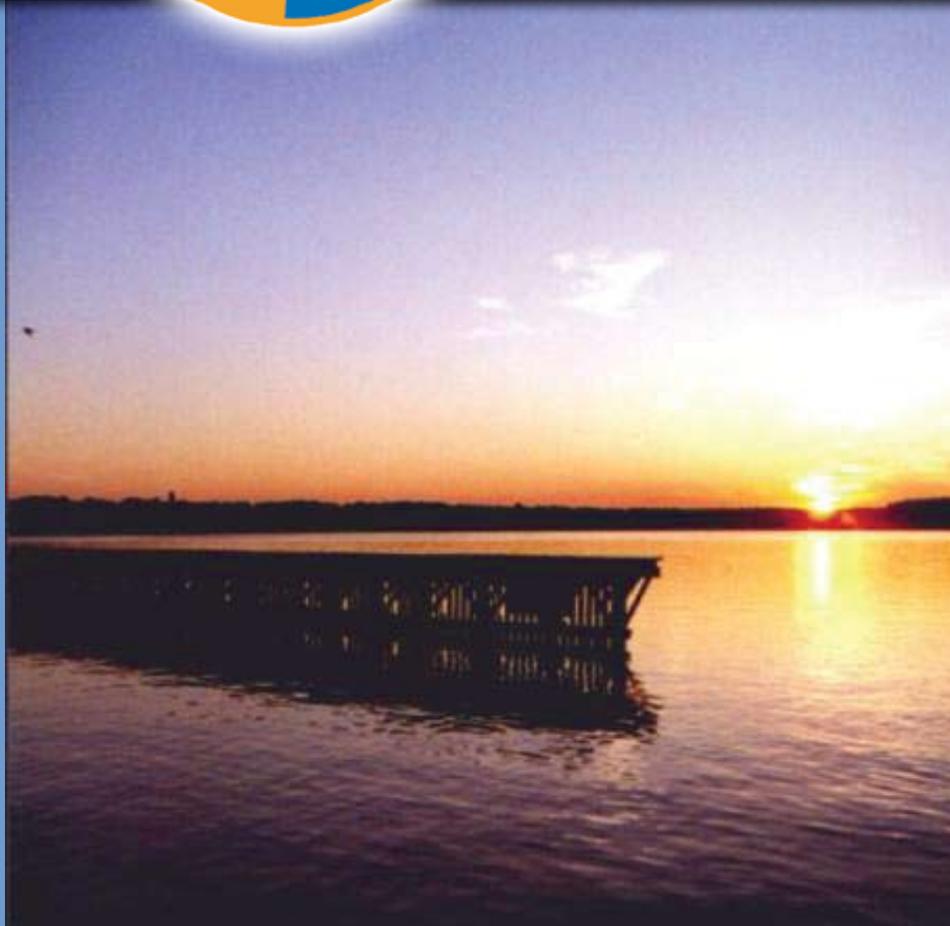




NJ Relay

SPRING 2008



BELMAR BEACH, NEW JERSEY
PHOTO COURTESY OF VISITUSA.COM

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NJ CAPTEL COMMERCIAL AIRS ON TV

NJ Relay is pleased to share that the NJ Relay Captioned Telephone service (CapTel) was highlighted in a 30-second television commercial between Sept. 10 and Oct. 7, 2007. The commercial aired in various counties and areas throughout New Jersey.

The primary demographic target group was women between 35 and 64 years old, since that age bracket tends to be caregivers for their parents and often does research for health and wellness issues. With this group in mind, as well as their male counterparts, three popular cable networks were selected: CNN's *American Morning* and *CNN Newsroom*, Food Network's *Paula Deen*, *Dinner Impossible* and *Rachael Ray* shows, TNT's *Law and Or-*



der, Without a Trace, and *The Closer* shows. In most of the commercials, the NJ Relay logo appeared with a phrase stating, "CNN this morning is brought to you by New Jersey Captioned Relay Service."

The commercial garnered major publicity for NJ Relay's CapTel service. In addition to 2,056 30-second commercials, NJ Relay received 300 ten-second sponsorship messages, thou-

sands of airings of the commercial in remaining free "autofill" commercial slots, four weeks of commercial flights in East and South Jersey, and three weeks of commercial flights in Central and North Jersey.

As a result of this campaign, over 900,000 households in the state were exposed to NJ Relay!

MY OUTSTANDING RCC EXPERIENCE

By Arlene Romoff

As a member of the Hearing Loss Association of New Jersey, I am very "connected" so it's no surprise that I knew about Sprint Relay Conference Captioning (RCC), which provides free real-time captioning on conference calls for NJ residents. I'd never had the chance to use it myself, though, until recently.

I had a board meeting for the League for the Hard of Hearing coming up, via conference call, so this was my opportunity to try RCC. I wanted to be able to concentrate on the issues at the meeting – not just the words – and this would be easier to do if I listened while following captions.

I accessed the RCC website at www.njrelaycc.com and scheduled the conference call at least 48 hours in advance. After I entered the conference call phone number and access number, I received a confirmation number.

On the day of the meeting, I logged onto that website again, entered my confirmation number, and a screen popped up, with a captioner ready to caption my meeting! I also called the conference call number using my own phone and supplied the access number so I could hear the conference attendees, and speak directly at the meeting. The text was provided via CART captioning, appearing on my computer. A box to type into was provided for people

who couldn't voice for themselves.

I sat at my computer, listened to the meeting by phone with this wonderful captioning "safety net" catching any words I missed. This allowed me to concentrate on the issues. I could participate fully, adding my own comments appropriately. At the end of the meeting, I had the option of saving the transcript, which I did.

I was so delighted with RCC, I immediately wanted to tell everyone about it! Now **you** know, too!

Arlene Romoff is President of the Hearing Loss Association of New Jersey, and the author of HEAR AGAIN – Back to Life with a Cochlear Implant.

SPEECH-TO-SPEECH

*Share It With
Someone You Know!*
(866) 658-7712

- Specially trained relay operators serve as the speech-disabled user's voice and repeat his/her responses to the called party.
- New Jersey Relay's unparalleled equipment and exceptional operator training ensure that people with speech disabilities are heard and understood.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.
- As an added benefit, NJ Relay can permanently establish your call type as speech-to-speech.
- For more information, visit:

www.njrelay.com

SPEECH-TO-SPEECH FOUNDER:

BOB SEGALMAN

*By Charleen Crump-Nesbitt
Katydid Creative Resources*



Dr. Bob Segalman, a research analyst with the California Dept. of Rehabilitation, has worked for the State of California in various capacities for the last 29 years. He is one of three Californians with profound cerebral palsy to hold an earned Ph.D., which was awarded him in 1972.

He is also the national founder of the assistive technology known as speech-to-speech (STS). When Dr. Segalman began his career in 1972, one of his biggest difficulties was using the telephone. Due to his voice, which is at a whisper because his vocal cords do not work, it was difficult for people to understand him over the telephone.

Thanks to Dr. Segalman, great change has occurred since then.

In 1990, Dr. Segalman founded an assistive technology (AT) service called STS. STS is a type of relay service for people with difficulties being understood over the telephone.

Unfortunately, there are many people with disabilities who still do not use AT. Some people are unaware of what types of technology and services are available for them. According to Dr. Segalman, currently only 500 people in the U.S. use STS, but over two million people could benefit from this service if they knew it was available. Additional outreach and education would benefit everyone.

