

ORIGINAL



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June 2, 2000

Ms. Magalie Roman Salas  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W. – room TWB-204  
Washington, DC 20554

RECEIVED  
JUN - 2 2000  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: Written Ex parte – CC Docket No. 90-571

Dear Ms. Salas:

Attached are three (3) copies of the Third Quarter Report documenting the outreach efforts of the TRS Coin Sent Paid Industry Team. This information has been provided to Clause Stout of TDI and the Consumer Action Network (CAN) for their review. The CSP Industry Team is working closely with members of the disabled community and is maintaining its efforts to provide improved outreach in connection with TRS Coin Sent Paid calling.

Sincerely,

M. DelCasino

Attachments

cc: Debra Sabourin

No. of Copies rec'd 071  
List A B C D E

# TRS CSP Industry Educational Activity Plan

3<sup>rd</sup> Quarter Report  
December 1999, January & February 2000

## *Table of Contents*

### Activity One

List of meetings attended at local, regional, and national levels  
which presented information to users on TRS CSP calling.

### Activity Two

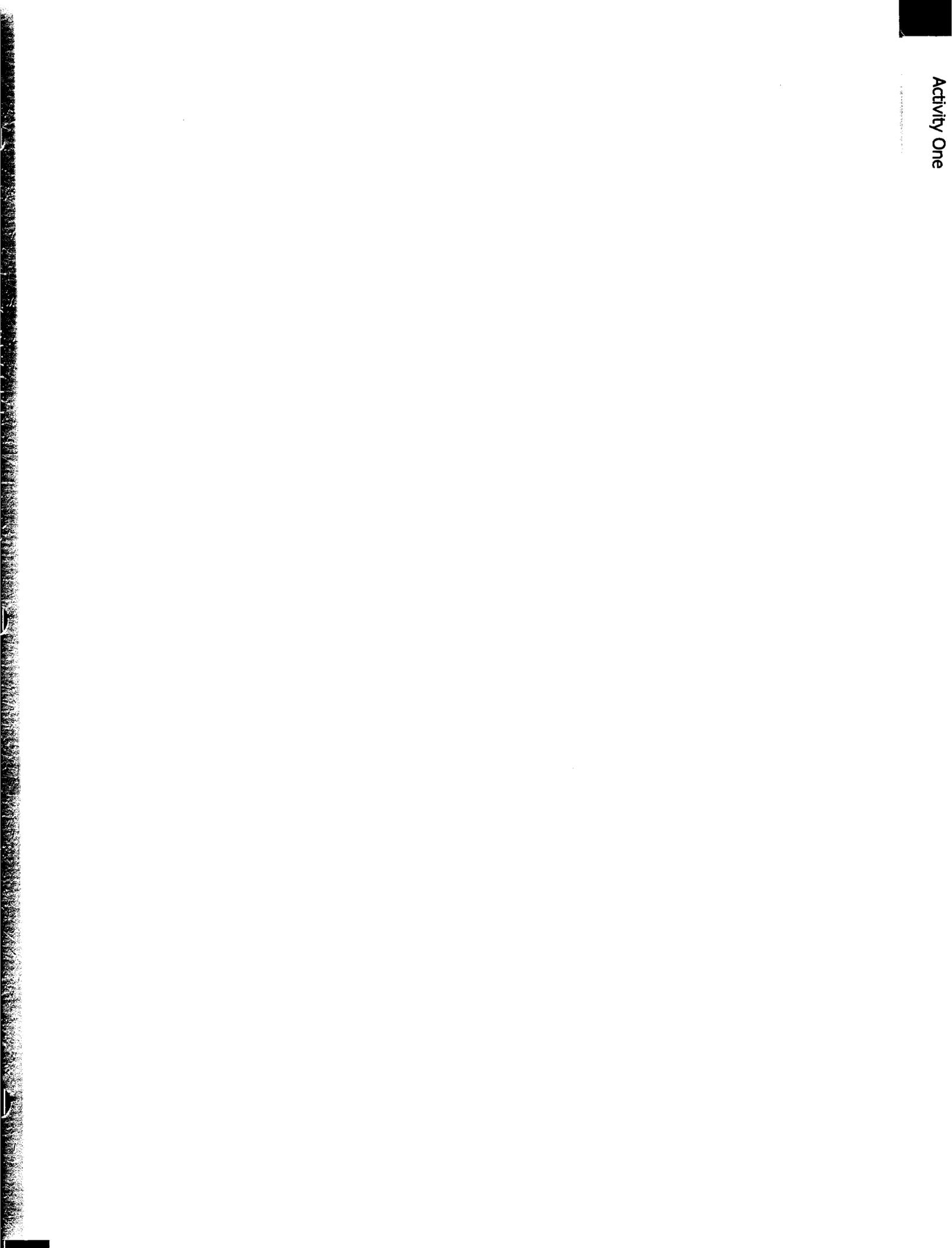
Direct Mailings on TRS CSP calling.

