

Appendix 9.4

AT&T Website and Outreach

Solutions for Customers with Disabilities

Telecommunications Relay Services (TRS) for Hearing and Speech Disabled Customers

[View more AT&T Relay Services](#)

711 Relay service provides toll free telephone accessibility for people who are deaf, hard of hearing or speech impaired and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation. Emergency calls should continue to be directed to existing local TTY-911 numbers.

Customers who use a coin telephone to make phone calls through their state TRS should know about two pricing policies that became effective in November 1995.

Local pay phone calls made through the TRS Center are free.

When you use a calling card to make long distance calls from a pay phone connected through TRS, you're not charged more than the standard coin rate.

TRS is a telephone transmission service that allows persons who are deaf, hard of hearing, or speech disabled to place telephone calls. TRS centers, which facilitate personal and business calls, use a text telephone type (TTY) to communicate over phone lines. These centers are in operation seven days a week, 24 hours a day. If you have a TTY and want to talk to someone who doesn't have one, or if you don't have a TTY and need to talk to someone who does, please call these numbers for assistance in relaying a message within each state and your calling area:

TRS Numbers

State	If you have TTY	If you don't have TTY
Arkansas	1-800-285-1131	1-800-285-1121
California	1-800-651-5111	1-800-722-3140
Kansas	1-800-766-3777	1-800-766-3777
Missouri	1-800-735-2966	1-800-735-2466
Oklahoma	1-800-522-8506	1-800-722-0353
Texas	1-800-735-2989	1-800-735-2988

[AT&T on the Web](#)

[att.com](#)
Shop, Service, Support.

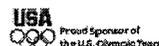
[att.net](#)
E-mail - News - Weather & More

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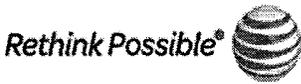


Digital White & Yellow Pages



http://RelayServices.att.com/content/4/PARELAY.html

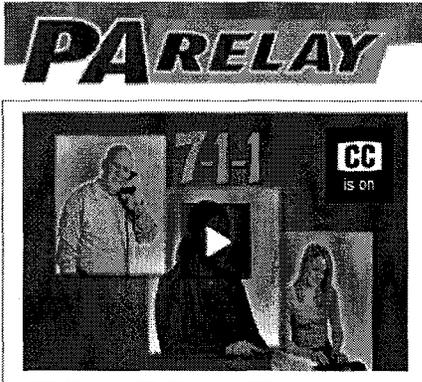
[Att.com](#) [Español](#)



AT&T Relay Services

HOME
SERVICES





IM Instant Message Relay

Individuals can now make relay calls from AOL Instant Messenger (AIM). If you have AIM installed on a mobile device, you can make wireless relay calls with IM relay.

[▶ Learn More](#)

TTY Teletypewriter Relay

TTY relay is for individuals who prefer to use a TTY device to communicate with a hearing person. Relay operators or Communications Assistants interpret for the TTY user.

[▶ Learn More](#)

STS Speech to Speech Relay

STS Relay allows consumers with speech loss to communicate over the phone. Trained relay operators familiar with various speech patterns and language recognition skills relay the conversations.

[▶ Learn More](#)

August 2012

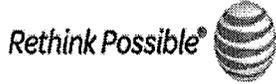
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

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http://RelayServices.att.com

Att.com Español Search Go



AT&T Relay Services

HOME SERVICES

State Programs Choose Your Relay Discount Text Phone Plan

What do I do about my Toll-Free number?

IMPORTANT INFORMATION

Regarding the use of **TOLL FREE** numbers for IP or VRS users

Click here

Welcome to AT&T Relay

At AT&T we have a long history of providing TTY and IM Relay Services.

Did you know...

You can make relay calls with AOL Instant Messenger



[Learn About IM Relay >](#)

CapTel Captioned Telephone	IM Instant Message Relay	TTY Teletypewriter Relay	STS Speech to Speech Relay
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CapTel is a free phone captioning service for web, mobile and home. ▶ Learn More	Individuals can now make relay calls from AOL Instant Messenger (AIM). ▶ Learn More	TTY relay is for individuals who prefer to use a TTY device to communicate with a hearing person. ▶ Learn More	STS relay allows consumer's with speech loss to communicate over ▶ Learn More
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Further AT&T Outreach Activities

Matt Myrick, Channel Manager, was previously responsible for coordinating all of AT&T's outreach events for the PA TRS. Effective in January 2012, this responsibility was transitioned to Kenya Lowe. Both Matt and Kenya have been active within Pennsylvania in promoting the Pennsylvania Relay Service and conducting outreach events. Additionally, employees and staff of the AT&T relay center in New Castle, Pennsylvania, have also participated in several outreach events. Please see attachment "PA Outreach" which provides a list of some of these activities.

In addition to outreach events, AT&T has:

- created, updated, and maintained a PA TRS website (www.parelay.org) which also includes a video;
- created and printed a new PA TRS brochure;
- purchased and distributed PA TRS branded give-aways during outreach events;
- attended and participated at PA Relay Advisory Board Meetings on the following dates:
 - March 21, 2012 – Harrisburg, PA
 - December 7, 2011 – Harrisburg, PA
 - September 14, 2011 – Harrisburg, PA
 - June 7, 2011 – Harrisburg, PA
 - March 16, 2011 – Harrisburg, PA

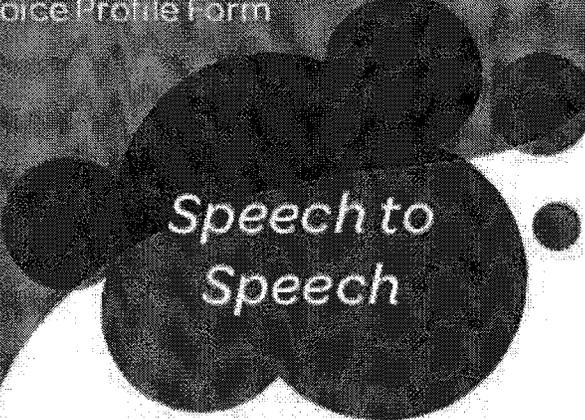
PENNSYLVANIA RELAY OUTREACH EVENTS - AT&T

Date	Event	Location	AT&T Support
3/30/2012	Hearing Loss Expo	Mars, PA	Kenya Lowe
3/28/2012	Junior Achievement Job Shadow for West. PA School for the Deaf and Keystone Charter School	New Castle, PA	Matt Myrick, Kenya Lowe and New Castle Relay Employees
1/18/2012	The ARC of Dauphin County Community Center	Harrisburg, PA	Matt Myrick
1/7/2012 – 1/14/2012	Pennsylvania Farm Show	Harrisburg, PA	Kenya Lowe and Matt Myrick
10/7/2011 – 10/8/2011	125 th Annual PA Society Advancement for the Deaf	Lancaster, PA	Matt Myrick
9/16/2011	PA Advisory Council for the Deaf/Hard of Hearing (ODHH) and PA Assistive Technology Resource	Harrisburg, PA	Matt Myrick
9/1/2011	Consumer Fair Conference	Pittsburgh, PA	Matt Myrick
8/19/2011	PA Relay Deaf Awareness – Pittsburgh Pirates Outing	Pittsburgh, PA	Matt Myrick
12/2/2010	Hearing Loss Expo	Harrisburg, PA	Matt Myrick
11/17/2010	Job Shadow for West. PA School for the Deaf	New Castle, PA	Matt Myrick and New Castle Relay Employees
10/14/2010	4 th Annual Senior Fair	Harrisburg, PA	Matt Myrick
9/16/2010	Ability Pittsburgh	Pittsburgh, PA	Matt Myrick and New Castle Relay Employees
10/8/2009	Senior Outreach	West Mifflin, PA	Matt Myrick and New Castle Relay Employees



Speed up
your relay call!

AT&T Relay Choice Profile Form



*Speech to
Speech*

Let us know your preferences and we will set up your call faster! If you choose to fill out this Relay Choice Profile form, it will enable us to speed up your call and make your life easier.

