

# 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



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>

## See what they say® with Captioned Telephone



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

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CapTel is a registered trademark of Ultratec, Inc.

See What They Say is a registered trademark,  
used under license by Hamilton Relay, Inc.



## 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?

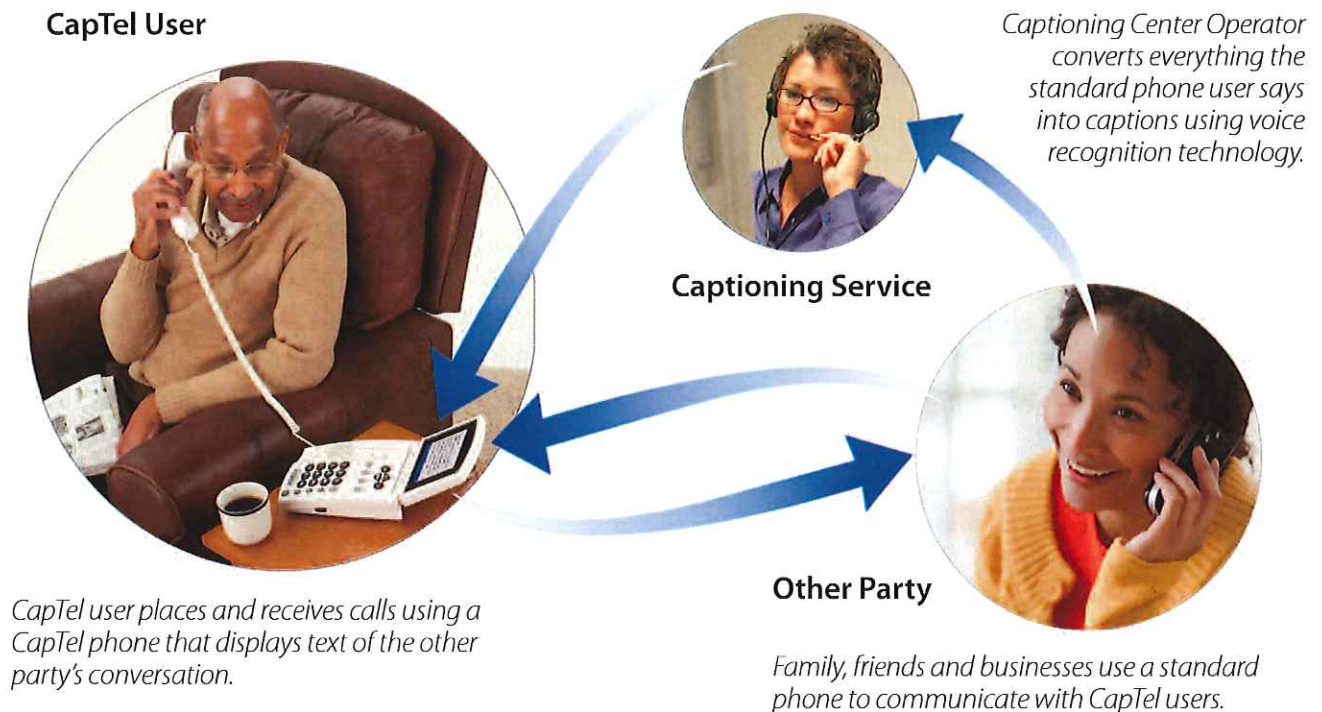
- People who experience significant hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

## 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

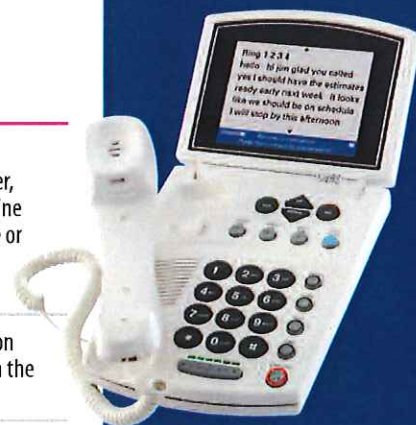
*\* All calls are strictly confidential and no records of any conversations are maintained.*

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> <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> <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.  <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

See what they say

**HAMILTON**  
capTel

### 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)

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# 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.**



**Relay Caller**

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



**Relay Operator**

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



**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.



**MassRelay**  
Let's talk.

Relay Friendly  
**Business**



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

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

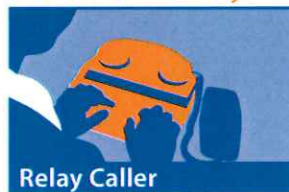
Relay calls are from individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. By becoming a Relay Friendly Business you'll discover that relay users are customers with money to spend.

- 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  
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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 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.