### Activity Three

Articles placed in TRS user community publications. TRS provider  
newsletter, websites, industry and disability organization publications,  
etc., on TRS CSP calling.

### Activity Four

Miscellaneous outreach via newspapers, public service announcements,  
customer notifications, special TTY directories, etc.



**TRS Coin Sent Paid - Industry Educational Activity Plan  
Quarterly Report (December 1999, January & February 2000 plus Projections)**

**Activity One**

DATE	S=State L=Local R=Regional N=National	ORGANIZATION OR GROUP	LOCATION		ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
			CITY	STATE		
12/01/1999	Local	ASL Class Presentation	Danville	KY	15	Cards, Video, Other
12/01/1999	Local	Cooley Dickson Hospital	Northampton	MA	10	Live presentation
12/01/1999	Local	Shutesbury Elementary School	Shutesbury	MA	40	Live presentation
12/01/1999	Local	Deaf, Deaf World	Holyoke	MA	125	Live presentation/CSP Letters
12/01/1999	Local	SHHH	Albany	NY	50	Letters, Cards, Video
12/1 - 2/99	Regional	LA Aging Network Association Conf.	New Orleans	LA	200	Cards, Video, Other
12/02/1999	Local	North Shore Elder Services	Danvers	MA	6	Live presentation
12/02/1999	Local	Disabled Persons Protection Commission	Quincy	MA	11	Live presentation
12/02/1999	Local	Danvers Early Intervention Program	Danvers	MA	8	Live presentation
12/02/1999	Local	Beverly Hospital	Beverly	MA	15	Live presentation
12/02/1999	Local	Winterfest Skating	Stockton	CA	170	Cards & Live presentation
12/03/1999	Local	Misc. Los Angeles Outreach	Los Angeles	CA	-	Cards
12/03/1999	Local	Council for the Deaf and Hard of Hearing Board Meeting	Boise	ID	18	Cards, Video, Other
12/03/1999	Local	PSC Meeting	Frankfort	KY	18	
12/03/1999	Local	Mulberry Day Care Program	Wakefield	MA	7	Live presentation
12/04/1999	Local	DCARA Community Night	San Leandro	CA	150	Cards & Live presentation
12/04/1999	Local	Relay Rhode Island Community Forum	Providence	RI	25	Letters, Cards, Video, Other
12/06/1999	Local	Benton High School	Benton	AR	25	Cards
12/6 - 10/99	Local	Published Relay Usage Section for				
12/06/1999	Local	Springfield Office of Disability	Springfield	MA	25	Live presentation
12/06/1999	Local	ChannelWave	Cambridge	MA	9	Live presentation
12/07/1999	Local	Wahoo User Group Meeting	Wahoo	NE	5	Cards, Video, Other
12/07/1999	Local	Blair User Group Meeting	Blair	NE	3	Cards, Video, Other
12/07/1999	Local	Deaf Culture Workshop	Augusta	ME	52	Cards, Other
12/07/1999	Local	Kean University	Union	NJ	30	Letters, Cards, Video, Other
12/07/1999	Local	Fremont User Group Meeting	Fremont	NE	4	Cards, Video, Other
12/07/1999	Local	Raleigh Hearing	Raleigh	NC	65	
12/08/1999	Local	Northeast Network Meeting	Salem	MA	18	Live presentation
12/08/1999	Local	Early Intervention Program	Lynn	MA	15	Live presentation
12/08/1999	Local	Charlotte Hearing	Charlotte	NC	100	
12/09/1999	Local	Morganton Hearing	Morganton		25	
12/09/1999	Local	Time Warner Trade Publishing Company	Boston	MA	60	Live presentation
12/09/1999	Local	ADA and the WorkPlace Panel	Lowell	MA	120	Live presentation
12/09/1999	Local	Springfield Early Intervention Program	Springfield	MA	11	Live presentation
12/09/1999	Local	Between Family and Friends	Springfield	MA	25	Live presentation