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomer@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:
 Standard TTY Speech to Speech Deaf-Blind

Communication Mode:
 Baudot Turbo Code IM Speech to Speech
 Baudot HCO Turbo Code HCO Voice
 Baudot VCO Turbo Code VCO ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language English Spanish

CA Typing Speed in Words Per Minute (WPM)

Max 50 wpm 30 wpm 20 wpm 10 wpm

Relay Background Noise

Yes No

Relay Tone of Voice

Yes No

Abbreviate Auto Messages

Yes No

Abbreviate IVR Messages

Yes No

Translate ASL

Yes No

Check Spelling of Words CA Types

Yes No

Relay that CA has Checked Spelling of Names

Yes No

CA Gender

No Preference Male Female

Explain Relay

CA Standard Script No Me, in CA's Voice
 Me, in My Voice CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

Yes No

Slow Reader Patience Required

Yes No

Slow Talking CA

Yes No

Mute Speech Impaired Party

Yes No

Allow Pause of CA Revoicing

Yes No

Tell Who is Calling

Yes No

Confirm Calling Preferences

Yes No

Retain Inbound information

Yes No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

None Amplified Handset Cochlear Implant Hearing Aid

Other Large Display TTY Telebraille PC

Standard First Thoughts

Answering Machine Message

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomer@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:
 Standard TTY Speech to Speech Deaf-Blind

Communication Mode:
 Baudot Turbo Code IM Speech to Speech
 Baudot HCO Turbo Code HCO Voice
 Baudot VCO Turbo Code VCO ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language English Spanish

“Other Number” Rerouting Feature

You do not have to miss a call again. You can have the CA find you wherever you are at any time of the day. Just tell us what phone number you can be reached at and on what day(s) and what time. When we get an incoming call for you, we'll look at your “Other Numbers” schedule and direct your call to the correct phone number. You can supply up to 20 numbers, so now your family and friends can find you just about anywhere else.

ID1 Phone

Line 2 for 2LVCO

- Type: Baudot Turbocode IM
 Baudot HCO Turbocode HCO Voice
 Baudot VCO Turbocose VCO ASCII
 STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

ID2 Phone

Line 2 for 2LVCO

- Type: Baudot Turbocode IM
 Baudot HCO Turbocode HCO Voice
 Baudot VCO Turbocose VCO ASCII
 STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

Account Settings

Allow Redial of Last Number Dialed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Multiple Users	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Call Name	_____		
Billing Method			
<input type="checkbox"/> Paid	<input type="checkbox"/> Calling Card	<input type="checkbox"/> Third Party	<input type="checkbox"/> Collect
Caller ID			
<input type="checkbox"/> Send My Number	<input type="checkbox"/> Block My Number	<input type="checkbox"/> Relay Center Number	

Call Blocking

Block Outbound 800 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound 900 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound international Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block the following Outbound Numbers		
ID 1	Phone	_____
ID 2	Phone	_____
ID 3	Phone	_____
ID 4	Phone	_____
ID 5	Phone	_____
ID 6	Phone	_____
ID 7	Phone	_____
ID 8	Phone	_____
ID 9	Phone	_____
ID 10	Phone	_____

Local Toll Carrier - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVision Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

Long Distance Provider - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVison Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

CA Typing Speed in Words Per Minute (WPM)

- Max 50 wpm 30 wpm 20 wpm 10 wpm

Relay Background Noise

- Yes No

Relay Tone of Voice

- Yes No

Abbreviate Auto Messages

- Yes No

Abbreviate IVR Messages

- Yes No

Translate ASL

- Yes No

Check Spelling of Words CA Types

- Yes No

Relay that CA has Checked Spelling of Names

- Yes No

CA Gender

- No Preference Male Female

Explain Relay

- CA Standard Script No Me, in CA's Voice
 Me, in My Voice CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

Yes No

Slow Reader Patience Required

Yes No

Slow Talking CA

Yes No

Mute Speech Impaired Party

Yes No

Allow Pause of CA Revoicing

Yes No

Tell Who is Calling

Yes No

Confirm Calling Preferences

Yes No

Retain Inbound information

Yes No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

None Amplified Handset Cochlear Implant Hearing Aid

Other Large Display TTY Telebraille PC

Standard First Thoughts

Answering Machine Message

Speed Dial Contacts

ID1 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial <input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other	
Special Instructions:	

ID2 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial <input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other	
Special Instructions:	

ID3 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial <input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other	
Special Instructions:	

ID4 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business <input type="checkbox"/> Financial <input type="checkbox"/> Personal <input type="checkbox"/> Social <input type="checkbox"/> Other	
Special Instructions:	

ID5 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business	<input type="checkbox"/> Financial
<input type="checkbox"/> Personal	<input type="checkbox"/> Social
<input type="checkbox"/> Other	
Special Instructions:	

ID6 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business	<input type="checkbox"/> Financial
<input type="checkbox"/> Personal	<input type="checkbox"/> Social
<input type="checkbox"/> Other	
Special Instructions:	

ID7 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business	<input type="checkbox"/> Financial
<input type="checkbox"/> Personal	<input type="checkbox"/> Social
<input type="checkbox"/> Other	
Special Instructions:	

ID8 Name	Phone
_____	_____
Type: <input type="checkbox"/> Business	<input type="checkbox"/> Financial
<input type="checkbox"/> Personal	<input type="checkbox"/> Social
<input type="checkbox"/> Other	
Special Instructions:	

Where to Submit Completed Forms:

Fax

1-888-288-2184

Mail

AT&T Relay Customer Care Center
831 Park Avenue
Norton, VA 24293

Email

rm-attcustomer care@att.com



Appendix 10
PA CTRS Information from PA CTRS Provider
Hamilton

**Documentation in Support of
Application for Renewal of PA CTRS
FCC Certification
July 26, 2013 – July 26, 2018**

**Submitted by CTRS Provider:
Hamilton Telephone Company
d/b/a Hamilton Telecommunications
1001 Twelfth Street
Aurora, NE 68818
402-694-3656 TTY/Voice
800-618-4781 Toll Free
402-694-5037 FAX**

**Submitted to:
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building
Harrisburg, PA 17120**

**Intended for further submission to:
Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, DC 20554**

Appendix 10.1

Hamilton Status

TRS Contract Status

Hamilton Telephone Company d/b/a Hamilton Telecommunications is operating the Pennsylvania Captioned Telephone Relay Service (PA CTRS) under contract with the Bureau of Technical Utility Services. The term of the current contract is effective July 1, 2012 through June 30, 2015 with the option of two subsequent two-year periods.

Hamilton provides Captioned Telephone service for the Commonwealth of Pennsylvania from CapTel Service Relay Centers located at 5801 Research Park Blvd., Madison, WI 53717 and at 310 W. Wisconsin Ave. Suite 1200 West Milwaukee, WI 53203 and from Hamilton's call centers at 9107 Bluebonnet Centre Blvd., Baton Rouge, LA 70809, 1006 12th Street, Aurora, NE 68818 and 1 Science Park, Frostburg Business Park, Frostburg, Maryland 21532.

The PA CTRS provides users with a complete service package including all features and services as detailed in this filing. PA CTRS has also developed an outreach program for the Commonwealth of Pennsylvania with a team of staff people devoted to this function.

Operational questions about the service may also be directed to the following:

Dixie Ziegler
Vice President of Relay
Hamilton Relay, Inc.
1001 12th Street
Aurora, NE 68818
Voice/TTY: 402-694-3656
Toll Free: 800-618-4781
Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com

Appendix 10.2
Hamilton Assertion of Compliance with
FCC Minimum Standards

Hamilton's Assertion of Compliance with FCC Operational Standards

§ 64.604 Mandatory minimum standards.

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) Operational standards –

(1) Communications assistant (CA).

(i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Captioned Telephone Service (CapTel)

PA CTRS operates 24 hours a day, 7 days a week, 365 (or 366) days a year in a manner that is functionally equivalent to traditional voice calls. PA CTRS users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel phone user hears everything that is said, just like a traditional telephone call.

FCC Captioned Telephone Regulations and Waivers

PA CTRS meets all FCC minimum standards and as an intrastate service is funded entirely by the PA TRS Surcharge Fund described elsewhere in this application.