#### • 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.





## 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.

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#### **Customer Service**

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

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



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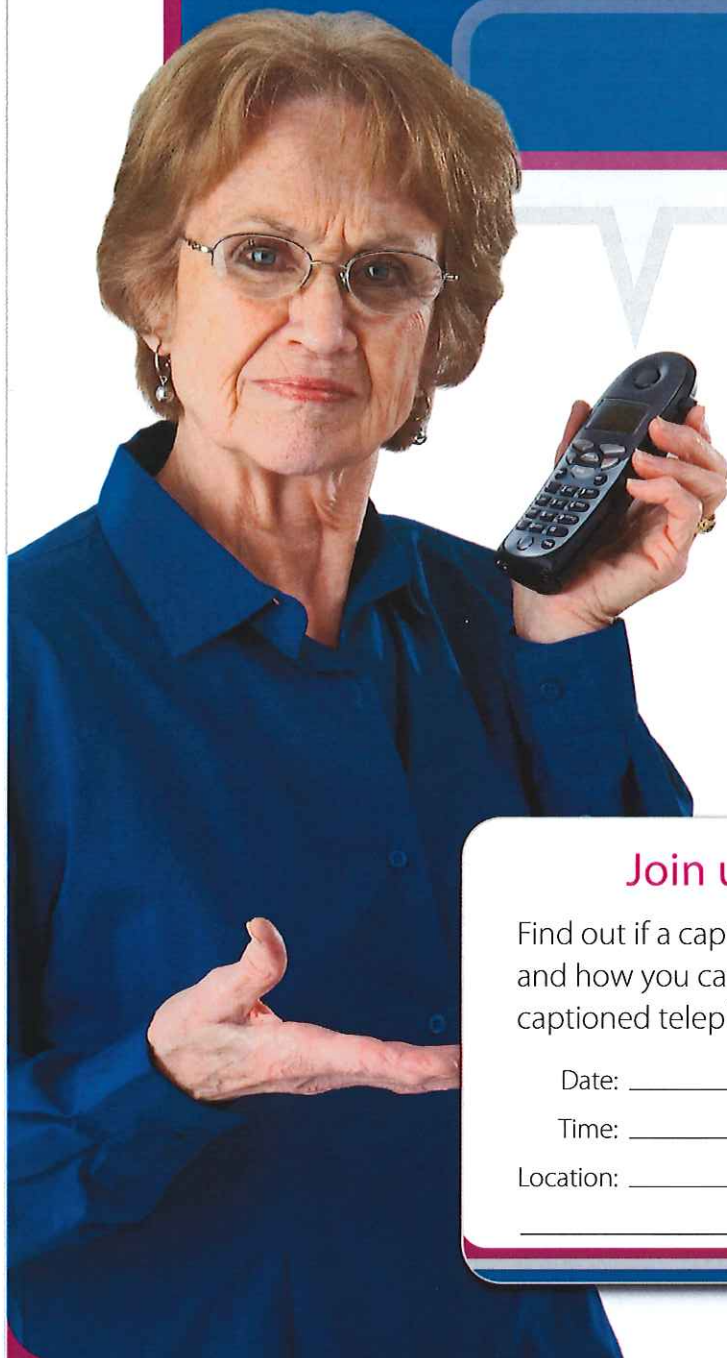




**MassRelay**  
Let's talk.

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.

### **Join us for a free presentation!**

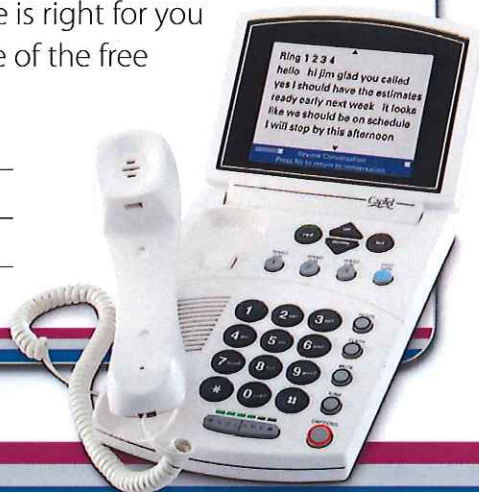
Find out if a captioned telephone is right for you and how you can take advantage of the free captioned telephone service.

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.