12/09/1999	Local	Massebessic High School	Windham	ME	12	Cards, Other
12/09/1999	Local	Deaf Senior Citizens of Omaha	Omaha	NE	12	Cards, Video, Other
12/10/1999	Local	Asheville Hearing	Ashville		35	
12/10/1999	Regional	Pizza Party & Community Forum	Augusta	ME	15	Cards, Other
12/10/1999	Local	Southeast Community College	Whitesburg	KY	12	Cards, Video, Other
12/10/1999	Local	Audiologist Office	Rutland	VT	12	Live presentation
12/10/1999	Local	Southwest Council on Aging	Rutland	VT	5	Live presentation
12/10/1999	Local	AIDS Services of Franklin County	Greenfield	MA	7	Live presentation
12/11/1999	Local	Cumberland State Park	Jamestown	KY	30	Cards, Video, Other
12/13/1999	Local	Bryant High School	Bryant	AR	30	Cards
12/13/1999	Local	Brown and Sullivan	Springfield	MA	10	Live presentation
12/13/1999	Local	New England Farm Workers	Springfield	MA	50	Live presentation
12/13/1999	Local	Community Options	Belchertown	MA	20	Live presentation
12/14/1999	Local	Greensboro	Greensboro	NC	75	
12/14/1999	Local	Misc. Los Angeles Outreach	Los Angeles	CA	-	Cards
12/14/1999	Local	Project Adventure	Hamilton	MA	5	Live presentation
12/15/1999	Local	Wilson Hearing	Wilson		20	
12/15/1999	Local	Lakeside High School (5)	Hot Springs	AR	60	Cards
12/15/1999	Local	RI Relay Community Forum	Providence	RI	45	Letters, Cards, Video, Live Presentation
12/16/1999	Local	Fayetteville Hearing	Fayetteville	AR	15	
12/16/1999	Local	Lakeside High School (2)	Hot Springs	AR	30	Cards
12/16/1999	Local	Bryant High School	Bryant	AR	15	Cards
12/16/1999	Local	Goodwill Industries of Greater Boston	Boston	MA	45	Live presentation
12/17/1999	Local	Wilmington Hearing	Wilmington		50	
12/17/1999	Local	Howell High school	Howell	MI	70	Live presentation
12/18/1999	Local	Deaf Connections Christmas Party			35	Cards, Video, Other
12/19/1999	Local	Christmas to Share (Hot Springs)	Hot Springs	AR	300	Cards
12/19/1999	Local	CHAD Christmas Tea & Open House	Arcadia	CA	75	Live presentation
12/20/1999	Local	Visiting Nurses Association	Northampton	MA	20	Live presentation
12/20 - 24/99	Local	Business Community Marketing	Baton Rouge	LA	325	Cards, Video, Other
12/22/1999	Local	Southeast Center for Independent Living	Fall River	MA	8	Live presentation
12/29/1999	Local	Spa Area Seniors Program		AR	25	Cards
12/29/1999	Local	Law Office of Margaret Beam		AR	2	Cards
1st quarter 2000	Regional	Coalitions of Texans with Disabilities				
01/05/2000	Local	Center for Living and Working	Worcester	MA	5	Live Presentation
01/06/2000	Local	Winchester Council on Aging	Winchester	MA	50	Live Presentation
01/06/2000	Local	Winchester Hospital	Winchester	MA	30	Live Presentation
01/06/2000	Local	Chestnut Hill Rehabilitation Center	Springfield	MA	10	Live Presentation
01/07/2000	Local	Western MA Deaf Leaders Group Meeting	Springfield	MA	15	Live Presentation
01/10/2000	Local	Habit Management Institute	Springfield	MA	5	Live Presentation
01/10/2000	Local	MSPCC	Springfield	MA	20	Live Presentation
01/12/2000	Local	Arbor Associates Inc.	Boston	MA	15	Live Presentation
01/12/2000	Local	AARP Northeast	Boston	MA	15	Live Presentation
01/12/2000	Local	Cambridge Council on Aging	Cambridge	MA	30	Live Presentation
01/12/2000	Local	TLC Board Meeting	Framingham	MA	10	Live Presentation
01/13/2000	Local	Medford City Hall	Medford	MA	5	Live Presentation