The FCC has issued a separate Ruling specifically for Captioned Telephone: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (Captioned Telephone Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do not apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

The Declaratory Ruling serves as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for Captioned Telephone Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

Captioned Telephone waivers include:

Hamilton Operational 1

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
 - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to Captioned Telephone Captioning Assistants.
 - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for Captioned Telephone CAs.
 - Requirement that CAs not refuse single or sequential calls as applied to Captioned Telephone CAs handling outbound Captioned Telephone calls.
 - Gender preference.
 - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality
4. Call Release
5. ASCII and Baudot Format

Captioned Telephone Training

All PA CTRS CAs are required to satisfactorily complete a series of skills assessments to achieve the expertise and knowledge to adequately and accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. The evaluation process includes the quality of voice, clarity of speech and correct use of words and sentence structure.

A detailed CA training plan is in place to ensure that all standards as applied by the FCC to the provision of Captioned Telephone are met by each PA CTRS CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group. After initial training, trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two rounds of timings consecutively prior to handling live calls. In addition, trainees are required to meet specified monitor scores when being evaluated on live call processing. Captioned Telephone Captionists are monitored daily and if a Captionist fails a monitoring, he or she is not allowed to process live calls until able to pass monitoring.

Captioned Telephone Ongoing Training

All Captioned Telephone CAs receive all necessary ongoing training. CAs are monitored on each shift, and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of the CTRS service platform including any new or improved voice recognition systems used in the platform. CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

Captioned Telephone Quality Assurance

One way that quality is measured is through the CA testing program which requires a proficiency level for Captioned Telephone CAs of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Hamilton Operational 2

Captioned Telephone Service CAs adhere to the following minimum standards:

- The Captioned Telephone CA is trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The Captioned Telephone CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The Captioned Telephone CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The Captioned Telephone CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- The Captioned Telephone CA shall pass along a Captioned Telephone caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- Captioned Telephone personnel have the requisite experience, expertise, skills, education, knowledge and training to perform Captioned Telephone Services in a professional manner.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

Change of Captioned Telephone CA

Pennsylvania Captioned Telephone is in compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the Captioned Telephone user. Just prior to the change in CA a message is sent to the Captioned Telephone user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

Not applicable to CTRS.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Pennsylvania CTRS provides real-time communications in transmission and reception of text and speech in which the CA can nearly simultaneously transcribe the speech of one party in a telephone call into text and then send that text together with the audible voice of the other party over the telephone network to their CapTel device.

(2) Confidentiality and conversation content.

(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Captioned Telephone Confidentiality Agreement

All Captioned Telephone CAs adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Pennsylvania's Captioned Telephone provider collects only that personal information necessary to provide and bill for the Captioned Telephone service being rendered. Captioned Telephone CAs are also prohibited from intentionally altering a relayed conversation. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

The success of Captioned Telephone depends on quality and complete confidentiality. All Captionists understand and abide by the confidentiality policy.

Hamilton Operational 4

CAs do not discuss the contents of captioned calls, any caller identifying factors, calling points, or other information about captioned calls other than what is necessary to train other CAs. The CapTel call center is isolated to assure confidentiality standards are upheld. The equipment and structural accommodations made to the CA workspace ensure the confidentiality of Captioned Telephone User's calls, and prevent the Captioned Telephone Users on one call from overhearing a CA processing another call.

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any Captioned Telephone call.
- I will not act upon any information received while processing a Captioned Telephone call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about Captioned Telephone calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel, Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____

Date _____

All information about users is treated confidentially and will not be sold, distributed, shared, or divulged by Hamilton or any of its employees, unless divulging such information is compelled by lawful order.

(3) Types of calls.

(i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Hamilton Operational 5

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

Types of Calls

Captioned Telephone CAs are prohibited from limiting the length of a call and are required to stay with a call for a minimum of ten minutes when answering and placing a call. Captioned Telephone transmits conversations between callers in real time. Pennsylvania Captioned Telephone is capable of handling any type of call normally provided by telecommunications carriers, except for those types of calls and call functionality that has specifically been waived for Captioned Telephone Services.

(iv) Relay services shall be capable of handling pay-per-call calls.

PA CTRS is capable of handling 900 number services.

(v) TRS providers are required to provide the following types of TRS calls:

(1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Not applicable to captioned telephone service.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release via Captioned Telephone

Call release has been waived for captioned telephone services.

Speed Dialing via Captioned Telephone

PA CTRS offers speed dialing, which is built into the CapTel phone's Dialing Directory. To use this feature, the Captioned Telephone user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and Captioned Telephone dials the number automatically.

Three-way Calling via Captioned Telephone

Hamilton offers FCC-compliant three-way calling. A standard telephone user can initiate a three-way call to a Captioned Telephone user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national Captioned Telephone voice number and give the CA the Captioned Telephone user's telephone

number or dial the Captioned Telephone user direct if a 2-Line Captioned Telephone user. All three parties would then be joined and the Captioned Telephone user would receive captions on the call.

With 2-Line Captioned Telephone, the Captioned Telephone user can initiate a three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via Captioned Telephone

Call-waiting is supported by 2-line Captioned Telephone. When the Captioned Telephone user hears (or reads in the captions) the “beep” telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The Captioned Telephone user’s second caller will be on-line, and the Captioned Telephone user will receive captions of the conversation. The Captioned Telephone user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to Captioned Telephone users for these local exchange non-basic services beyond what the user pays their LEC for these services.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Using Automated (Touchtone) Systems via Captioned Telephone

With Captioned Telephone, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus. The Captioned Telephone user can press the Captioned Telephone number buttons at any time during a call to make selections. This makes navigating automated systems easy. The captioning service continuously transcribes what is heard regardless of what the Captioned Telephone user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the Captioned Telephone user will simply hang up and try the call again.

Leaving Messages on Answering Machines via Captioned Telephone

The Captioned Telephone user may begin leaving their message as soon as they see “BEEP” on the display screen or hear the recorded greeting end. If no further information is received, the Captioned Telephone user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the

Captioned Telephone user will see the confirmation message on the Captioned Telephone display.

Retrieving Voice Mail Messages via Captioned Telephone

The Captioned Telephone user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages. The Captioned Telephone user can press the number buttons at any time.

Captioning External Answering Machine Messages via Captioned Telephone

Captioned Telephone users can receive captions of voice messages left on an answering machine that is near the CapTel phone by playing the messages aloud by following these instructions:

1. With the handset hung up, press the menu button until “Caption External Answering Machine Messages” is displayed.
2. Press the button next to “OK”.
3. Pick up the CapTel handset and place the handset mouth piece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to “hear” the messages as they are played aloud.
4. In this mode, Captioned Telephone will automatically dial the captioning service. Watch the display to see when a connection is established.
5. Start playing the voice messages aloud on your external answering machine. Watch the CapTel display to see captions of the voice messages.
6. Save or delete voice messages directly on the answering machine. When you are finished, hang up the CapTel handset. The “Caption External answering Machine Messages” feature will go off automatically.

(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Dialing 911 in an Emergency – Two-Line Captioned Telephone

When calling 911 in emergency situations using 2-Line Captioned Telephone, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. The 911 center receives the caller's ANI information directly from the network in the same way as a non-Captioned Telephone call.

Dialing 911 in an Emergency – Single Line Captioned Telephone

When calling 911 in emergency situations, the single line Captioned Telephone users' call is automatically routed to the appropriate 911 center because the call was placed from the user's home line. 911 calls are **not** routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular Captioned Telephone calls are because the call is not routed through the CapTel Captioning Service.
- The Captioned Telephone user speaks directly into the handset, as with any other Captioned Telephone call. The 911 call-taker will hear everything the Captioned Telephone user says. The Captioned Telephone user is not able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the Captioned Telephone display screen.
- Emergency 911 Services will know the ANI of the caller and be able to locate the individual and send appropriate help, based on the location from which the Captioned Telephone call is placed.

(5) STS called numbers. . . .

Not applicable to captioned telephone service.

