

Attachment B

Relay Iowa Outreach Materials

Difficulty hearing over the phone?

Experience clarity and confidence on every call with Captioned Telephone (CapTel®) - the no-cost* service that allows users to listen while reading word-for-word captions of what's said to them over the phone. Captions appear on the bright, easy-to-read display screen of the CapTel phone.



Expand your options for receiving captions through Relay Iowa's service provider, Hamilton Relay.



Hamilton CapTel
for PC/Mac



Hamilton CapTel App
for Tablets



Hamilton CapTel App
for Smartphones

Visit HamiltonCapTel.com to learn more.



Call today to
learn more!

888.269.7477

iarelay@hamiltonrelay.com • RelayIowa.com

Note regarding Internet-based (IP) Captioned Telephone Service: Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov. Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911. Voice and data plans may be required when using Hamilton CapTel on a smartphone. • Android is a trademark of Google Inc. iPhone, iPad and Mac are trademarks of Apple Inc.

CapTel® is a registered trademark of Ultratec, Inc.
Relay Iowa is a program of the Iowa Utilities Board.

*Equipment and standard long distance charges my apply.
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"I just can't hear on the phone, but with Captioned Telephone (CapTel®), I can see what they say."

Experience clarity and confidence on every call!

Captioned Telephone (CapTel) is a no-cost* service that allows users to read word-for-word captions of what's said to them during telephone conversations. Through the use of a uniquely designed CapTel phone, users speak directly to the other person and listen while reading what's said to them on the bright, easy-to-read display screen of the CapTel phone.

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

Expand your options for receiving captions through Relay Iowa's service provider, Hamilton Relay.



Visit HamiltonCapTel.com for more information.

How It Works

Behind the scenes, a specially trained operator at the captioning center uses voice recognition technology to generate captions that appear on the display screen of the CapTel phone. Captions are available in English or Spanish. All models require phone service. Some models require high-speed Internet.

To obtain a CapTel phone at low or no cost, contact:

Customer Care

English: 888-269-7477

Spanish: 866-670-9134

E-mail: IARelay@HamiltonRelay.com

Visit: www.RelayIowa.com

*Equipment and standard long distance charges may apply.

Relay Iowa is a program of the Iowa Utilities Board.

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20151008



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“No puedo escuchar, pero con el teléfono subtitulado (CapTel®), puedo ver lo que dicen.”



¡Tenga la experiencia de la claridad y de la confianza en cada llamada!

El teléfono subtitulado (CapTel) es un servicio sin costo que le permite al usuario a leer palabra por palabra lo dicho durante conversaciones telefónicas. A través del uso de un teléfono de CapTel de diseño único, la persona le habla directamente a la otra persona que le escucha leyendo lo dicho en la pantalla brillante y fácil de leer del teléfono CapTel.

Esta tecnología de vanguardia:

- Elimina la lucha del uso del teléfono debido a la dificultad de audición.
- Permite conversaciones naturales.
- Proporciona una verdadera experiencia interactiva.

Ampliar tus opciones para recibir subtítulos a través del proveedor de servicios de Relay Iowa, Hamilton Relay.



Hamilton CapTel
2400i Phone

Tabletas

Smartphones

PC/Mac

Para más información visite HamiltonCapTel.com

Cómo funciona

Detrás de la escena, un operador especialmente entrenado en el centro que genera los subtítulos usa la tecnología del reconocimiento de voz para generar los subtítulos que aparecen en la pantalla por el teléfono de CapTel. Los títulos están disponibles en inglés o en español. Todos los modelos requieren el servicio telefónico. Algunos modelos de alta velocidad requieren el Internet.

Para obtener un teléfono CapTel a bajo precio o gratis, póngase en contacto con Servicio al Cliente:
Inglés: 888-269-7477
Español: 866-670-9134
Correo Electrónico (E-mail): IARelay@HamiltonRelay.com
Visite: www.Relaylowa.com

*Se pueden aplicar los cargos por el equipo estándar y las tarifas por llamadas de larga distancia.