01/13/2000	Local	Groton Dunstable Elementary School	Groton	MA	75	Live Presentation
01/13/2000	Local	Groton Council on Aging	Groton	MA	40	Live Presentation
01/13/2000	Local	Thompson House/NEHD	Danvers	MA	10	Live Presentation
01/18/2000	Local	Disability Consortium Meeting	Boston	MA	20	Live Presentation
01/18/2000	Local	McLean Hospital	Belmont	MA	7	Live Presentation
01/18/2000	Local	Senior Single and Friends	Hopedale	MA	25	Live Presentation
01/19/2000	Local	Friends of Children, Inc.	Northampton	MA	15	Live Presentation
01/19/2000	Local	Mental Health Associates	Springfield	MA	15	Live Presentation
01/19/2000	Local	Deaf Inc. South Shore	Middleboro	MA	23	Live Presentation
01/21/2000	Local	MSAD Board Meeting	Malden	MA	11	Live presentation
01/22/2000	Local	Medical Settings & the Deaf Community	Westbrook	ME	60	Cards, Other
01/23/2000	Local	MSALTA Town Hall Meeting	Framingham	MA	30	Live presentation
01/24/2000	Local	Tapestry Health Systems Inc.	Springfield	MA	25	Live presentation
01/24/2000	Local	Brightwood Development Corporation	Springfield	MA	9	Live presentation
01/28/2000	Local	Goodwill Industries of Berkshires	Pittsfield	MA	21	Live presentation
01/28/2000	Local	AD-LIB	Pittsfield	MA	15	Live presentation
01/28/2000	Local	Berkshire Health Systems	Pittsfield	MA	50	Live presentation
01/28/2000	Local	Berkshire WIC	Pittsfield	MA	50	Live presentation
02/02/2000	Local	Bridgewater State University	Bridgewater	MA	60	Live presentation
02/02/2000	Local	MRC Walpole	Walpole	MA	5	Live presentation
02/04/2000	Local	Essex Social Service	Essex	MA	8	Live presentation
02/04/2000	Local	Gloucester Council on Aging	Gloucester	MA	35	Live presentation
02/07/2000	Local	Greater Lawrence Voc Tech School	Lawrence	MA	25	Live presentation
02/08/2000	Local	MRC Boston	Boston	MA	20	Live presentation
02/08/1999	Local	Maine Deaf Senior Citizens	Westbrook	ME	40	Cards, Other
02/09/2000	Local	MA Regional Consortium Series	Worcester	MA	30	Live presentation
02/11/2000	Local	Haverhill Chamber of Commerce	Haverhill	MA	5	Live presentation
02/11/2000	Local	NETAC	Haverhill	MA	5	Live presentation
02/12/2000	Regional	Lewiston/Auburn & Greater Portland Deaf Clubs	Lewiston	ME	60	Cards, Other
02/15/2000	Local	DCE @ NECC	Haverhill	MA	30	Live presentation
02/16/2000	Local	Pernet Health Center	Worcester	MA	75	Live presentation
02/16/2000	Local	Early Intervention Program	Needham	MA	20	Live presentation
02/17/2000	Local	Valley Opportunities #2	Holyoke	MA	10	Live presentation
02/17/2000	Local	Center for Human Development	Springfield	MA	15	Live presentation
02/17/2000	Local	Community Health Center	Springfield	MA	10	Live presentation
02/22/2000	Local	DEAF Inc.; North Shore	Salem	MA	20	Live presentation
02/23/2000	Local	Northeast Network Meeting	Salem	MA	20	Live presentation
02/23/2000	Local	MA Regional Consortium Series	Hadley	MA	35	Live presentation
02/24/2000	Local	North End Community Health	Springfield	MA	10	Live presentation
02/24/2000	Local	Partner for Community Inc.	Springfield	MA	10	Live presentation
02/24/2000	Local	Springfield WIC	Springfield	MA	9	Live presentation
02/25/2000	Local	New North Citizen's Council	Springfield	MA	10	Live presentation
02/25/2000	Local	Commonwealth Community Services	Northampton	MA	10	Live presentation
02/25/2000	Local	The Care Center	Holyoke	MA	15	Live presentation
02/25/2000	Local	Northeast Library Service Network	Danvers	MA	60	Live presentation
02/25/2000	Local	GURC	Haverhill	MA	5	Live presentation
3/1 - 3/5/00	Local	Lifestyles Seminar	Birmingham	AL	5,000	Cards

03/07/2000	Local	Honolulu Gerontology	Honolulu	HI	20	Letters, Cards, Video, Preso
3/8 - 3/10/00	Local	Gerontological Society of Alabama	Gulf Shores	AL	275	Cards
03/16/2000	Local	Kamehameha Schools	Honolulu	HI	2	Letters, Cards, Video, Preso
03/11/2000	Local	DPN12 Deaf Festival	Talladega	AL	500	Cards
2nd quarter 2000	Regional	Texas Association of the Deaf				
6/29 - 7/1/00	Local	Helen Keller Deaf and Blind Festival	Tuscumbia	AL	N/A	Cards
09/19/2000	Local	Carowind Deaf Festival	Charlotte	NC	200	Cards
09/28/2000	Local	Wilson Technical Community College	Wilson	NC	15	Cards, Live presentation
09/30/2000	Local	Mt. Tom Institute	Holyoke	MA	4	Live presentation
10/1 - 3/00	Local	NC Speech, Lang, Hearing Assoc	High Point	NC	200	Cards
10/07/2000	Local	Garner Webb University	Boiling Springs	NC	40	Cards, Presentation
10/11 - 13/00	Local	NC Rehab Association	New Bern	NC	350	Cards
10/11 - 14/00	Local	NC Emergency Numeric Assoc	Wilmington	NC	500	Cards
10/14/2000	Local	NC Assistive Technology Expo	Raleigh	NC	1200	Cards
10/16/2000	Local	NCSD Homecoming	Morganton	NC	750	Cards
10/15 - 24/00	Local	NC State Fair	Raleigh	NC	4000	Cards
10/26 - 10/29/00	Regional	Southeast Regional Deaf Conference	Atlanta	GA	N/A	Cards
11/20/2000	Regional	Deaf Expo	San Diego	FL	8000	Live presentation
11/17 - 19/00	Local	NC School Counselors Assoc	Greensboro	NC	200	Cards
11/30 - 12/2/00	Local	NC Education & Technology	Greensboro	NC	300	Cards
1st Quarter	State	3 Conference/convention		AR		Live presentation
2nd Quarter	State	4 conference/convention		AR		Live presentation
3rd Quarter	State	2 conference/convention		AR		Live presentation
4th Quarter	State	5 conference/convention		AR		Live presentation