Hamilton's Assertion of Compliance with FCC Technical Standards

§ 64.604 Mandatory minimum standards.

(b) Technical standards –

(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

This section has been waived for captioned telephone service.

(2) Speed of answer.

(i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

(D) The system shall be designed to a P.01 standard.

(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Captioned Telephone Answer Performance

PA CTRS, Hamilton, answers 85% of calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The PA CTRS provider ensures that adequate staffing is supplied to provide CTRS users with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. Hamilton communicates with its subcontractor CTI frequently to project future demand so all standard can be met.

Service standards relating to answer speed are met including during those times of increases or spikes in call volume. CTI tracks the number of CapTel phones distributed to users. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants (CAs) that are needed. CTI provides adequate trunking capacity, CA workstations, personnel staffing, and equipment capacity to meet the current standard of 85% of all calls answered within 10 seconds on a daily basis. Abandoned calls are included in the speed of

answer calculation. CTI also has reporting mechanisms and alarm systems to detect and record failures.

PA CTRS complies with the P.01 customary TRS industry standard for blockage. Hamilton commits to ensuring that no more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

(3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Captioned Telephone Carrier of Choice

PA CTRS users have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton informs Captioned Telephone users of the need to designate a long distance carrier for long distance Captioned Telephone calls and the consequences of not making such a designation through a variety of methods including customer service, newsletters, the website, etc.

If customers make long distance calls with Captioned Telephone, they must register their existing long distance service or calling plan with AP CTRS to ensure that any long distance charges are billed under their current long distance provider. Customers can complete a Captioned Telephone Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the Captioned Telephone website or by calling Customer Service. Customers simply indicate which carrier they want to use.

If they do not register a preferred long distance provider, any long distance captioned calls they make will be automatically billed by PA CTRS's TRS long distance carrier, at its long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

Hamilton has the ability to determine call jurisdiction information in order to ensure that callers have access to extended community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

Captioned Telephone End User Billing

PA CTRS users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.

PA CTRS users are not charged for use of the captioning service. All local calls are provided free of charge to the consumer. All long distance billing is performed by the customer's long distance carrier of choice or defaults to PA CTRS's carrier if the customer does not specify a preferred carrier. All billing information is routed to the customer's carrier during the outbound

call setup. The carrier provides accurate billing to the customer using the same process used for regular non-Captioned Telephone calls.

All interstate calls, including out of state long distance and international calls are billed to the Interstate TRS Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the Captioned Telephone user's carrier of choice during the outbound call set-up for accurate billing to the Captioned Telephone user.

Directory Assistance via Captioned Telephone

PA CTRS offers access to directory assistance to the same extent directory assistance is offered to traditional TRS users. The Captioned Telephone users' carriers of choice bill for interLATA and intraLATA directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call is then processed like all other Captioned Telephone calls.

(4) TRS facilities.

(i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

PA CTRS is available 24 hours a day, 7 days a week, 365 (or 366) days a year. .

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Captioned Telephone Facilities and Redundancy

Hamilton processes Captioned Telephone calls from its own Call Centers located in Aurora, NE; Baton Rouge, LA; and Frostburg, MD. Captioned Telephone Services are also provided from CTI's CapTel Service Relay Centers located in Madison and Milwaukee, WI.

CTI has the needed redundancy in switching mechanisms and telecommunications facilities to ensure operation 24 hours a day. Each CapTel Center is equipped with redundant systems for power. The CapTel Centers utilize a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which does not take the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met

Equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including: replacing servers with ones that have lower power requirements, allowing for longer power if back-up power is needed; deploying new servers which allow for more robust monitoring to see any signs of trouble before

it would affect call processing; and deploying all servers and core switching gear are on a SONET fiber ring at each location.

(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR §§ 64.1600, et seq.

(6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

True Caller ID via Captioned Telephone

Hamilton provides FCC-compliant Caller ID services. The FCC requires that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. Hamilton has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the Captioned Telephone service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call. Caller ID information of the Called Party is shown on the CapTel display screen.

Hamilton's Assertion of Compliance with FCC Functional Standards

§ 64.604 Mandatory minimum standards.

c) Functional standards —

(1) Consumer complaint logs.

(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

The Hamilton Telephone Company d/b/a Hamilton Telecommunications (Hamilton), Pennsylvania's CTRS provider, tracks all CTRS complaints and all other customer service activity and maintains a log of consumer complaints alleging a violation of federal minimum standards as it relates to the provisioning of PA CTRS and retains the log for a minimum of five years beyond the end of contract.

All customer service activity including resolutions are documented in Captioned Telephone, Inc.'s customer service database. The log includes the following categories:

- Identification number
- Date and time the complaint was filed
- Contact type (method of contact)
- Technical or Service in nature
- The CA number
- The nature of the complaint
- Explanation of resolution
- Date and time (or status) of the resolution
- Customer Service representative handling the complaint

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The provider for Pennsylvania CTRS reports complaint activity to the Bureau of Technical Utility Service (BTUS) on a monthly basis. The BTUS submits the necessary information to the FCC as required in § 64.601 Mandatory Minimum Standards on an annual basis. The BTUS has submitted copies of its 2008 through 2012 complaint logs to the FCC. The provider for Pennsylvania CTRS issues each complaint a Record ID number to enable the BTUS and the FCC to quickly and easily identify the details of those particular complaints and contact information of the complainants.

(2) *Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. . . .* The PA PUC provides the Commission with contact information for TRS consumer information requests, inquires, suggestions, grievances, and complaints about Intrastate TRS and CTRS. Following is the name of the contact at the PA PUC for those purposes:

Tawana Dean¹
Pennsylvania Bureau of Consumer Services
PO Box 3265, Harrisburg, PA 17105-3265
Toll free Telephone number: 800-692-7380; 717-783-5187; Fax 717-783-5659
E-mail: tadean@pa.gov
Website: <http://www.puc.state.pa.us>

Hamilton, the provider of PA CTRS, has submitted to the Commission a contact person for CTRS consumer information, grievances, inquiries, suggestions and complaints about Hamilton's service. Following is the name of the contact at Hamilton for those purposes:

Dixie Ziegler, Vice President of Relay
Hamilton Relay, Inc.
1006 12th Street, Aurora, NE 68818
Voice/TTY 402-694-3656; Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com

(3) *Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.*

Community Outreach, Public Relations and Educational Programs

Pennsylvania CTRS provides community and business outreach and promotes a public awareness campaign to educate all Pennsylvania citizens about the service. Pennsylvania's CTRS provider offers a full-time, in-state Outreach Coordinator in Pennsylvania.

PA CTRS Outreach programs include demonstration of equipment and distribution of informational materials describing how to use CTRS. The PA CTRS Outreach Coordinator

¹ Ms. Dean has recently assumed this responsibility, and the PA website address has changed. The PA PUC is separately notifying the Commission of these changes. The other information remains operational.

presents information to organizations and groups meet with businesses, schools and other public and private entities (including libraries) in order to describe CapTel and how it works. The Outreach Coordinator works with the elderly and people who have difficulty hearing to promote use of PA CTRS.

The PA CTRS Outreach program educates and markets CTRS services (*i.e.*, public awareness of CTRS) across Pennsylvania. The Outreach Coordinator provides users with information on how to place a Captioned Telephone call, provides users with suggestions on how to improve the efficiency of CTRS calls, and informs users about new CTRS functions and changes in the service through a variety of methods including inquiries made to Customer Service, CTRS brochures and other printable materials, website, newsletters, tradeshow, presentations, direct mails, press releases, etc.

The outreach team offers informative presentations on the features of relay services to organizations, relay user groups, businesses, educators and students, health care providers, 9-1-1 call centers, emergency, fire and law enforcement personnel, libraries, senior centers, and public and private entities. Pennsylvania CTRS's statewide outreach and awareness efforts include:

- Presentations
- Exhibits
- 911 Education
- Strategies for reaching Hard to Reach Relay Users
- Hard of Hearing and Elderly Strategies
- Outreach to Businesses and Educational Institutions
- Equipment Distribution Programs
- Involvement of State Agencies
- Customized Outreach materials
- Promotional Materials
- Variety of Brochures
- Description of Complaint Procedures in Printed Materials
- Newsletters
- CapTel Web site
- Social Media
- Press Release and Public Relations
- Print Advertising
- Media Advertising

Please refer to Hamilton's sample outreach materials and a list of the outreach activities PA CTRS has accomplished.