Relay Iowa es un programa de Iowa Utilities Board.

Nota sobre el protocolo de la Internet con respecto al uso del servicio de teléfonos con subtítulos (IP CTS): dicho protocolo está regulado y financiado por la Federal Communications Commission (FCC) y está diseñado exclusivamente para personas con pérdida de audición. Para obtener más información, visite www.fcc.gov. Hamilton CapTel se puede utilizar para hacer llamadas al 911, pero es posible que no funcione igual a los servicios tradicionales para hacer llamadas al 911. Para obtener más información acerca de las ventajas y las limitaciones de Hamilton CapTel y las llamadas de emergencia al 911, visite www.HamiltonCapTel.com/911. Los planes de voz y de datos pueden ser necesarios para utilizar Hamilton CapTel en un Smartphone. CapTel® es una marca registrada de Ultratec, Inc.

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Town Hall Meeting

Please join us for a Town Hall Meeting to learn more about programs and services that allow individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the phone.

Presentations and updates by:

- Traditional Relay Services
- Captioned Telephone Service
- Equipment Distribution Program
- Hamilton Relay Programs

We also invite you to share your feedback, ideas and suggestions about how we can better serve you.

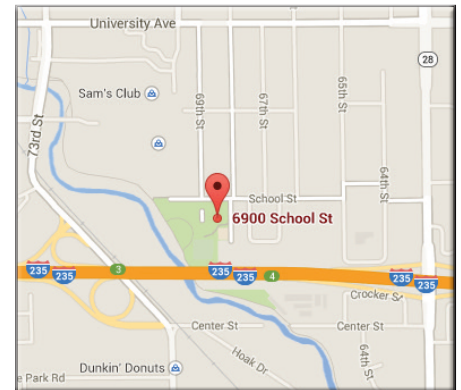
Date: Wednesday, November 11, 2015

Time: 10:00 a.m. to 12:00 p.m.

Location: Windsor Heights Community Center
6900 School Street
Windsor Heights, IA 50324

CART services available upon request.
ASL interpreters will be available.

Refreshments provided.



Windsor Heights
Community Center
6900 School Street
Windsor Heights, IA 50324

Please RSVP to:

Ashley Hagedorn

Relay Iowa Outreach Project Manager

Email: ashley.hagedorn@hamiltonrelay.com

Tel: 515.344.8548





RelayIowa.com

Make the Call with Relay Iowa

Relay Iowa makes it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to make and receive telephone calls. When you connect with Relay Iowa, a Communication Assistant (CA) will facilitate your call - promptly, professionally, accurately and confidentially. Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator or other specialized equipment.

TTY (Text Telephone) allows individuals who are deaf or hard of hearing to communicate over the phone by typing their messages and reading the other party's responses.

VCO (Voice Carry Over) is an effective service for people who have hearing loss and use their voice on the phone.

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone.

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls.

STS (Speech-to-Speech) is for individuals who have difficulty speaking or being understood on the phone.

Captioned Telephone (CapTel®) allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Spanish Relay allows Spanish-speaking relay users to access all relay call types. Calls can be translated between Spanish and English if you and the person you are calling are both within the state.

To place a call through Relay Iowa, simply dial 711 or call one of the toll-free numbers below:

TTY: 800-735-2942

Voice: 800-735-2943

VCO: 800-735-4313

STS: 877-735-1007

Spanish: 800-264-7190

If you have suggestions, comments or concerns, please contact **Relay Iowa Customer Care:**

E-mail: iarelay@hamiltonrelay.com

Call: 888-516-4692 Voice/TTY

Visit: www.RelayIowa.com

That's what I'm talking about

HAMILTON
relay

Relay Iowa
Powered by Hamilton Relay



Relay Iowa is a program of the Iowa Utilities Board.