**TRS Coin Sent Paid - Industry Educational Activity Plan**  
**Quarterly Report (December 1999, January & February 2000 plus Projections)**

**Activity Two**

Mailing Date	Recipient	Mailing Size
12/01/1999	Brewer and Lord/MA	5 cards/info page
12/01/1999	Harbor Health Services/MA	5 cards/info page
12/01/1999	Lincoln Filene Center/MA	5 cards/info page
12/01/1999	Interfaith Counseling Service/MA	5 cards/info page
12/01/1999	Children's Home for Little Wanderers/MA	5 cards/info page
12/01/1999	TCN/MA	5 cards/info page
12/01/1999	ServiceNet/MA	5 cards/info page
12/01/1999	L.U.K. Crisis Center/MA	5 cards/info page
12/01/1999	Junior League of Boston, Inc/MA	5 cards/info page
12/01/1999	Database Design Inc./MA	5 cards/info page
12/09/2000	HARC/MA	5 cards/info page
12/01/1999	Celebratelife.com/MA	5 cards/info page
12/01/1999	Mullen & Company/MA	5 cards/info page
12/01/1999	TIC Business Consultants/MA	5 cards/info page
12/01/1999	Community Partnership Program/MA	5 cards/info page
12/01/1999	Trinity Conference Center/MA	5 cards/info page
12/1/1999	McAuley Corp./MA	5 cards/info page
12/01/1999	Curran and Connors/MA	5 cards/info page
12/01/1999	LaPiana Associates/MA	5 cards/info page
12/01/1999	Tgurning Point Consulting/MA	5 cards/info page
12/01/1999	Joyaux Associates/MA	5 cards/info page
12/01/1999	Chapin Hall Center/MA	5 cards/info page
12/01/1999	Non-Profit Resource Center/MA	5 cards/info page
12/01/1999	Women's Resource Center/MA	5 cards/info page
12/01/1999	Alliance for NonProfit Mgmt./MA	5 cards/info page
12/01/99	Cambria Heights Civic Association	60 cards/info page
12/10/99	Chinese-American Planning Council	2000 card/info page
12/10/99	Community Board 14	50 card/info page
12/10/99	DAYTOP	100 card/info page
12/10/99	Jamaica Estate Civic Association	50 card/info page
12/10/99	Jamaica Multiservice Center	200 card/info page
12/10/99	Jamaica Service Program for older Adults	100 card/info page
12/15/99	Korean-American Senior Citizens Counseling Center	50 card/info page
12/15/99	Mitchell Linden Civic Association	100 card/info page
12/15/99	New York Urban League	1000 card/info page
12/18/99	Queens Borough President's office	2000 card/info page
12/18/99	Queens Independent Living Center	500 card/info page
12/18/99	Queensboro Council for Social Welfare	1000 card/info page
12/18/99	York College	200 card/info page
12/18/99	Unite Cerebral Palsy	300 card/info page
12/18/99	Jewish Association for Services for the aged	100 card/info page

12/18/99	Hillside Hospital	200 card/info page
12/20/99	Catherine Sheridan Houses	100 card/info page
12/20/99	Spanish Elderly Council	200 card/info page
9/12/99	Internet Expo	1000 card/info page
9/23/99	Mitchell Linden Senior Citizen Club	400 card/info page
10/04/99	Flushing Library	500 card/info page
10/16/99	Second Annual Disability Awareness Day	500 card/info page
11/17/99	Self Help	300 card/info page
11/22/99	Korean American Disability Association	100 card/info page
12/01/99	Human Service Agencies	50-100 packages
12/06/99	Technology Solutions Affair	600 card/info page
01/05/00	Alliance Media/MA	5 cards/info page
01/05/00	American Express Financial Services/MA	5 cards/info page
01/05/00	BankBoston/MA	5 cards/info page
01/05/00	Beardsley. Brown and Basset/MA	5 cards/info page
01/05/00	Capital Design/MA	5 cards/info page
01/05/00	Community Sharing/MA	5 cards/info page
01/05/00	D. Lawton Associates/MA	5 cards/info page
01/05/00	DataProfit Corp./MA	5 cards/info page
01/05/00	Savin Digital/MA	5 cards/info page
01/05/00	Guide Star/MA	5 cards/info page
01/05/00	HR Logic, Inc./MA	5 cards/info page
01/05/00	iWave.com/MA	5 cards/info page
01/05/00	JSI Fundraising Systems/MA	5 cards/info page
01/05/00	Kevin P. Martin Associates/MA	5 cards/info page
01/05/00	Leasing Associates/MA	5 cards/info page
01/05/00	Mail Communications Inc./MA	5 cards/info page
01/05/00	Mail Processing, Inc./MA	5 cards/info page
01/05/00	Masters and Servant LTD/MA	5 cards/info page
01/05/00	Merrill Lynch Financial Services/MA	5 cards/info page
01/05/00	New England Kurn Hattin Homes/MA	5 cards/info page
01/05/00	Oxygen/MA	5 cards/info page
01/05/00	Resource Network/MA	5 cards/info page
01/05/00	Telamon Insurance Network/MA	5 cards/info page
01/05/00	TIC Business Program/MA	5 cards/info page
01/05/00	Vital Data Management/MA	5 cards/info page
01/05/00	Yankee Magazine's Community Partners/MA	5 cards/info page
01/01/00	Medical Professions	50-100 packages
02/01/00	Legal Professions	50-100 packages
02/25/2000	Bill Insert	All business/residential customers in Bell Atlantic - Massachusetts - Approx. 4.4M
03/01/2000	Libraries	50-100 packages
04/01/2000	Private Business w/deaf/hoh	50-100 packages
04/01/2000	Bill Insert	All business/residential customers in Bell Atlantic - New Hampshire - Approx. 780K
05/01/2000	Town Halls	50-100 packages