(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

The PA CTRS provider performs no consumer billing. All billing is performed by the relay users' carrier of choice for both intraLATA and interLATA toll calls. Thus the relay users'

carrier of choice bills all intraLATA and interLATA toll calls at their applicable discounted rate for relay users. The PA CTRS provider forwards the appropriate information digits identifying the call as a relay call to the carrier so that it can be identified as a relay call, rated and billed accordingly by the carrier. Each carrier providing long distance service to relay users is responsible to ensure that CTRS users shall pay no greater than the rates paid for functionally equivalent voice communication services.

(5) Jurisdictional separation of costs —

(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

The PA CTRS provider presents the Interstate TRS Fund with a billing statement for all interstate minutes of relay in accordance with the requirements of the Interstate TRS Fund and consistent with FCC rulings. All intrastate minutes of use are compensated from the PA TRS Surcharge Fund, described elsewhere in this application for recertification.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. . . .

Not applicable to the PA relay program.

(6) Complaints —

(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

The PA PUC will resolve all intrastate complaints within 180 days after the complaint is first brought to the attention of the PA PUC, regardless of whether the complaint is filed with the PA PUC, the CTRS provider, or with any other Commonwealth entity.

(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such

state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.606.

The PA PUC understands that if it does not provide a resolution to a complaint that the FCC may exercise jurisdiction.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

The PA PUC is aware that the FCC will resolve intrastate complaints over which the FCC exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) Complaint procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal. . . .

The PA PUC assists as necessary in this process.

Supplemental Information:

Intrastate Pennsylvania CTRS complaints are processed in the following manner for the PA PUC by its CTRS provider:

The PA CTRS provider and its subcontractor CapTel respond to all complaints and service, network, or equipment inquiries from users and/or the PA PUC, or the FCC in a timely and professional manner. The CapTel Customer Service Department receives expressions of concern and requests for assistance via email, phone, or fax.

Each complaint is addressed promptly with the goal of ‘same day service’ when technically feasible. The CapTel Customer Service Department documents all follow-up information and resolution.

All complaint activity is reported to the PA PUC on a monthly basis regarding the number of customer service inquiries categorized by topic areas, including a separate log of complaints and complements with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution, and how it was resolved.

If the user is not satisfied with the resolution of the complaint by Hamilton or CapTel or with any action taken, Hamilton’s monthly report to the PA PUC will so state. The user has the opportunity to have the complaint and action of Hamilton reviewed by the PA PUC for such action as it may deem appropriate in accordance with its rules and regulation. The PA PUC will act on such complaint no later than 180 days from the filing of the complaint. Users do not have to exhaust resolution options with either Hamilton or CapTel prior to contacting the PA PUC or filing an informal or formal complaint with the PA PUC.

The PA PUC will process all complaints referred by the FCC for intrastate CTRS for Pennsylvania. The PA PUC cooperates in the investigation or resolution of any and all complaints concerning the Pennsylvania CTRS with the FCC.

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The contract between the PA PUC and Hamilton provides for the transfer of CTRS customer profile data from Hamilton to an incoming CTRS vendor is Hamilton ceases to be the CTRS provider. Hamilton will provide the above mentioned data to the new vendor at least 60 days prior to the conclusion or termination of the contract.

Hamilton does not and will not use this data for any purpose other than connecting the PA CTRS user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not sell, distribute, share, or reveal in any way the information referenced above.

Appendix 9.3

Hamilton Website and Outreach

Hamilton

3 Pennsylvania Outreach 2011-2012.xls

Pennsylvania CapTel Outreach Activities 2011

Date:	Activity	# people
6-Jan	Geneva House	12
6-Jan	The Jewish Home	4
7-15 Jan	PA Farm Show	4,000
22-Jan	PSAD Board Meeting	15
14-Feb	HLA-PA Camp Hill Chapter follow-up	2
14-Feb	WPSD - Deaf and Hard of Hearing Outreach	0
14-Feb	Deaf and Hard of Hearing Services	0
15-Feb	HLA-PA Lancaster Chapter meeting	15
15-Feb	Lancashire Terrace Retirement Village	1
15-Feb	Better Hearing Aid Center	1
16-Feb	Popky B'nai B'rith Apartments	20
16-Feb	Jewish Home	1
16-Mar	Meeting TRS Advisory Board in Harrisburg	15
28-Mar	Presentation at Wilburton Senior Center	20
28-Mar	Office Visit at Riverview Point Senior Apartments in Catawissa	1
29-Mar	Presentation at Montour County Senior Center in Danville	12
5-Apr	HearWell Center Meeting in Pittsburg	4
6-Apr	Center for Hearing and Def Services Inc. (HDS) demo program in Pittsburg	1
7-8-Apr	PSGA Annual Conference exhibit	200
8-Apr	PSHA Exhibitor Breakfast Session presentation	8
11-Apr	HLA-PA State College Chapter Meeting and Presentation in State College	20
13-Apr	Roaring Spring Senior Center office visit in Altoona	2
13-Apr	Senior Daily Living Center office visit	1
13-Apr	Duncansville Senior Center office visit in Duncansville	1
13-Apr	Hillview Chateau Golden Living office visit in Altoona	1
13-Apr	Logan Hills Apartments office visit	
13-Apr	Blair County CareerLink office visit	1
14-Apr	Blair County CareerLink presentation	20
29-Apr	HEAR event and exhibit at Penn State Eberly Campus in Uniontown	100
25-May	PA CTRS presentation/materials on Captel and PA TDDP, Simpson Library, Mechanicsburg	3
25-May	PANPHA-an association of non profit-Office Visit, building not open to the public	
25-May	Office office/ Bridges at Bent Creek Assisted Living, Mechanicsburg	2
25-May	Office Visit at Messiah Village Senior Living, Mechanicsburg	3
31-May	Office Visit at Vintage Knolls at Grandview in Danville, PA	2
31-May	Office Visit Meadows at Maria Joseph Manor in Danville, PA	3
31-May	Office Visit- Emeritus of Bloomsburg in Bloomsburg, PA	3
1-Jun	Columbia/Montour County Area Agency on Aging, Bloomsburg	2
1-Jun	Balanced Care at Bloomsburg	1
1-Jun	Bloomsburg University Speech & Hearing Clinic	2
1-Jun	Bloomsburg Towers	1
1-Jun	Bloomsburg Public Library	1
1-Jun	Bonham Nursing & Rehabilitation Care, Stillwater	2
1-Jun	McBride Memorial Library, Berwick	1
2-Jun	Riverview Point Senior Apartments, Catawissa	8
2-Jun	Tri-Valley Junior-Senior High School, Hegins	250
3-Jun	PATTAN Cochlear Implant Training, Kind of Prussia	100
6-Jun	Duncansville Senior Center, Duncansville	15
6-Jun	HLA-PA State College Chapter, State College	1
8-Jun	TRS Advisory Board Meeting, Harrisburg	12
7-Jun	Center for Independent Living, Altoona	5
27-Jun	HLA-PA Capital Region Chapter, Camp Hill	25
23-Jul	Exhibit- CILCP Walk n Roll, Harrisburg, PA	75
26-Jul	1:1 visit, Age Well in Pittsburg	1
27-Jul	Office Visit, Point Pleasant Retirement Community in North Versailles	1
27-Jul	Presentation at Jewish Community Center in Pittsburg	26
27-Jul	Presentation Vintage Adult Day Service Center in Pittsburg	15
27-Jul	Office Visit Allegheny County Housing Authority	1
27-Jul	Office Visit Congregate Management Services	1
27-Jul	Office Visit Carnegie Retirement Residence in Carnegie	1
28-Jul	Office Visit Metowers Associates, LP, Avalon, PA	1
28-Jul	Office Visit Presbyterian Senior Care in Oakmont	1
28-Jul	Office Visit The Oaks Retirement Residence in White Oak	1
28-Jul	Presentation at JCC Senior Club in Pittsburg	16
28-Jul	Office Visit at Carson Retirement Residence in Pittsburg	1
28-Jul	Office Visit at Woodcrest Retirement Residence in Coraopolis	1
29-Jul	Office Visit at Bella Kirshner and Parents in Pittsburg	3
29-Jul	Workshop at Three Rivers Center for Independent Living	33

