

Tab 2 Contract Status



TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating the Georgia Telecommunications Relay Service under contract with the Georgia Public Service Commission. The term of the contract is effective April 1, 2006 through March 31, 2009, with the option of one additional two-year term.

Hamilton provides TRS service for the State of Georgia from an in-state center located at 2231-T Dawson Road, Albany, Georgia.

The Georgia Telecommunications Relay Service 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 Georgia’s relay package. Training for Communication Assistants is continual. Georgia Relay also has developed an extensive outreach program for the State of Georgia. The Outreach Team in Georgia 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.