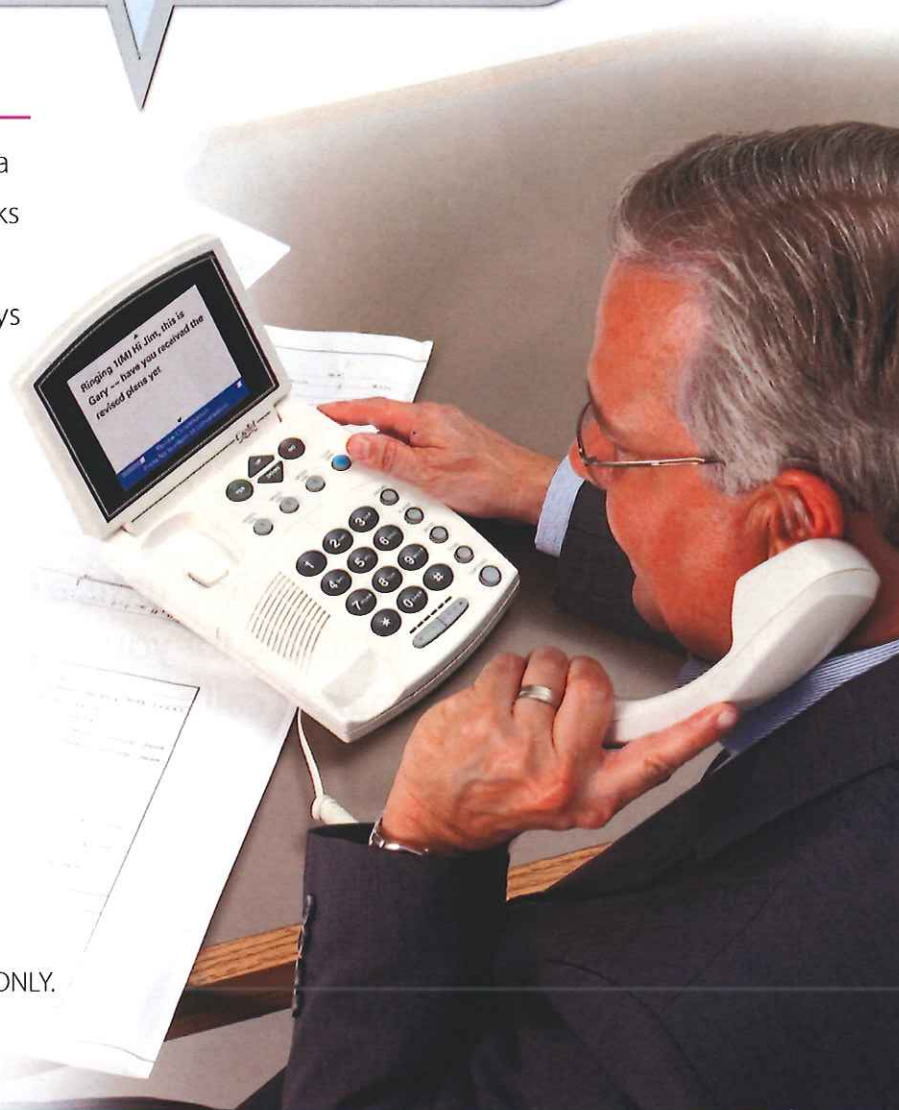
Ringin' 1(M) Hi Jim, this is  
Gary ~~ have you received the  
revised plans yet

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](#)

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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  
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# The Hamilton RELAY CONNECT R

SPRING 2017

[www.hamiltonrelay.com](http://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  
**Instagram:** @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).

*CapTel*

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

See what they say



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

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

3 Click: "logon"

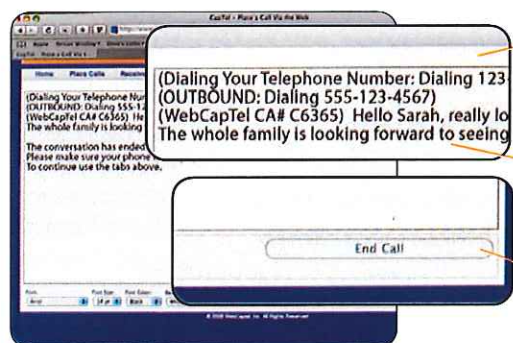


4 Enter: your telephone number in the "My Telephone Number" field \*

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

6 Click: "Place Call"

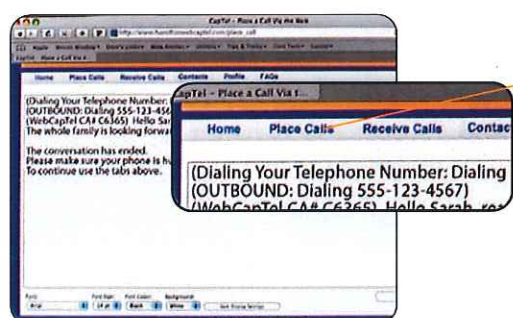
\* This is the telephone number of the phone on which you wish to receive your Hamilton Web CapTel call. It must be a direct number as extensions are not allowed.