3 Pennsylvania Outreach 2011-2012.xls

11-Aug	Exhibit- Maria de los Santos Health Center, Philadelphia	100
17-Aug	Exhibit- Center for Independan Living Central PA, Newport	20
17-Aug	Office Visit, Newport Public Library	1
18-Aug	Office Visit, Newport Senior Center	1
18-Aug	Office Visit, Senior Citizens Center Inc, Millerstown	3
18-Aug	Office Visit, Monroe Township Community Center, Richfield	1
18-Aug	Office Visit, Middleburg Public Library	2
18-Aug	Office Visit, Beaver Springs Senior Center	1
18-Aug	Office Visit, Stonebridge Health and Rehab Center, Duncannon	1
18-Aug	Office Visit, Kin Kora Pythian Home	1
19-Aug	Office Visit, Esses House- Lemoyne Senior Living	1
19-Aug	Office Visit, Polk Personal Care in Millersburg	1
19-Aug	Office Visit, Manor at Susquehanna Village, Millersburg	1
19-Aug	Office Visit, Pinnacle Family Health, Millersburg	2
19-Aug	Office Visit, Manor at Perry Village in New Bloomfield, PA	1
19-Aug	Office Visit, Department of Aging in Harrisburg	1
19-Aug	Office Visit, Dauphin County Assistance Office, Harrisburg	1
27-Aug	Office Visit, Waynesboro Senior Activity Center1	
27-Aug	Office Visit, Greencastle Senior Activity Center	1
27-Aug	Office Visit, Fort Loudon Senior Center	1
27-Aug	Office Visit, Franklin County Senior Center, Upper Strasburg	1
27-Aug	Office Visit, Franklin County on Aging, Chambersburg	1
27-Aug	Office Visit, Franklin County Career Link, Chambersburg	1
27-Aug	Office Visit, Cottage Green Senior Association	1
27-Aug	Office Visit, The Manor- Elderday, Chambersburg	1
27-Aug	Office Visit, Comfort Keepers in Fayetteville	1
27-Aug	Office Visit, Mont Alto Senior Center, Mont Alto	2
27-Aug	Office Visit, Morning Glory Assisted Living, Littlestown	1
19-Sep	Office Visit, Sheraton Senior Center in Pittsburg	2
19-Sep	Office Visit, Arrowwood at Southwestern, Pleasant Hills	1
19-Sep	Office Visit, Atria Senior Living, South Hills	1
19-Sep	Office Visit, Rivermont Senior Apts, Pittsburg	2
20-Sep	Office Visit, Scrubgrass, Emlenton	1
20-Sep	Office Visit, Franklin Towers, Franklin, PA	1
20-Sep	Office Visit, Creekside Center/Venango County Area on Aging, Oil City	1
20-Sep	Office Visit, Presbyterian Home, Oil City	1
20-Sep	Office Visit, Towne Center, Oil City	1
20-Sep	Office Visit, Oil City Housing Authority, Oil City	2
20-Sep	Office Visit, Oil City Public Library, Oil City	1
21-Sep	Office Visit, Woodcrest Retirement Village, Coraopolis, PA	1
21-Sep	Office Visit, Coraopolis Towers, Coraopolis	2
21-Sep	Office Visit, ComforCare/Home Instead, Coraopolis, PA	1
21-Sep	Office Visit, Clarion Public Library, Clarion, PA	1
21-Sep	Presentation-Main Street Center-Clarion Senior Center	15
21-Sep	Office Visit, First United Methodist Church, Clarion, PA	1
21-Sep	Office Visit, Golden Living Center, Clarion, PA	1
21-Sep	Office Visit, Highland Oaks, Shippenville, PA	1
21-Sep	Office Visit, HealthWorks, Shippenville, PA	1
21-Sep	Office Visit, Golden Living Center, Shippenville	1
21-Sep	Office Visit, Country Springs, Sligo, PA	1
21-Sep	Office Visit, Clarview Nursing and Rehab, Sligo, PA	1
21-Sep	Office Visit, Edgewood Heights, New Bethlehem, PA	1
21-Sep	Office Visit, Country Care, Templeton, PA	1
22-Sep	Presentation- Rimmersburg Senior Center	19
22-Sep	Office Visit, Brady's Band Senior Center, East Brady, PA	1
22-Sep	Exhibit- Walk4Hearing, Newton Square	80
8-Oct	PSAD Conf and Deaf Community Leader Award Presentation, Lancaster, PA	200
8-Oct	CapTel Customer Home Visit, Shippensburg	1
24-Oct	Berks County Senior Expo, Exhibit, Reading, PA	3
25-Oct	Berks County Senior Expo, Exhibit, Reading, PA	500
26-Oct	Presentation, Monroe County Community Center, Richfield, PA	13
27-Oct	Center for Hearing and Deaf Services Inc., Pittsburgh, demo and f/u	1
28-Oct	Presentation, Woodcrest Retirement Residence, Coraopolis, PA	3
28-Oct	CapTel Customer Home Visit, Coraopolis, PA	1
29-Oct	Hamilton 110th Anniversary/Picnic Event, Pittsburgh, PA	10
2-Nov	CILCP Living Well with a Disability Awards, Camp Hill, PA	120
2-Nov	CERMUSA Assistive Technology Expo, Johnstown, PA	300
7-Dec	PA TRS Advisory Board Meeting, Harrisburg	12
14-Dec	TDDP meeting, Philadelphia	3
15-Dec	Concord Community Center, Glen Mills office visit	
15-Dec	Hometown Senior Center office visit, Media	1
15-Dec	Granite Farms Estates office visit, Media	1
15-Dec	Senior Center Swarthmore office visit, Dew Drop Inn, Swarthmore	4
15-Dec	Good Neighbors Senior Center, office visit/meeting, Sharon Hill	3
15-Dec	Sunrise at Granite Run office visit, Newtown Sqaure	1
15-Dec	Fair Acres office visit, Glen Mills	2
15-Dec	Lima Estates office visit, Glen Mills	1
15-Dec	White Horse Village office visit, Newtown Square	2
15-Dec	Glen Mills Senior Living office visit, Glen Mills	1
16-Dec	West Chester Area Senior Center office visit, West chester	4
16-Dec	Maris Grove Retirement community office visit, Glen Mills	

Pennsylvania

Captioned Telephone Relay Service (CTRS)

Overview: Captioned Telephone (CapTel®)

Pennsylvania Captioned Telephone Relay Service (CTRS) allows individuals who have difficulty hearing on the phone to listen and read captions of what's said in their phone conversations — adding clarity and confidence on every call! There are multiple captioned telephone products and services to consider, available through Pennsylvania CTRS as well as through Pennsylvania's CTRS provider, Hamilton Relay. The following table provides an overview of the features and requirements of each.