Dr. Segalman continues to work toward this goal. For more information about Dr. Segalman's ongoing efforts to promote telephone access service for Americans with speech disabilities, e-mail drsts@comcast.net or visit www.speechtotospeech.org.

CapTel's Next
Generation
is here . . .

Sprint
Relay

WebCapTel®

www.sprintcaptel.com

- This service will be available in March 2008.
- No special equipment needed – just a phone and a computer with internet access.
- Captions of everything heard on the phone are displayed through your Internet browser.
- Catch every word of the whole conversation with ease.
- Save or print your conversation!

For more information:

www.sprintrelay.com/captel

To register to use WebCapTel:

www.sprintcaptel.com/registration.asp

CapTel and WebCapTel are registered trademarks of URatec.



Sprint WebCapTel®

CapTel's Next Generation.

Service begins in March 2008



Sprint
Relay

No special equipment needed. All you need is:

- ▶ a desk telephone, cordless telephone, or cell phone.
- ▶ a desktop computer or laptop with an internet connection.

"Conversations with my clients through WebCapTel helps my confidence soar."

How to make a call with WebCapTel:

CapTel - Place a Call Via the Web
www.sprintcaptel.com

Login

Username:

Password:

- 1** Go online to: www.sprintcaptel.com
- 2** Login with your **username and password**.
NOTE: New users must register first.
- 3** Click on the **Logon** button.
- 4** Type your phone number in the **My Telephone Number** box.
- 5** Type the number of the person you are calling in the **Number To Dial** box.
- 6** Click the **PLACE CALL** button.
- 7** When your phone rings first, answer it and wait for your caller to answer.
- 8** Then the captions appear on your screen.
Enjoy your call.

My Telephone Number

Number To Dial



How to receive an incoming call:

- 1** Have your phone ready.
- 2** Login to SprintCapTel.com.
(New users must register first.)
- 3** On the **Wait for Call** field, type your **phone number**.
- 4** Click "**Start Waiting For Calls**".
- 5** Inform your callers to dial **800-933-7219** and input your phone number.
- 6** When your phone rings, the captions appear on your computer screen.
- 7** Answer the call and enjoy your conversation.

Wait For Calls At:



NOTE:
If your computer is in "sleep mode" or you are not logged in, incoming phone calls will not be captioned.

Sprint Relay Customer Service Contact Information:

Phone: 1-888-269-7477 (Voice)
1-800-482-2424 (TTY)
Email: captel@captelmail.com
Website: www.captionedtelephone.com

CapTel - Place a Call Via the Web

(Dialing Your Telephone Number: Dialing 4105559876) ~~
Waiting for Captions... (CapTel CA # 4321) Ringing 1... 2... Hello This is Sam.

Font: Arial Font Size: 14 pt Text Color: Black Background Color: White Save Display Settings

CapTel and WebCapTel are registered trademarks by Ultratec.

NJ RELAY'S NEW MARKETING FOCUS

Sprint Relay, the traditional relay service (TRS) provider for New Jersey, is pleased to announce exciting plans for 2008, with a new focus on specialized marketing. The past two years have focused on establishing a foundation of resources for NJ Relay customers. For example, a new logo was introduced for NJ Relay, a new website was launched with a wealth of information for specific customers who may have a preferred mode of communication, and an array of new materials has been offered, such as brochures, exhibits, and outreach presentations.



While we will continue to market and conduct outreach activities for general TRS awareness across the state, we will now streamline our marketing efforts to focus on spreading further awareness about service offerings for hard of hearing, Spanish-speaking and speech-disabled customers. We have plans to launch an overall campaign about CapTel services for hard of hearing users, Spanish Relay for Spanish speaking users, and Speech-to-Speech Relay for persons with speech disabilities.

Based on feedback received from the community over the past two years, we have incorporated the following marketing and media plans;

CapTel: Public service announcements for television and radio stations to targeted customers such as senior citizens, retirement communities, audiology and hearing aid vendors, various advertisement placements for

major newspapers and possibly billboards, and posters.

Spanish Relay: New brochures and website in Spanish. Increase awareness through additional outreach activities to Spanish-speaking communities.

Speech-to-Speech (STS): Focus heavily on one-on-one marketing with individuals who have speech disabilities, and increase awareness through additional outreach presentations, road tours on STS. Plans include hiring STS outreach staff.

General TRS: “Don’t Hang Up” campaign targeted towards the general public to raise awareness about the benefits of NJ Relay users as potential customers for their businesses, and that these calls are not “marketing or sales calls.”

The NJ Relay team is very excited to be working on these plans. We value the input we have received from the community and will continue to welcome ideas and feedback. We expect that you will see greater results from our marketing plans throughout the state.

For more information about NJ Relay, visit www.njrelay.com or contact Aparna Lele, NJ Relay Account Manager, at Aparna.Lele@sprint.com.

NJ Relay Service is a free service provided by the New Jersey Board of Public Utilities (BPU) ensuring equal communication access to telephone service for people who are deaf, hard of hearing, deaf-blind or speech disabled.

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.

Voice (800) 852-7897
TTY/ASCII (800) 852-7899
VCO (866) 658-7711
STS (866) 658-7712
Spanish (866) 658-7714
French (866) 658-7715
Telebraille (866) 658-7713

900 Services (900) 230-4149
CapTel Users (877) 243-2843
CapTel Customer Service
(888) 269-7477

RCC: www.njrelaycc.com
Sprint Internet Relay: www.sprintip.com
Sprint Video Relay: www.sprintvrs.com

For more information, contact Customer Service at (800) 676-3777 TTY/Voice, or check www.njrelay.com.

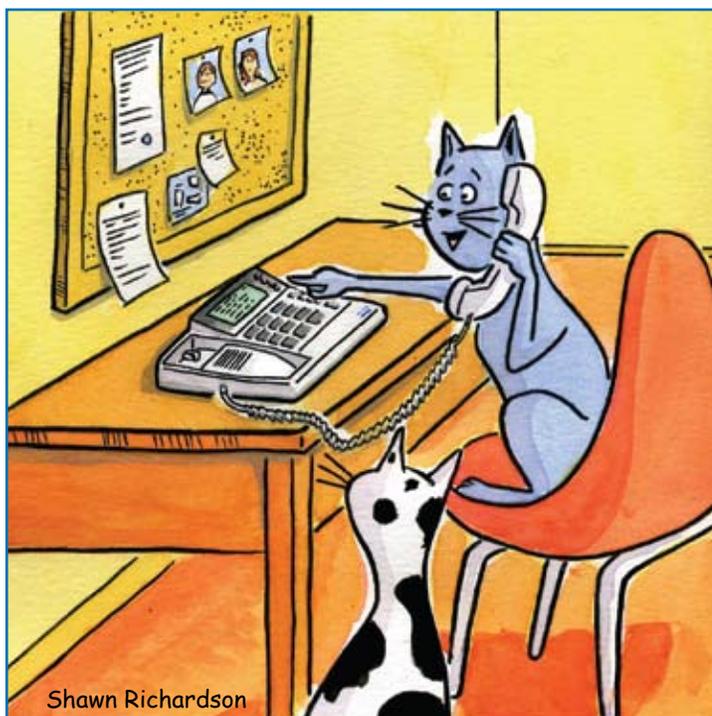
2008 TASTE OF TECHNOLOGY MINI-CONFERENCE!