Projected 5/25/00

Bill Insert

All business/residential customers in  
Bell Atlantic - New Jersey - Approx.  
6.4M

06/01/2000  
Year-to-date

Town Halls  
North Supply Warehouse Distribution  
Center, Union City, CA

50-100 packages  
2000 Coin Sent Paid Cards



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**Activity Three**

<b>Date Article Published</b>	<b>Publication Name</b>
	MCIWC The Relayer
4th quarter 1999	Kansas Relay Center Newsletter
Winter 1999	Wisconsin Relay Connector Newsletter
1st quarter - 2nd quarter 2000. Will develop ads and stories to place in approximately 10 industry and disability publications	Silent News, NAD Broadcaster, Hearing Health, American Speech Language Hearing Association, and
1st quarter 2000.	Develop web site with information about CSP and other disability related issues <a href="http://www.hamilton.net/relay/NRS.htm">www.hamilton.net/relay/NRS.htm</a> ; <a href="http://www.hamilton.net/relay/LRS.htm">www.hamilton.net/relay/LRS.htm</a> ; <a href="http://www.hamilton.net/ITRS.htm">www.hamilton.net/ITRS.htm</a> .....all information still available on Web Site
2nd quarter 2000	Kansas Relay Center Newsletter
Winter 2000	Relay Indiana Newsletter
Winter 2000	Relay Iowa Newsletter Sprint Relay States Brochure (19) Sprint Relay Newsletter
Ongoing	SWWBT Web Page - TRS CSP Instructions



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**Activity Four**

Publication Date	Publication Name	Estimated Size of Audience
01/01/2000	Missouri & Kansas TTY of the Deaf Directory	2000
1st quarter 2000	Will approach AARP to place ad explaining CSP in Modern Maturity	10 million
1st or 2nd quarter 2000	MCI WorldCom Residential Customers	Approximately 13 million (based FCC reported residential market share)
2nd quarter 2000	Will approach AARP with material to produce consumer affairs bulletin on CSP and other disability telecom issues .	10 million
3rd quarter 2000	TRS CSP Team to place ad in major publication (TBD)	?
Annually	Residential White Page Directories TRS- CSP Instructions are included in Call Guide Pages	Most BellSouth Locations



DIAL DIG SAFE  
*Before You Dig*



**1 888 DIG SAFE**  
1 888 344-7233



- It takes only one call to the Dig Safe Center to notify all member utility companies of your excavation work.
- To prevent harm to underground telephone, gas, electric or cable facilities, you need to call ahead of time.
  - Maine, Massachusetts and New Hampshire require three business days prior notice.
  - Rhode Island and Vermont require at least two business days prior notice.

**For information, call toll free 1 888 DIG SAFE (1 888 344-7233).**

If there are underground facilities in your area, the utility company will identify their location for you. This will eliminate the possibility of damage and save you the expense of costly repairs.

*Remember to call ahead and to pre-mark  
with white lines. It's the law!*



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NYNEX  
New England Telephone

**Bell Atlantic Extra!**  
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MA 3100 (Res)

# Extra!

MARCH 2000

## What's Inside Massachusetts

See Who's Calling  
with Caller ID ..... 1

Hear Who's Calling  
with Call Manager and  
Talking Caller ID ..... 2

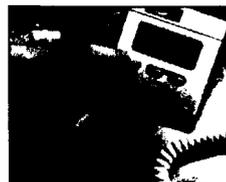
National 411 ..... 2

See Who's Calling  
with TTY Caller ID ..... 3

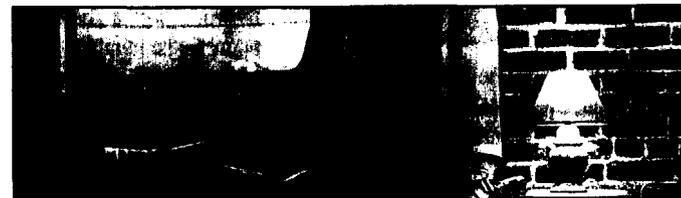
Massachusetts Relay  
Service ..... 3

Consumer News ..... 4  
• Dial Dig Safe Before  
You Dig

**With Caller ID, when  
your phone rings  
you'll see the name  
and the telephone  
number of the  
incoming call.**



*With Caller ID You'll See the Name  
and the Number of an Incoming Call*



With **Bell Atlantic® Caller ID**, when your phone rings you'll see the name and the telephone number of the incoming call! You can then decide whether you want to answer or call back later. So at dinnertime, or anytime, you're in control.

