

Tab 2 Contract Status





TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating Relay Iowa under contract with the Iowa Utilities Board. The term of the contract is effective January 1, 2005, through December 31, 2007, with a subsequent extension of contract term through December 31, 2010.

Hamilton provides TRS service for the State of Iowa from its Relay Center located at 8383 Greenway Boulevard, Suite 90, Middleton, Wisconsin.

Relay Iowa provides relay users with a complete relay service package which includes all features and services as listed in Appendix A of this filing, including a “self-learning” database that captures speed of equipment for each customer on the first initial call through the relay. Error Correcting software, Carrier of Choice, a variety of call types using VCO and HCO, a customer profile database and much more are part of the Relay Iowa package. Training for Communication Assistants is continual. Relay Iowa also has developed an extensive outreach program for the State of Iowa. The Outreach Team in Iowa hosts user group meetings, focus group meetings, present relay information at conferences, attend and host organizational meetings and other related workshops for both hearing and non-hearing groups, give in-home demonstrations, answer questions and perform many other important outreach functions. For a complete list of the types of outreach activities Hamilton has completed, please refer to Appendix G.