoch               | Mashpee      | MA | Case Workers, Senior Citizen, Senior Living                             | CapTel, TRS | 1 |
| 6/15/16 | Onset Public Library           |              | MA | Community, Education  | CapTel, TRS | 1 |
| 6/15/16 | VFW Post 2846                  | Wareham      | MA | Veterans  | CapTel      | 3 |
| 6/15/16 | Wareham Housing Authority      | Wareham      | MA | Case Workers, Community, Hard of Hearing, Senior Citizen, Senior Living | CapTel, TRS | 1 |
| 6/15/16 | Wareham Senior Center          | Wareham      | MA | Case Workers, Community, Hard of Hearing, Senior Citizen                | CapTel, TRS | 1 |
| 6/9/17  | Worcester Elder Services       | Worcester    | MA | Deaf, Deaf/Blind, Hard of Hearing, Senior Citizen, Veterans             | CapTel, TRS | 1 |
| 6/9/17  | Worcester Public Library       | Worcester    | MA | Community   | CapTel, TRS | 1 |
| 6/15/17 | Children's Services of Roxbury | Roxbury      | MA | Case Workers, Community, Counselors, Professionals, Staff               | CapTel, TRS | 1 |
| 6/15/17 | Sunrise Senior Living          | Norwood      | MA | Senior Citizen, Senior Living   | CapTel, TRS | 1 |
| 6/21/17 | Needham Council on Aging       | Needham      | MA | Community   | CapTel, TRS | 1 |
| 6/21/17 | Needham Public Library         | Needham      | MA | Community   | CapTel, TRS | 1 |
| 6/22/17 | Canton Public Library          | Canton       | MA | Community   | CapTel, TRS | 1 |
| 6/22/17 | Cornerstone at Canton          | Canton       | MA | Senior Living   | CapTel, TRS |   |
| 6/26/17 | Dedham Council on Aging        | Dedham       | MA | Community, Senior Citizen   | CapTel, TRS | 1 |
| 6/26/17 | Traditions at Dedham           | Dedham       | MA | Senior Citizen, Senior Living   | CapTel, TRS | 1 |
| 6/28/17 | Deutsches Altenheim            | West Roxbury | MA | Senior Citizen, Senior Living   | CapTel, TRS | 1 |
| 6/28/17 | Sophia Snow Place              | West Roxbury | MA | Senior Citizen, Senior Living   | CapTel, TRS | 1 |

**Relay Friendly Business**

| Event Date | Organization Name                                 | Event City | State | Target Audience                   | Products/Services | Number of Attendees |
|------------|---|------------|-------|-----------------------------------|-------------------|---------------------|
| 3/2/14     | Princeton Property Management                     | Iowell     | MA    | Business, RFB                     | TRS               | 8                   |
| 8/27/14    | Parmenter   | Wayland    | MA    | Business, HHC Professional        | CapTel, TRS       | 2                   |
| 11/5/14    | Ashland Police Department /Public School Training | Ashland    | MA    |                                   | CapTel, TRS       | 8                   |
| 2/2/16     | Neponset Health Center                            | Dorchester | MA    | Community, Medical and Caregivers | CapTel, TRS, RFB  | 5                   |