That's what I'm talking about



	CapTel 200		CapTel 800		CapTel 800i	Hamilton Web CapTel	Hamilton Mobile CapTel
	1-Line Mode	2-Line Mode	1-Line Mode	2-Line Mode			
Telephone Requirements	Analog or DSL (with filter)	1st line: Analog, Digital, DSL (with filter) or VOIP 2nd line: Analog	Analog or DSL (with filter)	1st line: Analog, Digital, DSL (with filter) or VOIP 2nd line: Analog	1-line only: Analog, DSL (with filter), Digital or VOIP	Any standard, cordless, or mobile phone (for voice)	Visit: www.hamiltonmobilecaptel.com and click on "SmartPhone Selector" to view smartphone compatibility
Turning Captions On/Off	Must be on at start of call	Can be turned on/off during call	Must be on at start of call	Can be turned on/off during call	Can be turned on/off during call	To receive incoming calls with captions, log in to your user account and click on "Start Waiting For Calls." Outgoing calls are automatically captioned	To receive incoming calls with captions, the "Receive Calls" button must be ON. Outgoing calls are automatically captioned
Incoming Calls	Callers dial Captioning Service first, then your number	Callers dial your number directly	Callers dial Captioning Service first, then your number	Callers dial your number directly	Callers dial your number directly	Callers dial Captioning Service first, then your number	Callers dial Captioning Service first, then your number
Captions Size	One size only	One size only	Small, medium or large font sizes	Small, medium or large font sizes	Small, medium or large font sizes	Variable	Variable
Display Screen	Monochrome	Monochrome	Variable background and font colors	Variable background and font colors	Variable background and font colors	Computer screen or monitor. Color options: Variable	Mobile phone display screen. Color options: Variable
Connection Requirements	Analog line or DSL (with filter)	2 phone lines, each with its own separate telephone number (2nd Line must be Analog or DSL with filter)	Analog line or DSL (with filter)	2 phone lines, each with its own separate telephone number (2nd Line must be Analog or DSL with filter)	• 1 phone line: Analog, Digital, VOIP, FIOS or DSL (with filter) • High-speed Internet You may need a router with multiple Ethernet jacks	• Any standard, cordless, or mobile telephone service • High-speed Internet access • Computer/Laptop • Free account with Hamilton Web CapTel	• Compatible 3G or 4G Smartphone with simultaneous voice AND data capabilities • Hands-free headset that works with hearing aids/cochlear implants • Free account with Hamilton Web CapTel
Long Distance Registration	Contact CapTel Customer Service to register your long distance carrier for correct billing	No need to register your long distance carrier	Contact CapTel Customer Service to register your long distance carrier for correct billing	No need to register your long distance carrier	No need to register your long distance carrier	No need to register your long distance carrier or mobile provider	No need to register your mobile provider

Notes:

- The CapTel 200 is no longer available for sale or purchase. If you currently use a CapTel 200, it will continue to work with Pennsylvania CTRS.
- The CapTel 800 model is available through Pennsylvania CTRS.
- CapTel 800i, Web CapTel and Mobile CapTel services are available through Hamilton.
- The same account is used for both Hamilton Web CapTel and Hamilton Mobile CapTel. There is no charge or fee to register for an account.
- CapTel service is free and available 24/7/365.

Contact Information:

Lauren Cramer
Regional Outreach Coordinator
Office: 410.740.7127
Mobile: 202.215.3159
Lauren.Cramer@hamiltonrelay.com

PACTRS.com • HamiltonCapTel.com

Connect with Pennsylvania CTRS

Pennsylvania Captioned Telephone Relay Service (CTRS)

To reach a Captioned Telephone user, dial:

English: 877-243-2823

Spanish: 866-217-3362

For information regarding Captioned Telephone equipment available through the state Telecommunications Device Distribution Program (TDDP), contact:

Telecommunication Device Distribution Program
A program of Pennsylvania's Initiative on Assistive Technology (PIAT) 1755 N. 13th Street
Student Center, Room 411S • Philadelphia, PA 19122

Voice: 800-204-7428 (press 2 for TDDP)

TTY: 866-268-0579

E-mail: TDDP@temple.edu

Visit: <http://disabilities.temple.edu/programs/assistive/tddp>

Customer Service - Available 24/7

If you have suggestions, comments or concerns, please contact:

Pennsylvania Captioned Telephone Customer Service
P.O. Box 285
Aurora, NE 68818

English: 888-269-7477 • Spanish: 866-670-9134

Fax: 402-694-5110

E-mail: info@hamiltonrelay.com

If your concern is not resolved to your satisfaction, you may contact the Pennsylvania Public Utility Commission (PUC)

See what they say[®] with Captioned Telephone



Captioned Telephone allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.



Pennsylvania Public Utility
Commission (PUC)
P.O. Box 3265
Harrisburg, PA 17105-3265
Phone: 1-800-692-7380
Web: <http://www.puc.state.pa.us>

Copyright © 2011 Hamilton Relay. All rights reserved.
CapTel is a registered trademark of Ultratec, Inc.

See What They Say is a registered trademark,
used under license by Hamilton Relay, Inc.

What is Captioned Telephone Relay Service (CTRS)?

CTRS is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the captioned telephone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* Although the captioning service is free, standard long distance charges apply.

Who benefits from Captioned Telephone?

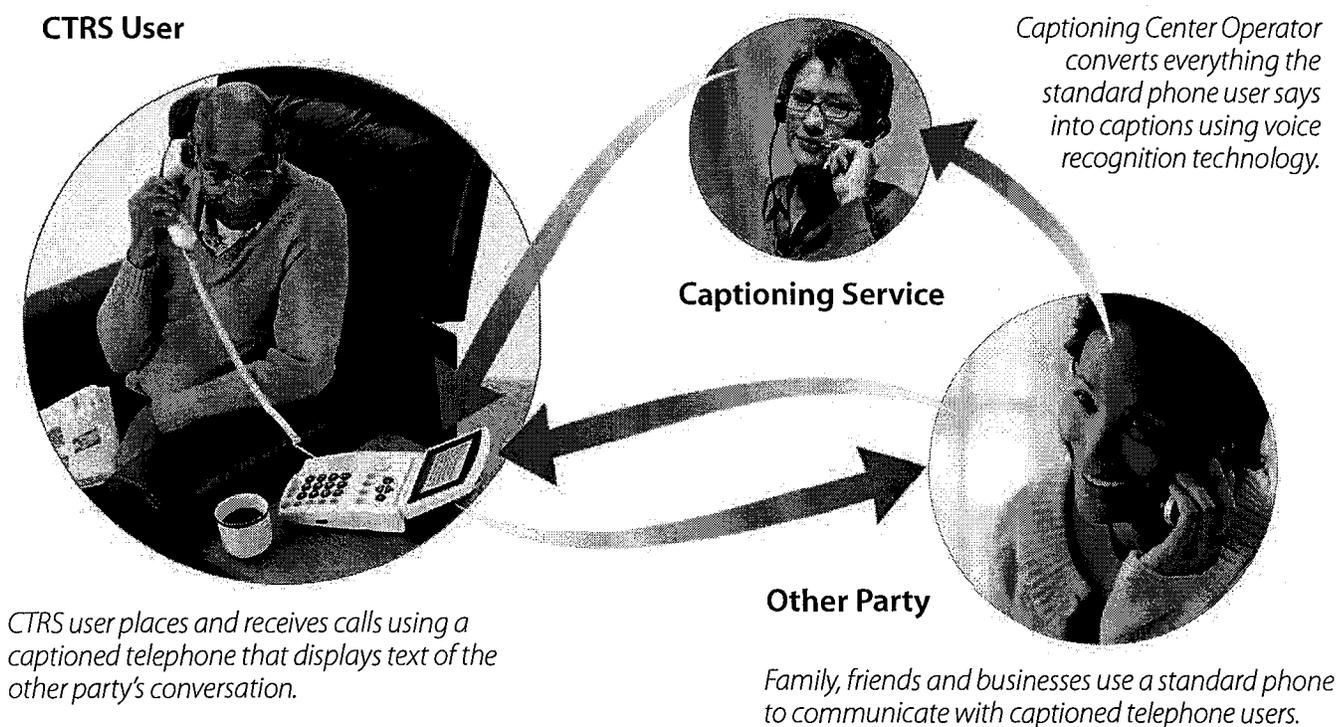
- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a captioned telephone, telephone service, and standard electrical power are needed.

For more information on how to obtain a captioned telephone, please refer to the back page.

Connecting with CTRS



How it Works

CTRS works through the use of a captioned telephone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the captioned telephone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CTRS Calls

It's easy to place and receive calls using CTRS.