NJ Relay is excited about co-hosting Taste of Technology mini-conference with NJ Division for the Deaf and Hard of Hearing for the second time. Last year's conference was such a success, and we look forward to another successful event that will be beneficial for professionals working within the Deaf and Hard of Hearing community.

Like last year, the program will include informative workshops and a distinguished keynote speaker. We will cover many varied topics of the latest in technology for people with hearing loss. There will be no charge for attendees and it is open to the public.

Since we are in the early planning stage, details for this conference are still being put together. We anticipate this event to occur in September 2008.

If you are interested in getting information for the next Taste of Technology mini-conference, as well as registering, please contact Melissa Huber, NJ Relay Outreach Specialist, at melissa.huber@sprint.com.



Shawn Richardson

"I could barely hear the dog's bark.
Now, with NJ Relay, I can read the captions on
this CapTel phone loud and clear!"

STAY UPDATED WITH NJ RELAY



SIGN UP FOR OUR NEWSLETTER!

To receive our FREE newsletter two times a year, please fill out the form below or e-mail the information.

(Please Print)

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

EMAIL _____

PHONE _____ V TTY VP

CUT HERE

Please return this form to:

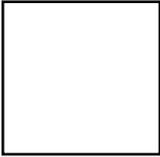
Aparna Lele
NJ Relay/Sprint Account Manager
Sprint, 3rd Floor
201 Route 17 North
Rutherford, NJ 07070

Or e-mail your information to:

aparna.lele@sprint.com

Newsletters will be distributed via e-mail as a .PDF version; a print version will be available soon.





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SPRINT, 3RD FLOOR
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RUTHERFORD, NJ 07070



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Division of the Ratepayer Advocate

*For NJ Relay Service phone numbers
and Contact Information, see page 6.*



NJ Relay

SPRING 2009



www.njcaptel.com
888-269-7477

*Difficulty hearing
over the phone?*

We have solutions for you!



www.sprintcaptel.com

CapTel[®]

*"It's so good not to miss
a single word again in
my phone conversations."*

WebCapTel[®]

*"At last, I can
LISTEN and **READ.**"*



CapTel and WebCapTel are trademarks of Ultratec, Inc.

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SECOND TASTE OF TECHNOLOGY
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HERE FOR YOU!

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GET YOUR SPRINT "CALL NOW"
NUMBERS TODAY!

PAGE 6

SECOND TASTE OF TECHNOLOGY CONFERENCE IN TRENTON



L-R: Sprint Relay's Karl Ewan, Aparna Lele and Todd Bader; Some of the 125 conference attendees; Deputy Commissioner James Smith and Sprint Relay staff interpreter Kathy Bennett; One of the many presentations.

New Jersey Relay and New Jersey Division of the Deaf and Hard of Hearing (NJ DDHH) proudly hosted the second annual Taste of Technology mini-conference in Trenton, N.J. This year's theme was "Celebrating Advanced Communication Technology for New Jerseyans with Hearing Loss." Technology has advanced so much these days that the conference was the perfect time to highlight the latest updates and educate professionals working within the Deaf and hard of hearing communities. They, in turn, could share this information with their colleagues and peers.

The conference was held at the Trenton Marriott on Oct. 2, 2008, located conveniently in downtown Trenton. Approximately 125 attendees enjoyed a full and informative schedule.

We were honored to have N.J. Dept. of Human Services Deputy Commissioner James Smith kick off the event by welcoming the audience. The schedule featured Lise Hamlin, on behalf of the Hearing Loss Association of America, who came from Maryland to educate the audience on emergency preparedness and how deaf and hard of hearing people can prepare in times of emergencies.

Participants were able to learn the latest technological advancements, including use of the Internet; relay service is available through Internet relay. People who have relied on CapTel are now able to use WebCapTel, the newest service provided by Sprint Relay. Sprint

WebCapTel is a Web-based service that allows a person to use voice, to obtain a text record of his/her call on the Internet during the call, while at the same time hearing the other person using any telephone.

Participants were able to experience Relay Conference Captioning (RCC) during a live demonstration. RCC is beneficial for all deaf and hard of hearing people who wish to participate in meetings, phone calls, etc. This technology enables a person to receive real-time captioning streamed to a computer with a high-speed Internet connection. For more information on any of the services above, visit www.njrelay.com.

NJ DDHH also shared the latest with its Equipment Distribution Program, which provides assistive devices to low-income families with hearing loss and speech disabilities. For more information, visit www.state.nj.us/humanservices/ddhh.

During coffee breaks, attendees had the opportunity to view booths as well as do some professional networking. A delicious lunch was catered by the Trenton Marriott. At the end of the conference, positive feedback was received from the participants, who stated the information was essential and beneficial.

We want to thank everyone who attended, and look forward to seeing you at future conferences. We hope that those who attended will report back to their organizations/agencies, empowering them with valuable information.

A MESSAGE FROM THE NJ RELAY ACCOUNT MANAGER

Welcome to our spring newsletter, and I wish all New Jerseyans a happy and prosperous new year.

The Federal Communications Commission (FCC) issued a ruling requiring that all providers provide local ten-digit numbers to all customers. You have the option of obtaining a local ten-digit number for your Sprint IP/AIM or VRS calls, which makes it easier than ever for hearing callers to contact you! Check out the flyer about this on page 6; be sure to sign up today.

I continue to be inspired by the many life-changing experiences customers experience when they try CapTel and WebCapTel for the first time. Many thanks to the New Jersey CapTel Outreach Specialist team who worked hard last year in promoting CapTel awareness, influencing positive changes in hard of hearing people's lives and



showing them that they can become independent in making their own telephone calls to family, friends and their children, without worrying about missing anything.

Our outreach specialists have a busy schedule ahead of them this year, but please feel free to contact any one of them to schedule presentations or to have them visit your place or organization for one-on-one training at *no charge*! Their contact information is on page 4.

As always, feel free to contact me with questions, comments or ideas to improve the quality of NJ Relay Service and the Outreach Program at aparna.lele@sprint.com, (866) 964-8092 TTY, (800) 601-1859, or (913) 523-1137 fax. And don't forget to visit www.njrelay.com today!

Sincerely,
Aparna Lele, NJ Relay Account Manager

Attention: VRS, IP or IM users.

**Sprint
Relay**
www.sprintrelay.com

**Register
Today!**

*It's easy to sign up to get your
Sprint Relay Call Now 10-digit local number.*

10971



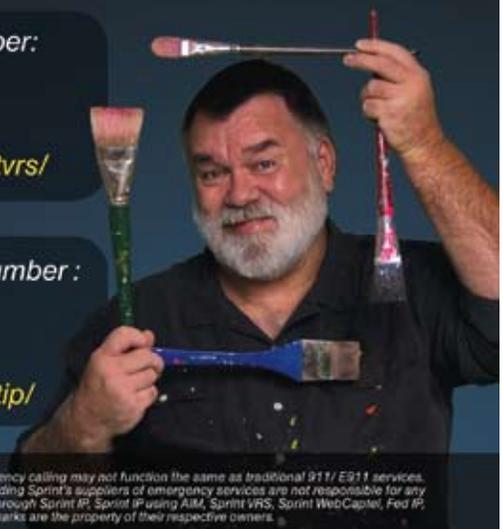
Get your **Sprint Relay VRS Call Now** number:
www.sprintvrs.com

View "How to sign up" instructions:
www.sprintrelaynews.com/callnow/sprintvrs/



Get your **Sprint Relay IP & IM Call Now** number:
www.mysprintrelay.com

View "How to sign up" instructions:
www.sprintrelaynews.com/callnow/sprintip/



Although Sprint IP, Sprint IP using AIM, Sprint VRS, Sprint WebCapTel, Fed IP, and Fed VRS can be used for emergency calling, such emergency calling may not function the same as traditional 911/ E911 services. By using Sprint IP, Sprint IP using AIM, Sprint VRS, Sprint WebCapTel, Fed IP, and Fed VRS for emergency calling you agree that Sprint including Sprint's suppliers of emergency services are not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Sprint IP using AIM, Sprint VRS, Sprint WebCapTel, Fed IP, and Fed VRS whether caused by the negligence of Sprint or otherwise. ©2009 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.