You'll also know who's called while you were away, even if the person hangs up, because the special display box used with Caller ID stores the names and numbers of most callers, so you can scroll through to see who's called.

### You Control Who Gets Through

Plus, by simply pressing \*77, you can stop blocked or anonymous callers from reaching you. They'll hear a message asking them to unblock their line by pressing \*82 and call back. It's free for anyone with Caller ID.

You may still see messages such as "unknown" or "unavailable" appear on your display unit, but this happens when the technology is not available to provide the number of the party calling you.

Caller ID is only \$6.20 a month — about 20¢ a day. To sign up call your local Bell Atlantic business office or visit us at [www.BellAtlantic.com/foryourhome](http://www.BellAtlantic.com/foryourhome).

† Special display equipment required, purchased separately. Not all calls are identified. Availability and other restrictions may apply.



## Now You Can Hear Who's Calling Before You Pick Up the Phone.

**Call Manager** brings together three great services — **Caller ID, Home Voice Mail** and **Call Waiting** — to make managing your calls easier.

Caller ID works with a **Talking Caller ID** box, which announces the numbers of incoming calls

without picking up the phone. This talking box stores the numbers plus the date and time of each call, even if callers don't leave a message. If you order by April 29, 2000, the box is FREE to first-time subscribers to Call Manager who don't already have Caller ID.\*

Since Call Manager also includes Home Voice Mail and Call Waiting, you can access messages when you're away from home, and hear the number of who's calling even when you're already on the line. When you don't want to take a call, it automatically goes to Home Voice Mail. At just \$13.81 a month, Call Manager can be a tremendous aid. To find out more, call **1 800 638-1611**, weekdays between 8 am and 8 pm, Saturdays from 8 am to 4 pm.

Don't forget to register your email address at [www.BellAtlantic.com/Accessibility/register](http://www.BellAtlantic.com/Accessibility/register) so we can keep you informed of other offers and products to meet your needs.

\* This offer is not available to past and present Caller ID subscribers. Offer available to Bell Atlantic residential customers only. Not all calls are identified. Restrictions may apply. Depending on your local calling, calls to access Home Voice Mail may be charged as a local call.



**"To pick up or not to pick up."  
That's not the question when you have TTY Caller ID.**

Thanks to a special **TTY Caller ID** box that works with **Caller ID**, our customers who use TTY devices can now see callers' names and numbers before answering a call.

The box stores these numbers plus the dates and times of each call, even if callers don't leave a message. Order Caller ID service for just \$6.20 a month before April 29, 2000, and the TTY Caller ID box is FREE.\* Call **1 800 974-6006**, weekdays between 8:30 am and 5 pm.

Don't forget to register your email address at [www.BellAtlantic.com/Accessibility/register](http://www.BellAtlantic.com/Accessibility/register) so we can keep you informed of other offers and products to meet your needs.

\* This offer is not available to past and present Caller ID subscribers. Offer available to Bell Atlantic residential customers only. Not all calls are identified. Restrictions may apply.

## Massachusetts Relay Service Access Made Easier Introducing 7-1-1 Dialing

Now calling **Massachusetts Relay Service** is faster than ever. Just dial 7-1-1 for easy access to a relay operator.

Massachusetts Relay allows people who use a TTY (text telephone) to converse with people who use a standard telephone. The service is available all day — 365 days a year.



### How does it work?

A relay operator establishes the connection between the TTY and the standard telephone user, and "relays" the conversation between the two. All calls are handled with strictest confidentiality.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is toll or long distance, customers must use a prepaid or calling card; coins are not accepted. But toll calls using calling cards cost no more than if paid with coins or with prepaid cards. These rates vary by provider.

The numbers **1 800 439-2370 (TTY)** and **1 800 439-0183 (voice)**, are still available.

A reminder to all Relay and TTY users: 7-1-1 should *only* be used to reach Massachusetts Relay for regular calls. Please continue to call 9-1-1 directly for emergencies.

## Dial 411 for Directory Assistance for All 50 States

Need a number? Just dial **411** for local and national directory assistance. You don't even need an area code. It's the easiest way to get local and national listings.

Just dial 411 — the number you already know and trust. You only need to know the city, state, and name of the listing you're looking for and one of our experienced Bell Atlantic operators will quickly find the number. It's that simple.

National listings are only 95 cents, which includes up to two listings per call. Local directory assistance within your local or regional calling area is still only 34 cents per call, with an allowance of ten free calls per month.



