

Tab 2 Contract Status



TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating the Montana Relay under contract with the Montana Telecommunications Access Program. The term of the current contract is effective February 28, 2006 through February 27, 2009, with an option to renew for seven-one year intervals.

Hamilton provides TRS service for the State of Montana from a center located at 1006 12th Street, Aurora, Nebraska 68818.

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