OUTREACH SPECIALISTS: HERE FOR YOU!



*Christine
Koppel*



*Carolyn
Lance*



*Joleen
Marsillo*



*Wayne
Roorda*



*Lori
Timney*

Sprint is pleased to offer a team of dedicated CapTel Outreach Specialists located across the state to help promote, increase awareness, and educate state residents about the services available through New Jersey Captioned Telephone (CapTel) Services.

The CapTel Outreach Specialists are available for presentations, product demonstrations and seminars for businesses, agencies, conferences, support group meetings and other events. They also can show you how to use a product in your home or office. There is *no charge* for these presentations and demonstrations.

Contact an outreach specialist in your area today, or visit www.njrelay.com for more information on any of our services and programs.

*Counties: Atlantic, Burlington, Camden, Cape May,
Cumberland, Gloucester, and Salem*

Christine Koppel: (856) 906-4319 or
christine.koppel@sprint.com

Wayne L. Roorda: (856) 772-5826 or
wayne.roorda@sprint.com

*Counties: Burlington, Middlesex,
Monmouth and Ocean*

Joleen R. Marsillo: (732) 657-1561 or
joleen.marsillo@sprint.com

Lori A. Timney: (732) 542-4833 or
lori.timney@sprint.com

Counties: Hunterdon, Middlesex, Morris and Somerset

Carolyn Lance: (732) 873-1130 or
carolyn.lance@sprint.com

*Don't see your county listed? Contact any of
the specialists in other counties.*

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.

Voice (800) 852-7897
TTY/ASCII (800) 852-7899
VCO (866) 658-7711
STS (866) 658-7712
Spanish (866) 658-7714
French (866) 658-7715
Telebraille (866) 658-7713

900 Services (900) 230-4149
CapTel Users (877) 243-2843
CapTel Customer Service
(888) 269-7477

RCC: www.njrelaycc.com

Sprint Internet Relay: www.sprintip.com

Sprint Video Relay: www.sprintvrs.com

*For more information, contact Customer Service at
(800) 676-3777 TTY/Voice, or check www.njrelay.com.*

NJ CAPTEL CUSTOMERS BENEFIT FROM NEW, FREE WEBCAPTEL

WebCapTel® is a new, free web-based service that allows a person who can speak, but has challenges hearing over the phone, to read word-for-word captions of their calls on a web browser.

With WebCapTel, users can make and receive calls on their own telephones, cell phones, landlines, or even amplified phones. During the call, if they have difficulty hearing what is being said, they can log into www.sprintcaptel.com and read captions of everything their caller speaks. Captions appear virtually at the same time as the other caller speaks, allowing users to enjoy a natural conversation.

WebCapTel is available almost anywhere with a phone and Internet access on a computer. Using any phone, Sprint WebCapTel captures the audio of the person speaking to the user and changes the spoken sounds into words to read. When displayed on a web browser, the user can change the font size, color and background. When a call is completed, the user can save the captioned conversation for later review,

allowing the user to concentrate on being involved in the conversation. This free service is available 24 hours a day, seven days a week.

“WebCapTel puts people with hearing loss back in control of their own telephone conversations – anytime, anywhere – by capitalizing on the convenience and prevalence of the Internet,” Ultratec, Inc., President Robert Engelke stated. “It gives people with hearing loss the confidence to relay on the telephone again, leveling the playing field for professional opportunities, in social situations, and in matters of personal safety.”

Another new service, Sprint WebCapTel On the Go, allows access to WebCapTel on a wireless device with Windows Mobile Version 6 (or higher) or Safari. WebCapTel On the Go enables users to listen to their callers with a telephone device and a wireless or standard telephone, while reading the captions of everything spoken by using a second wireless device.

For more information on WebCapTel, WebCapTel On the Go or CapTel, visit www.sprintcaptel.com.

NJ CAPTEL FALL CAMPAIGN LEADS TO INCREASED NUMBERS

Last fall, NJ Relay rolled out a series of public service announcement (PSA) television commercials about NJ CapTel that were aired from September to November. The commercial highlighted a cute granddaughter calling her grandparents who were using a CapTel phone and carrying on a great conversation. The positive benefits of using the CapTel service were demonstrated clearly in the PSA. The video can be viewed under *Latest News* at www.njrelay.com.

We placed over 130 CapTel/WebCapTel print ads in various local and statewide newspapers. As a result of this campaign, there was an increase in the number of orders for CapTel phones and an increase in the number of hits at the newly designed NJ CapTel website at www.njcaptel.com. This is a dedicated website targeted at potential customers who use CapTel services. The fall campaign was certainly a success in raising awareness about the availability of NJ Relay’s CapTel services.

We plan on distributing more CapTel television

commercials and print advertisements to different areas in 2009. We will also distribute an informational packet about CapTel services to audiologists throughout the state. Stay tuned for more updates!





ALERT!

Get Your Sprint Relay “Call Now” Number Today!

Pick Sprint Relay... as YOUR Relay Provider for your 10-digit numbers. Your communication through relay services will be fast, smooth and easy.

Video Relay Service (VRS) and Internet relay (IP) users must register for a default relay provider by **March 31, 2009**.

After **June 30, 2009**, you will not be able to make or receive non-emergency VRS or IP relay calls.

How do I sign-up?

Register today to get your Sprint Relay Call Now numbers (10 digit local numbers) for:

- Video Relay Service,
- Internet Relay
- Instant Messaging (IM) Relay calls.

For Sprint VRS (one per device):

Go to www.sprintvrs.com

View online instructions, <http://www.sprintrelaynews.com/callnow/sprintvrs/>

For Sprint Relay IP and IM (one per device):

Go to www.mysprintrelay.com

View online instructions, <http://www.sprintrelaynews.com/callnow/sprintip/>

For more information on Call Now 10 Digit Local Number, go to www.sprintrelay.com

Although Sprint IP, Fed IP, Sprint IP using AIM, Sprint VRS and Sprint WebCaptel can be used for emergency calling, such emergency calling may not function the same as traditional 911/ E911 services. By using Sprint IP, Fed IP, Sprint IP using AIM, Sprint VRS and Sprint WebCaptel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Sprint IP using AIM, Sprint VRS and Sprint WebCaptel whether caused by the negligence of Sprint or otherwise.

MOBILERCC MEETINGS ON THE GO!



If you need to participate in a conference call while on the go, mobileRelay Conference Captioning (mobileRCC) is your answer. mobileRCC is a wireless application that provides secure real-time text of your conference call to your BlackBerry® or Microsoft Smartphone device. You Download mobileRCC at <http://mobilercc.sprintrelay.com> on your mobile device, sign in, and you're all set!