So for local or national listings, all you need to remember is 411.

## Relay New Hampshire Access Made Easier

### Introducing 7-1-1 Dialing

In the past when you called *Relay New Hampshire* to initiate a conversation between someone who uses a TTY (text telephone) and a standard voice telephone, you needed to dial an 800 number. Now, from anywhere in the state, all you need to do is dial **7-1-1**. Additionally, the existing toll-free number, **1 800 735-2964**, will continue to be available to reach a communications assistant or relay operator.

Relay New Hampshire enables hearing people to communicate over regular telephone lines with people who are deaf, hard-of-hearing or speech disabled who use a TTY. There is no limit on the number of times you may use this service. And Relay New Hampshire is available around the clock — 365 days a year.

### How Does It Work?

This free service connects people using a TTY who cannot hear or speak clearly over the telephone with a standard telephone user. A communications assistant “relays” the conversation between the two. All calls are handled with strictest confidentiality.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is toll or long distance, customers must use a prepaid or calling card; coins are not accepted. But toll calls using calling cards cost no more than if paid with coins or with prepaid cards, whose rates vary by provider.

A reminder to all Relay and TTY users: Please continue to use 9-1-1 for emergencies. 7-1-1 should be used to reach Relay New Hampshire for regular calls only.



Visit us at [www.BellAtlantic.com](http://www.BellAtlantic.com)

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## Extra!

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When you have a question about any Bell Atlantic product or service, just dial **1 800 523-0559**.



## Bell Atlantic Product and Service Information Is Now Available Anytime You Need It.

What exactly is *Three-Way Calling*? How does one temporarily turn off *Call Waiting*? How does *Call Forwarding* work? And why on earth do these types of questions always pop into your head during odd hours?

Fortunately, the answers to these and any other questions you may have about Bell Atlantic products and services are just a FREE phone call away, anytime of the day or night.



### Introducing Our Product Information and Instruction Line.

When you have a question about any Bell Atlantic product or service, just dial **1 800 523-0559** when it's convenient for you. Our new *Product Information and Instruction Line* is at your service twenty-four hours a day, seven days a week. It's easy to use — simple voice prompts quickly lead you to the answers you need — and it's absolutely free.

Being in the Know Just Got Easier!



## Call Waiting Lets You Handle Multiple Calls

Some telephone conversations last longer than expected. And it seems especially so when you're waiting for another important call. With **Bell Atlantic® Call Waiting**, you won't miss important calls because you can be reached while you're on your line.

With Call Waiting you'll know another caller is trying to get through by the sound of a tone that only you will hear. By simply pressing the switch hook on your set, you'll be connected to the second caller, placing the first caller on hold. Pressing the switch hook again will reconnect you to your first conversation. You can also switch back and forth between both callers.

You can temporarily cancel Call Waiting by pressing \*70 (dial 1170 from a rotary phone), a handy feature for Internet users.

For more information call your local Bell Atlantic business office.



## Did You Miss Your Last Call? With \*69, It Won't Happen Again.

Does this sound familiar? You're just stepping into the bath or shower and the phone rings. While you're deciding whether or not to answer it, the caller hangs up and you're left wondering who it was. With **\*69** from Bell Atlantic, you won't have to worry about missing that call again. Just press \*69 (dial 1169 from a rotary phone) to get the number, date and time of the last call.

### With \*69, You Choose How to Respond.

You can then press "1" to return the call, if it's in your local calling area. Or, jot down the number and call back later. Or, do nothing. So why wonder who called last? Just remember to press \*69.

Note: Pressing \*69 costs 50 cents per use plus the cost of the call when the calling number is given. Not all calls are identified. Availability and other restrictions may apply.



## If Only More Things in Life Were Like This

If we could only know more things ahead of time. Like whether or not that recently purchased stock will increase in value. Or, if the day you have planned for that outdoor event will actually be sunny. Fortunately, with **Bell Atlantic® Caller ID**, you will know who's calling before you pick up your telephone.\*

With Caller ID you'll see the name and number of who's calling. So you can decide if you want to answer the call, or call back later. You'll also see the date and the time of your calls. This comes in handy because your Caller ID box will hold this information in its memory. So if you're too busy to get to the phone, or you're away from home and someone doesn't leave a message, you'll still know who called.

### With Call Waiting ID and Call Waiting You'll Know Who's Calling While You're On the Phone

If you'd like to know who's calling while you're on your line, we have **Call Waiting ID.\*** Call Waiting ID works in conjunction with Call Waiting, so you'll hear a special tone alerting you to a second incoming call. You can then see who's calling, and either answer by putting the first caller on hold, or note the caller's number and call back later.

For more information on Caller ID or Call Waiting ID and Call Waiting, call your local Bell Atlantic business office or visit us at [www.BellAtlantic.com/foryourhome](http://www.BellAtlantic.com/foryourhome).

\*Separate equipment required, purchased separately. Not all calls identified. Availability and other restrictions may apply.

