

Tab 2 Contract Status



Maine
Relay

TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating Maine Telecommunications Relay Service under contract with the Maine Telecommunications Relay Service Advisory Council. The term of the contract is effective April 18, 2004 through April 17, 2007, with the option of additional one year extensions, the first of which has been exercised.

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

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