Should you wish to have Speak Into Event enabled for your event, you can simply let us know at the time that you order captioning. *Note: Speaking into an event does not make use of SMS, MMS or other messaging services managed by your wireless provider. There is no impact on the number of text messages you've sent relative to your wireless service contract as a result of using the Speak Into Event functionality. Wireless data rates do, however, apply.*

To view a live demonstration, you may enter 999999998 for Event ID on the login screen of the application. mobileRCC is a data-intensive application, so it is highly recommended that you check with your provider regarding your data plan charges to ensure you do not incur any additional fees.

For more information, call (800) 775-7838, e-mail cc@captionedtext.com, or visit www.sprintrelay.com/mobilercc.htm.

STAY UPDATED WITH NJ RELAY



SIGN UP FOR OUR NEWSLETTER!

To receive our FREE newsletter two times a year, please fill out the form below or e-mail the information.

(Please Print)

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

EMAIL _____

PHONE _____ V TTY VP

I prefer to receive the newsletter via:

E-mail (.PDF)

Mail (print)

Please return this form to:

Aparna Lele

NJ Relay/Sprint Account Manager

Sprint, 3rd Floor

201 Route 17 North

Rutherford, NJ 07070

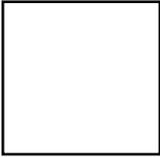
Or e-mail your information to:

aparna.lele@sprint.com



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NJ Association of the Deaf

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Division of Vocational Rehabilitation

Jose Rivera-Benitez
Division of the Ratepayer Advocate

*For NJ Relay Service phone numbers
and Contact Information, see page 4.*



NJ Relay

WINTER 2010



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THIRD ANNUAL TASTE OF TECHNOLOGY CONFERENCE IN NEW BRUNSWICK

By Grace Samis, Taste of Technology Attendee

On Oct. 28, 2009, Sprint and New Jersey Relay offered us a taste of past, present and future technology and its relationship to the Deaf and Hard of Hearing community at the third annual Taste of Technology conference...and it was good!

Greg Hlibok, a Senior Attorney Advisor for the Federal Communications Commission Disability Rights Office, works in evaluating technology and communication access. His presentation called to mind how technology, though it is often positive, can sometimes increase the gap of equal access between Deaf and hearing worlds. He cited examples such as when silent movies were brought into the hearing world with voice components, creating unequal access. The gap widened. Another cited example was when Alexander Graham Bell decided to create a device to “help” Deaf people use their voices and instead invented the telephone. With Bell’s device, this gap widened again.

Hlibok knows that technology is here to stay and welcomes it, but feels that “technology is developed without thinking about disabilities...people with disabilities need to be thought of during the first stages of technological development.” If early in the stages of new development, care could be taken to include the group the product was focusing on, we would all win in the end.

ADA laws were discussed, with special emphasis on Title IV. Title IV requires a relay system to be available

24 hours a day, 7 days a week. Hlibok joked that he “grew up with ADA” and is proud of being a real part of working to ensure equal access to all.

CapTel’s Marketing Manager Todd Bader presented “Mobile Technical Solutions for CapTel Users” and included information on CapTel, WebCapTel, and the CapTel 800i, which runs through the internet so captioning is faster. He also discussed how to run complicated wires, routers, and power plugs with easy-to-follow video clips.

After lunch, the audience was treated to a discussion with five consumer panelists. Each participant identified their favorite communication technologies, including 711/TTY, CapTel, Relay Conference Captioning, Internet Relay and Video Relay. The reasons were varied. One answer was as simple as “I can call a plumber,” and another was “I can communicate in my own native language.”

Account Executive with the Sprint Relay Store Karl Ewan stated, “We are a mobile society; we can’t live without mobility!” He presented an easily understandable PowerPoint lecture on wireless communication options with 4-G.

I enjoyed my day immensely and came away with more information than I could possibly present here. A great big thank you goes to both Aparna Lele and Kelly Lange from Sprint for this workshop! If you’re curious about anything I’ve talked about, more details can be found at www.njrelay.com and www.njcaptel.com.

My suggestion to the readers: if at all possible, attend next year’s conference!

COVER PHOTOS OF TASTE OF TECHNOLOGY CONFERENCE

Top left: Outreach Specialist Lori Timney demonstrated a CapTel phone with Division of Deaf and Hard of Hearing’s Ira Hock at the NJ CapTel Booth.

Top right: The audience consisted of 145 attendees.

Bottom right (L-R): Julius Buratti (711/TTY), Beverly Sudler (CapTel), Arlene Romoff (RCC), Robert Robinson (Internet Relay via AIM), and Jason Weiland (VRS) shared their experiences during the consumer panel.

Bottom center: Conference keynote speaker Gregory Hlibok, FCC’s Senior Attorney Advisor at the Disability Rights Office, talked about the past, present and future in technology within telecommunications relay service.

Bottom left (L-R): Sprint and NJ Relay’s Aparna Lele, Todd Bader, Lori Timney, Joleen Marsillo and Kelly Lange.

A MESSAGE FROM THE NJ RELAY ACCOUNT MANAGER



Ring in the New Year!
*Ring out the old,
Ring in the new,
Ring in happiness
everywhere.
Welcome 2010!!*

We wish you a very peaceful, prosperous, healthy, and happy new year!

Over the past several months, our fabulous Outreach Specialist team has gone to many events to exhibit and raise awareness about NJ Relay and NJ CapTel services. In 2009, events were even more diverse than previous years. One of the events that an Outreach Specialist attended had a real impact on me – the NJ Veteran’s Expo, which welcomed home our soldiers and offered resources for their transition to civilian life. What really struck me to the core was that some of the soldiers came home with a range of hearing losses that was inconceivable to them. When they came across our services, most notably CapTel phones, they had tears of joy in being able to communicate again with their families. This never ceases to make me tear up!

When I hear of the emotional experiences at this year’s events we attended, I have such an appreciation for the Outreach Specialists. I am very proud of them for their hard work in traveling all across New Jersey to exhibit, give presentations, meet with customers to install phones, and make a difference in peoples’ lives.



CapTel Outreach Specialist Lori Timney poses with a veteran at the NJ 2009 Veteran’s Expo in Atlantic City.

Sprint continues to provide emerging technologies that offer even greater functionally equivalent services to anyone with a hearing loss. Please take a look in this newsletter at the latest advances, the new CapTel 800i, read about the success of our Third Annual Taste of Technology conference, and the new 4G technology coming to your area this spring that will have a huge, positive impact on communication access. We also want to share with you the importance of another current trend in our community, digital captioning, which impacts our lives.

Spread the word about NJ Relay and NJ CapTel! Help us make a difference!

Sincerely,

Aparna Lele, NJ Relay Account Manager



HAVE YOU CHECKED OUR WEBSITES LATELY?

WWW.NJRELAY.COM
WWW.NJCAPTEL.COM



THE NJ RELAY & CAPTEL OUTREACH SPECIALIST TEAM IS GROWING!

Due to the overwhelming demand of customer inquiries, we have added four Relay and CapTel Outreach Specialists to our current staff of five CapTel Outreach Specialists. Please welcome our new team members!

