# Tab 2
# Contract Status

Rhode Island Relay

## TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating Rhode Island Relay under contract with the Rhode Island Public Utilities Commission. The term of the current contract is effective July 1, 2006 through June 30, 2010, with the option of one additional one-year term.

Hamilton provides TRS service for the State of Rhode Island from a center located at 8383 Greenway Boulevard, Suite 90, Middleton, Wisconsin.

Rhode Island Relay 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 RIR relay package. Training for Communication Assistants is continual. Rhode Island Relay also has developed an extensive outreach program for the State of Rhode Island. The Outreach Team in Rhode Island 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.