RelayIowa.com

Haga la llamada con Relay Iowa

Relay Iowa hace posible que personas sordas, con problemas de audición, sordos-ciegos, o que tengan dificultad para hablar puedan hacer y recibir llamadas telefónicas. Cuando se conecte con Relay Iowa, un asistente de comunicación (AC), le facilitará su llamada - puntual, profesionalmente, con exactitud y de forma confidencial.

Las llamadas retransmitidas tradicionales se basan en la TTY (también conocida como la TDD o como teléfono de texto). Sin embargo, hay muchos tipos diferentes de llamadas de retransmisión que acomodan las preferencias individuales para hacer llamadas.

TTY (teléfono de texto) les permite a las personas que son sordas o que tienen dificultades de audición a comunicarse a través del teléfono, escribiendo su mensaje y leyendo la respuesta de la otra parte.

VCO (Voz) es un servicio efectivo para las personas que tienen pérdida de audición y usan su voz en el teléfono.

HCO (Audición) es especialmente útil para personas que pueden escuchar, pero que regularmente a veces tienen dificultad para hablar por teléfono.

DBS (Servicio Sordo y Ciego) les permite a las personas con pérdida combinada de audición y de visión a hacer y a recibir llamadas telefónicas.

STS (Voz a Voz) es para individuos que tienen dificultad para hablar o ser entendidos por el teléfono.

Teléfono de subtítulos (CapTel®) les permite a los usuarios a escuchar sus conversaciones telefónicas mientras leen textos palabra por palabra de lo que se les dice a ellos.

Para realizar una llamada a través de Relay Iowa, sólo tiene que marcar el 711 o llamar al número de teléfono siguiente sin cargo:

TTY: 800-735-2942

Voz: 800-735-2943

VCO: 800-735-4313

Voz a Voz: 877-735-1007

Español: 800-264-7190

Si tiene sugerencias, comentarios o inquietudes, por favor, póngase en contacto con Servicio al Cliente de Relay Iowa:

Correo Electrónico (E-mail): iarelay@hamiltonrelay.com

Llame al: 866-744-7471 Voz/TTY

Visite: www.RelayIowa.com



Relay Iowa es un programa de Iowa Utilities Board.

Do you or someone you know have difficulty hearing over the phone?

Experience clarity and confidence on every call with Captioned Telephone (CapTel®) - the service that allows users to listen while reading word-for-word captions of what's said to them over the phone. Captions appear on the bright, easy-to-read display screen of the CapTel phone.



Contact us today to learn more:
 Call 888.269.7477
IARelay@HamiltonRelay.com



See what they say[®] with Captioned Telephone

Difficulty hearing over the telephone?

Captioned Telephone may be perfect for you or someone you know!

Now you can experience clarity and confidence on every call – and not miss a word of what's said. Captioned Telephone (CapTel[®]) is a service that allows you to listen while reading every word the other party says throughout your conversation.

Expand your options for receiving captions of your telephone calls through Hamilton CapTel:



Hamilton CapTel
2400i Phone



Hamilton CapTel
for PC/Mac

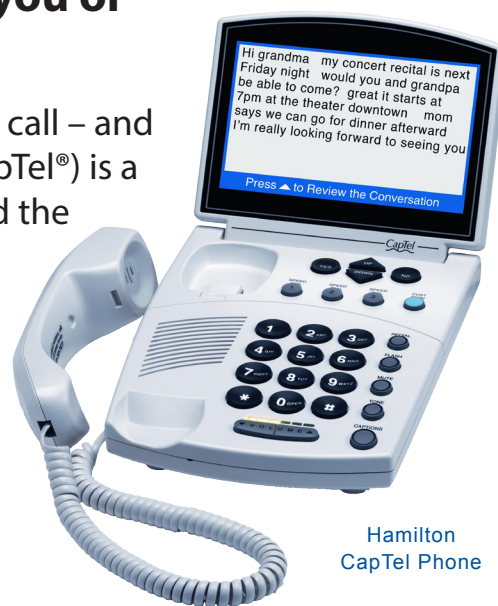


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for Tablets



Hamilton CapTel App
for Smartphones

Visit HamiltonCapTel.com to learn more.