STATEWIDE RELAY TEAM

To request a presentation about New Jersey Relay (711, RCC, Internet Relay via AIM, and VRS), please contact:



Susan Jones
Outreach Specialist
VP: (347) 475-1222
E-mail: susan.jones@sprint.com



Vicki Joy Sullivan
Outreach Specialist
VP: (609) 803-3501
E-mail: vicki.sullivan@sprint.com

CAPTEL TEAM

To request a free CapTel phone installation at your home or a presentation about New Jersey Captioned Telephone Service (CapTel 200 or 800i, WebCapTel, or WebCapTel on the Go), please contact:



Etti Inbal
Outreach Specialist
Phone: (201) 917-5029
E-mail: etti.inbal@sprint.com



Ann Marie De Pierro
Outreach Specialist
Phone: (201) 445-2455
E-mail: annmarie.depierro@sprint.com

Serving the following counties: Bergen, Essex, Hudson, and Union; for other counties, please visit www.njcaptel.com/contact.html.

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.

Voice (800) 852-7897
TTY/ASCII (800) 852-7899
VCO (866) 658-7711
HCO (800) 852-7899
STS (866) 658-7712
Spanish (866) 658-7714
French (866) 658-7715
Telebraille (866) 658-7713

900 Services (900) 230-4149
CapTel Users (877) 243-2823
CapTel Customer Service (888) 269-7477

RCC: www.njrelaycc.com
Sprint Internet Relay: www.sprintip.com
Sprint Video Relay: www.sprintvrs.com
NJ CapTel: www.njcaptel.com

For more information, contact Customer Service at (800) 676-3777 TTY/Voice, or check www.njrelay.com.

DIGITAL CAPTION DEMONSTRATION IN NJ

By NJ Division of the Deaf and Hard of Hearing

The Division of the Deaf and Hard of Hearing (DDHH), in collaboration with Comcast CableVision, presented the first public demonstration on July 24, 2009, focusing on digital captioning and targeting the New Jersey deaf and hard of hearing community.

Over 80 consumers and representatives from Comcast, agencies serving the deaf and hard of hearing and the Department of Human Services attended. Comcast generously offered its Voorhees training facility as the meeting site. Comcast technicians provided an informative presentation and listened to concerns of consumers.

Senior Comcast officials Barry Taylor, Director of Government Relations, and John Grove, Director of Engineering for South New Jersey, led the presentation. Taylor provided a brief history of captioning services. The industry began in 1970 as an experiment by the National Bureau of Standards in conjunction with ABC to place the time on broadcast screens. The experiment failed to achieve that goal, but the idea of closed captioning emerged.

The National Captioning Institute was established in 1979. History was made on March 16, 1980, when several captioned programs were aired on different networks simultaneously. By July 1993, legislation required all televisions to contain caption decoders and by 2010, Spanish decoding must be available in all newly manufactured sets in the U.S.

Grove explained that initial captions were awkward and not user-friendly. Digital technology has changed that and allows for more advanced captioning capabilities (also known as 708) such as adjustment of background, font style, size, and color to suit personal preferences. Users are unable to move the captions to the top of the screen because that area is reserved for emergency alert messages.

In order to utilize the advanced or 708 caption capabilities, users who have a cable box need to follow these steps:

- Turn off the captions on the television menu using the television remote control.
- Utilizing the cable box converter remote

control, select “settings” or “menu”, depending on your cable company’s remote.

- Select the caption function from that menu or settings list and choose personal preferences for size, color, etc.

Many consumers voiced frustration with the difficulties in receiving digital captions on televisions. They also expressed concern regarding the lack of knowledge that cable technicians have about captions and resolving captioning difficulties. There is clearly a need for additional training for technicians in captioning difficulties. Resolving caption issues is challenging due to the fact that caption difficulties may arise either from the broadcaster (i.e. ABC, NBC, or the caption provider) or in the delivery of the broadcast signal by the cable company. Grove stated that cable companies simply “deliver” the broadcast signal to homes. If the source of the problem is on the broadcaster’s end, then the broadcast signal with the defective captions will be delivered by the cable company to homes.

It was suggested that when consumers experience captioning difficulties, they should first contact their cable provider. If the cable provider is unable to resolve the captioning difficulties, then the problem may rest with the broadcaster. In that event, a complaint should be filed with the Federal Communications Commission (FCC). Guidelines on how to file a complaint with the FCC were disseminated.

While this meeting was not a panacea to resolve all captioning issues, it did provide a forum for people with hearing loss to meet with senior Comcast officials to discuss digital captioning issues. Comcast representatives were clearly impressed with the comments and the large turn-out from the community. Grove and Taylor stated that the meeting was very educational for them. As a result, they have a better understanding of captioning issues and provided assurance that the concerns would be shared with appropriate personnel for follow-up. Additionally, they both admitted that they learned much about hearing loss. They expressed interest in visiting the DDHH Assistive Technology Demonstration Centers to observe telecommunications equipment used by people with hearing loss in an effort to improve customer service by Comcast staff to people with hearing loss.

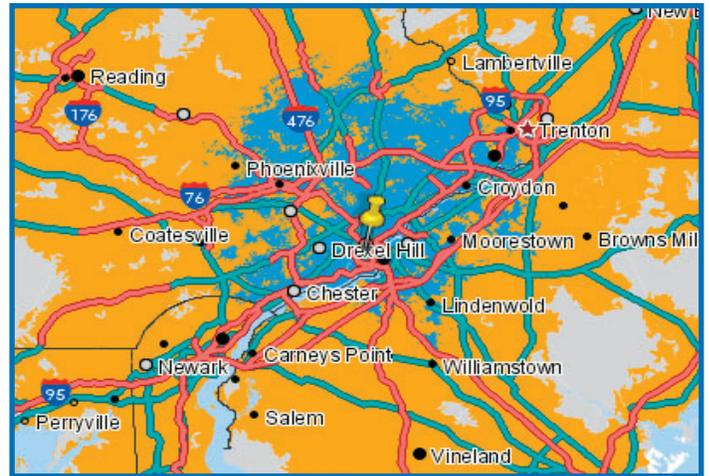
NEW HIGHER-SPEED INTERNET CONNECTIONS FOR WEBCAPTEL, VIDEO AND INTERNET RELAY

Mobile users using WebCapTel, video relay service (VRS) or Internet relay services can now experience improved service quality by using the latest wireless network improvements in Philadelphia's neighboring New Jersey towns. Sprint is expanding its 4G wireless network throughout the U.S.

4G is a higher-speed, higher-capacity and Internet-based service for video, data and voice that can deliver up to 10 times faster download speeds than 3G networks. The higher speed helps increase mobile users' Internet connections to WebCapTel, VRS and Internet Relay.

Laptop and netbook users can use the 4G network services via 3G/4G data cards, or air cards. Within a coverage area, customers can make WebCapTel, VRS and Internet relay calls using laptops or netbooks anywhere in a car or hotel as long as coverage is available. This helps provide mobile deaf and hard of hearing users with an even more functionally equivalent service so that they can make relay calls like many standard mobile users.

Sprint currently offers the U301 Mobile Broadband air card, a dual-band card for 3G and 4G services. They



4G services are now available in Philadelphia and neighboring NJ towns.

can be purchased through the Sprint Relay Store at www.sprintrelaystore.com; click on Mobile Broadband Cards for pricing information.

4G coverage is available in Philadelphia and neighboring New Jersey towns. To view 4G coverage in your area or other cities, visit www.sprint.com/4g.

Sprint CapTel® 800i Now Available

The new CapTel® 800i works like a telephone, but it also connects to the Internet to display captions during your conversation. You can listen to what the other party says while reading the captions.