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

See what they say



- 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

See what they say

**HAMILTON**  
webcapitel



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

2 Click on: "Click here to register"

Hamilton Web CapTel  
Customer Service:

Call toll-free:

877-455-4227 English

866-670-9134 Spanish

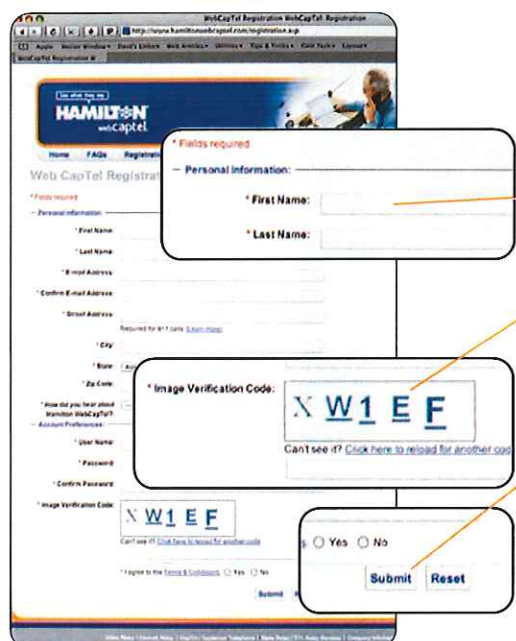
E-mail:

[info@hamiltoncapitel.com](mailto:info@hamiltoncapitel.com)

For more information

on-line:

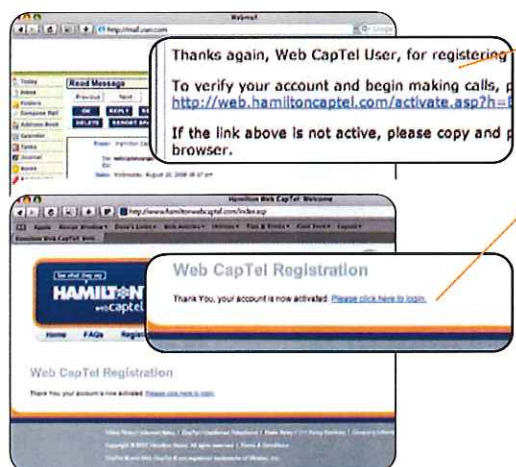
Visit: [www.hamiltoncapitel.com](http://www.hamiltoncapitel.com)



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

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

**You're registered!**

Visit [hamiltonwebcapitel.com](http://hamiltonwebcapitel.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:

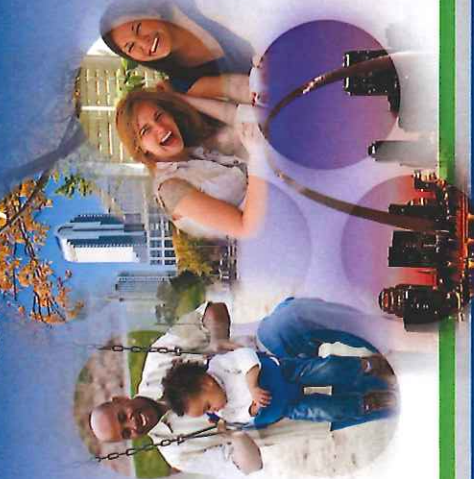
Visit [www.HamiltonRelay.com](http://www.HamiltonRelay.com). Click on "Make a Call", login with your Hamilton Account and start calling! Don't yet have an account? Set one up! It's easy. Click on "HomeTown Number" to register. You'll get a HomeTown Number you can share for receiving calls, along with 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**

internet relay

[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.



## Cook up your Internet Relay experience... instantly.

### 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



# 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	HLAA-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.	holyokey	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 - HLAA/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
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**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-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 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 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 Employees	CapTel, TRS, CapTel for PC/Mac	1
6/11/14	Willimansett East Assisted 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 Center	Quincy	MA	Case Workers, HCO/STS, Speech 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 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 Hearing	CapTel, TRS	1
8/27/14	Sunrise Assisted Living	Braintree	MA	Community, Medical and Caregivers, Hard of Hearing	CapTel, TRS	1
9/7/14	Belton of Chicopee	Chicopee1	MA	Business, HHC Professional, Hard of Hearing	CapTel 840i, CapTel for Smartphones	1
9/29/14	Spaulding Outpatient	Framingham	MA	Case Workers, HCO/STS, Hard of 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 Disabled, TRS Customers, Community	CapTel, TRS	1
11/7/14	Hadley Senior Center	Hadley	MA	Community, Hard of Hearing, Senior Citizen	CapTel 2400i, CapTel 840i, CapTel 880i, CapTel for PC/Mac, CapTel for 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, 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	Belton 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 CORD	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