Hamilton
CapTel Phone



RelayIowa.com

Call 888.269.7477 V/TTY • IARelay@HamiltonRelay.com

Internet Protocol Captioned Telephone Service (IP CTS) is funded and regulated by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. In order to use IP CTS, you must have telephone service and high-speed Internet connectivity where the phone will be used. Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911. Voice and data plans may be required when using Hamilton CapTel on a smartphone. CapTel is a registered trademark of Ultratec, Inc.

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Relay Iowa Speech-to-Speech (STS) Service

Speech-to-Speech Relay Service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech involves a specially-trained Communication Assistant (CA) who is familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

The CA repeats the STS user's side of the telephone conversation as needed, to ensure that the entire conversation is understood.

User Training Line

The Speech-to-Speech (STS) User Training Line is a resource for groups and individuals in Iowa to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Iowa and/or intend to use STS service with an Iowa resident are eligible to call the training line.

Offered through Relay Iowa, by Hamilton Relay, the STS User Training Line is available 24 hours a day, 7 days a week, and can be reached by contacting Customer Care at 888-516-4692.

Relay Iowa is a program of the Iowa Utilities Board. Relay Iowa is provided by Hamilton Relay of Aurora, Nebraska - a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer care, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about





Visually Assisted Speech-to-Speech (VA STS)

Many individuals who have difficulty speaking are best understood when they can be seen. VA STS provides the opportunity to use both speech and visual cues when interacting with the Communication Assistant (CA) during Speech-to-Speech calls.

Visually Assisted Speech-to-Speech involves the use of a live video connection between the CA and the VA STS user. Utilizing a webcam and computer with Skype™, the CA is able to see the VA STS user's mouth movements, facial expressions and gestures as they speak. The CA uses these visual cues to assist in better understanding the VA STS user's side of the conversation.

How it Works

1. The VA STS user dials 800-855-8440 to connect with the CA.
2. Using Skype, the CA establishes a video connection with the VA STS user.
3. The VA STS user gives the CA the number to dial, and any specific call handling instructions.
4. The CA dials the requested number and facilitates the conversation.

What's Required

- A telephone with active service
- A computer and webcam
- High-speed Internet connection (512 kbps recommended)
- Skype* user account

Getting Started

Contact the Speech-to-Speech User Training Line at 800-855-8444 for an initial set-up call. User Training Line representatives will assist with any questions you may have about VA STS, document your call handling preferences and give you the opportunity to place practice calls.

**If you do not already have a Skype user account, visit Skype.com and click on "Download Skype". Follow directions to download and register. There is no cost to download Skype.*

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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 Relay Iowa is simply good business.

Sincerely,

Name
Title
Relay Iowa



**Relay Iowa
Customer Care**

P.O. Box 285

Aurora, NE 68818

1.888.516.4692 Voice/TTY

1.402.694.5110 Fax

iarelay@hamiltonrelay.com

relayiowa.com



Relay Friendly Business is **good business.**

Making a telephone call to schedule an appointment, order take-out food or check an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the phone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

With the goal of educating businesses on how to recognize a Relay call and the benefits of staying on the line, Relay Iowa offers a training program to businesses and their employees called the *Relay Friendly Business* program.

To become a *Relay Friendly Business* or to recommend a business for training, contact Relay Iowa Customer Care at iarelay@hamiltonrelay.com.





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 Communication Assistant, 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.



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 or 877-FTC-HELP.

To read the FCC's statement online, please visit 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 Relay Iowa is simply good business.



Relay Caller

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



Communication Assistant

The Communication Assistant 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.





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.



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



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



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.



Relay Friendly Business

Connecting with all of Iowa



Relay Friendly **Business**

*Connecting
with all of
Iowa*



Relay Friendly Business

A stylized graphic of a telephone handset, colored orange and white, with a speech bubble shape around it.

Connecting with all of Iowa