Buy now or check for more information, go to www.sprintrelay.com/800i

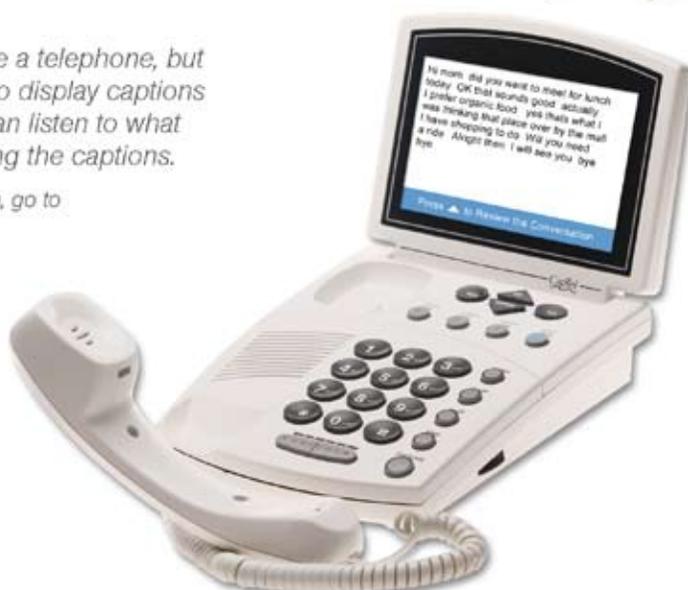
\$99.00

CapTel® 800i

Limited time offer.

Set Up Requirements:

- > High-speed Internet access
- > Router may be required
- > Telephone line** (analog, VoIP, DSL or digital cable phone service)



Although Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Sprint IP using IM, VRS and CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see www.sprintrelay.com/800i. ©2009 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

AN OUTREACH SPECIALIST'S PERSPECTIVE

*By Ann Marie De Pierro
NJ CapTel Outreach Specialist*

Several months ago I was hired as a Northern New Jersey Sprint CapTel Outreach Specialist. I had heard of CapTel (captioned telephone) before and knew several people who used the device. I knew this phone made people's communication easier, but I had no idea of the impact it had on people's lives. Since I started, I have seen how happy people are with CapTel phones. At exhibitor events, people are surprised to learn of this product, which is designed for people who have difficulty hearing on the telephone. Everyone seems to know someone who would benefit from it. People are fascinated to learn that CapTel products can be purchased for a subsidized price of \$99 or used completely free via the internet (WebCapTel). WebCapTel can be used without the purchase of any additional products; all that is needed is a computer with internet access and an existing telephone line.

I have also had the pleasure of visiting customers' homes to help them better understand how to use a CapTel phone. Although CapTel phones are easy to use, it can be very helpful to have a Sprint representative walk you through all of the useful features. Customers are very appreciative of having a phone that makes telephone conversations enjoyable again. They can now call their children in another state and actually partake actively in a conversation.

I am currently a hearing aid specialist and pursuing a doctoral degree in Audiology at Montclair State University. I have seen the benefits that hearing aids and/or cochlear implants have given people who suffer from hearing loss. Although they may do very well in one-on-one conversations, telephone conversations are difficult because they are relying on their auditory system alone. The unique benefit CapTel provides is the use of both the visual system (captioned telephone) AND the auditory system (listening to the conversation). For people who are new to hearing aids or cochlear implants, this can be a huge help with auditory rehabilitation. They can once again gain confidence and depend on their hearing by having visual reinforcement.

STAY UPDATED WITH NJ RELAY



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Sprint, 3rd Floor

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Rutherford, NJ 07070

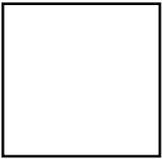
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Nancy Yarosh
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For NJ Relay Service phone numbers and contact information, see page 4.



NJ Relay

SPRING 2011



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FOURTH TASTE OF TECHNOLOGY CONFERENCE AT MONTCLAIR STATE UNIVERSITY

On Friday, Nov. 5, Sprint and New Jersey CapTel held its fourth Taste of Technology mini-conference at Montclair State University (MSU) with the Audiology Program at the Department of Communication Sciences and Disorders in Bloomfield. This year's event differed from previous annual Taste of Technology events in that it was devoted to the needs of individuals who have hearing loss. Spring 2011 will see the fifth Taste of Technology mini-conference dedicated to those who are deaf.

NJ CapTel Outreach Specialist Ann Marie DePierro and NJ CapTel Account Manager Aparna Lele welcomed everyone to the event, including the newly appointed New Jersey Relay TRS Administrator from the New Jersey Board of Public Utilities (NJ BPU) Patricia Campbell. She replaces Bruce Gallagher, who represented the NJ BPU on the NJ Relay Advisory Board for 23 years. Campbell said she looks forward to helping the community receive the "quality and efficient service they deserve."

The 70 attendees enjoyed hands-on exhibits and demonstrations of WebCapTel, the CapTel 800 and 800i, and Relay Conference Captioning (RCC). Both Sprint Relay Store and Bridges to Employment, A Division of Alternatives, Inc., had information tables. The Division of the Deaf and Hard of Hearing (DDHH) was available to answer questions.

The first presentation was by Janice L. Schacter, Chair of the Hearing Access Program, who spoke about "Effective Access for People with Hearing Loss," discussing assistive listening devices such as FM systems, infrared systems and induction loops. She stressed how important it is to let others know in advance what you need to participate in a particular function. Contact the facility and provide them with information on what you need, as well as sufficient and reasonable time in which to accommodate the request.

"Accessible Mobile Communications" was presented by NJ CapTel Outreach Specialist Carolyn Lance and Wireless Innovations Vice President of Operations Tom Bongiorno. The CapTel 800 (analog-based), 800i (Internet-based) and Web CapTel were described.



NJ CapTel Account Manager Aparna Lele poses with NJ TRS Administrator Patricia Campbell and featured speaker Janice Schacter, Hearing Access Program Chair.

Wireless CapTel was the hot topic and it was announced that this service would be available in late 2010. The user has a local voice number, as well as a dedicated CapTel number (data connection). Customers can also use a mobile device with a headset plugged into the mobile device allowing the customer to hear the conversation while looking at the mobile device screen to read captions of the spoken message.

Technology, continued on page 4

TASTE OF TECHNOLOGY COVER PHOTOS

Top left: Stephen Gregory participates in a hands-on demonstration of a Web CapTel call.

Top center: NJ CapTel Outreach Specialist Ann Marie DiPierro emcees the event.

Top right: Attendees pick up assistive listening devices at the registration desk.

Bottom left: Featured speaker, Wireless Innovations Vice President of Operations Tom Bongiorno, talks about accessible mobile solutions and wireless CapTel services.

Bottom right: Approximately 70 people attended the day's events.

A MESSAGE FROM THE NJ RELAY ACCOUNT MANAGER



in 2010, I want to share a few highlights.

March 2010: The New Jersey Board of Public Utilities (NJ BPU) gave final approval for Sprint to continue providing traditional TRS and CapTel services to New Jersey residents. The new contract runs from April 1, 2010 until March 31, 2013, with two possible extensions. The Sprint Relay team is thrilled to serve the communication needs of all citizens and visitors in New Jersey again. Thank you for your support!

July 2010: Sprint celebrated 20 years of relay service. Sprint's long tradition in the relay communication business demonstrates a strong and ongoing commitment for New Jersey residents. Our never-ending drive for innovation has been the key to expanding accessible communication options. You can view the history of Sprint Relay from 1990 to 2010 at www.sprintrelay.com/celebrate.php. Sprint has been providing TRS to New Jersey for five years and we look forward to many more!