Placing Calls with Captions

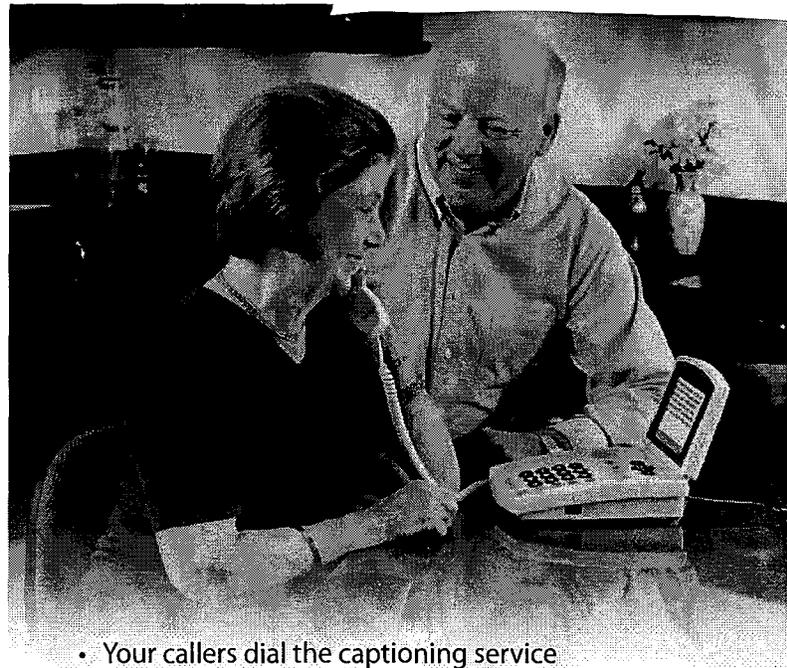
All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your captioned telephone is on.

Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line Mode (one telephone line connected to your captioned telephone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number.



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number.
- When your captioned telephone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter.

2-line Mode (two telephone lines connected to your captioned telephone)

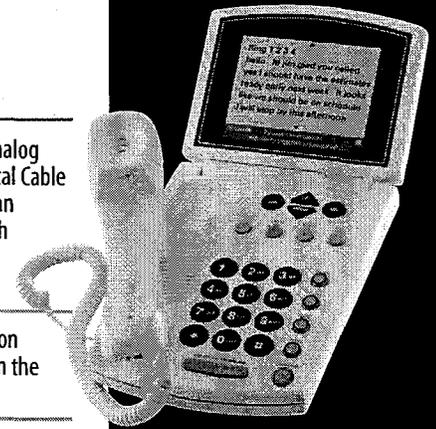
- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your captioned telephone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter.

** All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line captioned telephone, please refer to the chart provided in this brochure.

1-Line vs. 2-Line Captioned Telephone

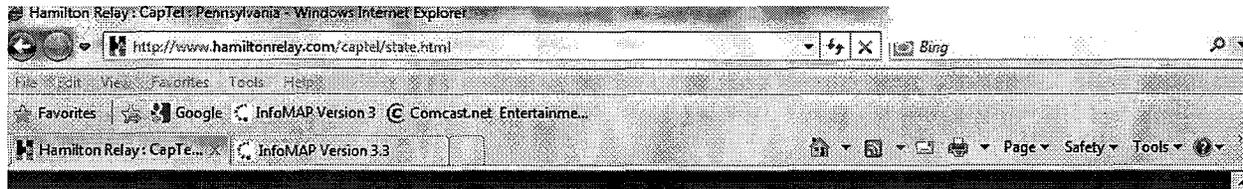
	1-Line Mode	2-Line Mode
Number of Lines <i>For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.</i>	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the Captioned Telephone (CapTel®) Call Center.	Both incoming and outgoing calls are automatically routed through the Captioned Telephone (CapTel®) Call Center.
Calling a CapTel User	People calling captioned telephone users must first dial the toll free number for the CapTel call center; then dial the captioned telephone user's phone number when prompted.	People calling the captioned telephone user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing	Captioned telephone users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the captioned telephone. Three-digit dialing codes are available in most states and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the captioned telephone display screen. You speak directly into the handset, as you would with any other call. <i>* VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.



Pennsylvania Captioned Telephone Relay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

That's what I'm talking about

HAMILTON
 relay



See what they say

Home How it Works FAQ's What's New Hamilton Contact

CapTel - Pennsylvania English [Español](#)



Lauren Cramer
 DC/Pennsylvania Regional Outreach Coordinator
 and Account Manager

See what they say with Hamilton CapTel® and Pennsylvania Captioned Telephone Relay Service

When you just can't hear on the phone, even a simple phone call becomes frustrating. Fortunately, Captioned Telephone (CapTel) makes it possible for you to see exactly what is being said to you on the telephone.

It's called captioned telephone or CapTel. So you'll still be able to hear what you can, but with Hamilton CapTel you'll also be able to read what you can't hear.

Best of all, CapTel is a free service with captions available in both English and Spanish. So if you've ever missed out on what was said during a telephone call – you no longer need to.

CapTel 800



Placing and receiving calls with the CapTel 800 is simple and easy. The CapTel 800 works just like any other telephone with one important addition: you can read every word a caller says throughout your phone conversation on the bright display screen. The CapTel 800 requires a single analog (traditional) or DSL (with Filter) phone line for both voice and captions.

To see how Hamilton CapTel and the CapTel 800 can work for you, just [click](#)

[here](#).

Don't have an analog connection? Learn more about the CapTel 800i and the Hamilton CapTel family of Internet-based captioned telephone solutions, just [click here](#).

Questions about the CapTel 200? Please [click here](#).

Customer Service

For additional assistance, please call 888-269-7477.

Order Your CapTel 800 Today!

\$99 Limited Time Offer!

[Click Here](#) to order your CapTel Phone online for just \$99

Call (V/TTY): (800) 233-9130 to place your order by phone.

Fax/Mail: [Click Here](#) to download your order form. Simply print it, complete the order information and then send it via fax or mail.

Pennsylvania Equipment Distribution Program

Pennsylvania residents may be eligible to receive a CapTel phone at no charge through the state's Telecommunications Device Distribution Program (TDDP), which helps provide telephone equipment to people with hearing loss based on income restrictions. To learn more about the program, or to apply for a free CapTel phone, contact:

Lisa Troy
 TDDP Program Coordinator
 Telecommunication Device Distribution Program
 A program of Pennsylvania's Initiative on Assistive Technology (PIAT)
 1755 N. 13th Street

Pennsylvania

- CapTel 800
- Customer Service
- Order Info
- How it Works
- FAQs

Brochures

- CapTel

Guides/Manuals

- User Manual

Call-Me Cards

- Download

Template

CapTel 800 Videos

General

- Introduction
- Getting Help
- More Information

1-Line Mode

- How CapTel Works
- Overview of CapTel 800
- Getting Started
- Setup Plugging Everything in 1-Line Mode
- Set Up In An Office
- Calling & Answering in 1-Line Mode
- Adjust Sound
- Conversations
- Reviewing Captions During a Call

Student Center, Room 411S
Philadelphia, PA 19122

Voice: 800-204-7428 (press 2 for TDDP)
TTY: 866-268-0579
Email: TDDP@temple.edu

For more information about the Pennsylvania TDDP or to download an application form, please visit <http://disabilities.temple.edu/programs/assistive/tddp/>

For more information about Pennsylvania Captioned Telephone Relay Service (CTRS), please contact:

Hamilton Relay Customer Service
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 800-618-4781 (Toll-Free)
Fax: 402-694-5110
Email: info@hamiltonrelay.com

- Reviewing Captions After Hanging Up
- Speed Dial
- Changing the Font Size
- Touch Tone Menu Systems
- Answering Machine Messages
- Dialing 911 in an Emergency

2-Line Mode

- 2-Line Mode Overview
- 2-Line Mode How it Works
- Setting Up 2-Line Mode
- Placing a Call with Captions (2-Line)
- Answering a Call (2-line)
- Answering a Call with Captions (2-Line)
- Turn Captions On or Off (2-Line)
- Shared Line

- Placing a Call with Captions (2-Line)
- Answering a Call (2-line)
- Answering a Call with Captions (2-Line)
- Turn Captions On or Off (2-Line)
- Shared Line (2-Line)
- Dial 911 (2-Line)



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