September 2010: The New Jersey Relay Advisory Board members and visitors bid farewell to Bruce Gallagher, the long-standing and respected NJ TRS administrator of the NJ BPU, with a surprise cake. He was the NJ TRS Administrator for 23 years and has officially retired. He was recognized in driving the implementation of NJ Relay as one of the earliest TRS states during the TRS boom in the 1990s. Pictures of the farewell party are on page 4.

We warmly welcomed our incoming TRS administrator, Patricia Campbell, whom I look forward to working with to make sure that NJ residents receive the best service possible. She also looks forward with eager anticipation in

working with the NJ Relay Advisory Board in 2011. "As the new TRS Administrator, I will be dedicated to assuring that the hard of hearing, deaf, speech disabled and deaf-blind communities' needs are met," said Campbell. "In the years ahead, I will work with Sprint in making every effort to maintain quality customer service and provide effective and efficient service to this community."

November 2010: The Fourth Annual Taste of Technology at Montclair State University was a hit again. This year, we decided to do something different. Based on feedback from attendees who attended the TOT conference in New Brunswick, it was clear that we needed to do two TOT events: one for those who do not use sign language and primarily use CapTel, and another for those who use sign language and primarily use NJ Relay, Internet and Video Relay Service (VRS). They have separate communication needs and by doing this, customers would benefit more from the event that is more specific to their needs. Last fall's TOT was for customers who use CapTel and other related services. This spring, we will focus on NJ Relay, Sprint Internet Relay Service and VRS.

We are also excited about two new features: the Sprint Mobile Video Relay Service is now available for customers who have an EPIC device via an Android, and Wireless CapTel is coming very soon. Please check out announcements about these services in this issue.

On behalf of the NJ Relay and CapTel team, we wish you all a happy and prosperous year. As always, please contact me if you have questions about NJ Relay and CapTel Services.



*Patricia Campbell
NJ TRS
Administrator*

—Aparna Lele

BRUCE GALLAGHER RETIRES



NJ Relay Advisory Board members and other key advocates surprised NJ TRS Administrator Bruce Gallagher with a delicious cake celebrating his retirement after an advisory board meeting. Front (L-R): Bev Sudler (Hearing Loss Association of NJ), Sonja Marshall (Verizon), and Aparna Lele (NJ Relay & CapTel Account Manager). Back: Ira Hock (Division of the Deaf & Hard of Hearing), Patricia Campbell (new NJ TRS Administrator), Marie Nordling (President of Middlesex County Chapter of HLA-NJ), Traci Burton (DDHH Field Representative), Bruce Gallagher (former NJ TRS administrator), Robert Robinson (NJ Protection and Advocacy), and Jason Weiland (DDHH Field Representative).



TECHNOLOGY

Continued from page 2

Nicole Raia, a third-year doctoral student in the MSU audiology program presented “Communication Strategies.” She gave tips not only to individuals with hearing loss, but also to those communicating with hard of hearing individuals. She reminded attendees to set realistic goals, to be aware of body language and to look for cues of a misunderstanding. Her presentation included a YouTube video that was not captioned and this led to a demonstration given by Daniel Stein, the grandson of NJ Relay Advisory Board member Beverly Sudler. Everyone was amazed by his demonstration, which helped others find the captioning button on YouTube videos. Look to see a “cc” icon on the right bottom of the video feed (not all videos offer this). Click on it to turn it red. Next, hover the cursor over the red icon and a menu will appear; click on “transcribe audio.” The captions should now appear. The program is currently experimental.

There was a very good turnout and the information was well-received, said Hearing Loss Association of New Jersey (HLA-NJ) President Arlene Romoff. “I

spent most of my time working the hallways greeting people that I knew or was being introduced to—including some people I had only ever met by e-mail.” She also shared an e-mail message from an attendee:

Being in the presence of positive and can-do people was inspiring – not only does it make me feel “normal” (for once!), but everyone is a “model” of possibility – of how to just “be” with such life challenges.

The diverse attendees interacted and learned about each other, shared resources, and focused on the hearing loss population’s needs.

Based on the positive remarks received from this Taste of Technology event, the concept of focusing on the communication needs by having two separate Taste of Technology events was a hit with the attendees. They appreciated being in an environment that made them feel “normal” in terms of specific communication access technologies. Details for the conference in the spring will be available in the coming months. This conference will focus on products and services that are available to people with hearing loss that primarily use sign language and have different communication access needs. Be on the lookout for more information about the spring Taste of Technology soon!

POSITIVE CUSTOMER EXPERIENCES

NJ Relay and CapTel Outreach Specialists work with people from all walks of life, and meet many people whenever representing NJ Relay and CapTel. They also receive wonderful feedback and are told many heartwarming stories about people's experiences with NJ Relay and CapTel. Below are some of the positive customer experiences the Outreach Specialists encountered.

At the Union Community College ASL Expo, a former doctor who lost most of his hearing needed reliable telephone service. When he made a call for the first time using the WebCapTel demonstration, he had tears in his eyes and was so excited. He has bought a



new CapTel 800i and is still amazed at what CapTel did for his life.

At the Toms River Deaf Expo, parents came to the event with their son and were thrilled with the options of CapTel services. The parents now have a sense of relief knowing that their son can communicate with them using CapTel 800i and WebCapTel.

At the Ocean County College Sign Club, a deaf man with understandable speech made his first voice call to his hearing wife. His wife was in tears.

It is positive customer experiences that keep the NJ Relay and CapTel staff and contractors motivated to continue doing what they do: bringing telephone access to all New Jersey residents.

SPRING FIFTH ANNUAL TASTE OF TECHNOLOGY COMING SOON! CHECK WWW.NJRELAY.COM FOR UPDATES!

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(866) 658-7712
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
Sprint Internet Relay	www.sprintip.com
Sprint Video Relay	www.sprintvrs.com
Sprint CapTel	www.sprint800.com

NJ CAPTEL AND NJ SPANISH RELAY ADS

Be on the lookout for several television and print advertisements about NJ CapTel and NJ Spanish Relay.

NJ CapTel TV Ads

NJ CapTel television advertisements are scheduled to air Jan. 11 through March 11. Ads will be primarily broadcast from 6 a.m. to 6 p.m. Monday through Friday. The spots will air on the local ABC, CBS and NBC affiliates broadcast out of Philadelphia, and reach all of southern and some of central New Jersey. Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem county populations will be covered.

NJ CapTel Newspaper Ads

We are working to place several NJ CapTel newspaper advertisements on the same day as the Health Today Focus in the Star Ledger this spring. The advertisements will reach Bergen, Passaic, Hudson, Sussex, Warren, Somerset, Hunterdon, Morris, Monmouth and Ocean Counties.

NJ Spanish Relay Ads

NJ Spanish Relay advertisements are scheduled for the El Latino Expreso Hispanic newspaper in January and February. This ad reaches Trenton and Mercer Counties. Other NJ Spanish Relay advertisements are scheduled for the El Especialito Hispanic newspaper in January-February. This advertisement reaches Passaic, Essex and Hudson Counties.

HAVE YOU CHECKED OUR WEBSITES LATELY?



WWW.NJRELAY.COM
WWW.NJCAPTEL.COM

STAY UPDATED WITH NJ RELAY



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Or e-mail:

aparna.lele@sprint.com



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