

NJ RELAY
SPRINT, 3RD FLOOR
201 ROUTE 17 NORTH
RUTHERFORD, NJ 07070



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*For NJ Relay Service phone numbers and contact information, see page 5.
The New Jersey Relay Service is a free service provided by the New Jersey Board of Public Utilities
ensuring equal communication access to telephone service for people with hearing or speech loss.*



NJ Relay

SPRING 2012



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TASTE OF TECHNOLOGY AT ADVENTURE AQUARIUM A SPLASHING SUCCESS!

By Lori Timney

Photos by Amit Balchandani

On Sunday, Oct. 23, 2011, NJ Relay hosted the Fifth Annual Taste of Technology Mini-Conference at the Adventure Aquarium in Camden. What a splashing success it was!

The aquarium is located on beautiful waterfront property with ample parking just across the Delaware River from Philadelphia. The Taste of Technology (TOT) mini-conference was held in a private area with a separate, easily accessible entrance on the first floor. The aquarium provided supervised activities for children, allowing parents to attend the presentations.

The TOT mini-conference is for people who are Deaf, hard of hearing, or have hearing loss to learn about new telecommunications access and technology. This year's conference was geared toward Deaf sign language users; last year's conference focused on hard of hearing people's specific needs.

The morning presentations for this year's TOT conference included:

- *NJ Relay Updates* by NJ Relay Account Manager Aparna Lele.
- *What's New with Wireless Access for Deaf Users* by Sprint Relay Store Account Executive Arthur Moore.
- *Mobile Relay Access on the Go* by Sprint Relay Outreach Specialist Susan Jones.

In the afternoon, Moore provided a training workshop, *Learn How to Use the Android Phone*, which was helpful for people who recently purchased an Android device or were considering buying one.

The workshop and presentations were held in a large comfortable conference room. Believe it or not, this conference room is adjacent to the 760,000-gallon Ocean Realm exhibit containing not only sharks, but also stingrays, hundreds of fish, and even a 500-pound Loggerhead Sea Turtle. The length of one wall was made of extremely thick and durable plastic, and was the only thing separating the slow-moving sharks and the human attendees. It was a truly impressive display.

In addition to the presentations and training workshop, informational booths provided hands-on demonstrations of service offerings. Both NJ and Sprint Relay staff answered questions at the following booths:

- NJ Relay/CapTel (Captioned Telephone): Wayne Roorda
- Sprint Mobile IP (Internet Relay Service): Lori Timney
- Sprint Mobile VRS (Video Relay Service): Susan Jones
- Sprint Relay Store: Arthur Moore, Tony Maucere, and Jacqueline Recine

Approximately 190 people attended this year's TOT conference. Many mentioned how much they enjoyed it, and how much they learned from the presentations and the hands-on demonstrations at the booths. They also enjoyed the complimentary

TASTE OF TECHNOLOGY COVER PHOTOS

Top Left: The audience included marine life.

Top Center: NJ Relay Account Manager Aparna Lele welcomes attendees to the TOT event.

Top Right: Sprint Account Executive Arthur Moore shares the latest in wireless access for Deaf people.

Bottom Left: Outreach Specialist Wayne Roorda demonstrates Relay Conference Captioning (RCC).

Bottom Center: Attendees participate in hands-on demonstrations at the booths.

Bottom Right: Outreach Specialist Susan Jones talks about mobile relay access.

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A MESSAGE FROM THE NJ RELAY ACCOUNT MANAGER

Spring is here!

Time has flown by. Spring is around the corner and we are off to another great year at New Jersey Relay &

CapTel! I always enjoy the start of a new year. It is a time to reflect on what NJ Relay & CapTel accomplished in the previous year, and to think about what possibilities we have in store.

We accomplished many things in 2011, particularly in marketing and outreach plans. We want to especially thank the NJ Relay Advisory board members and consumers for helping spread the word about the NJ Relay and CapTel



Outreach programs. We performed more outreach in areas that were lacking awareness of our programs; 2011 outreach highlights are detailed on page 4.

We celebrated our fifth annual Taste of Technology (TOT) mini-conference in October. This year's TOT focused on the latest technology updates for consumers who primarily use sign language. Last year's TOT focused on hard of hearing consumers and new technology that applied to them. We have received positive comments about hosting separate Taste of Technology events that cater to differing communication needs of our consumers.

As mentioned in Lori Timney's article on page 2, this year's TOT was indeed a splashing success! A record-breaking 190-plus attendees from all

over New Jersey came and brought their family members to participate in both workshops and children's activities. I personally thank all of the NJ Outreach Specialists who worked hard to make this happen. Kudos to all of you!

Early last fall, we distributed the NJ Relay & CapTel Survey that could be completed several ways: via the Internet using our website links, via e-mail and via regular mail. Thank you all for taking the time to fill out the survey. Your input

is instrumental in determining our 2012 outreach plan. I look forward to seeing the results of the survey responses.

I would be remiss if I didn't mention NJ Relay & CapTel Outreach Specialists, who helped make 2011 a wonderful year.

Let's give a big round of waving hands to Susan Jones, Carolyn Lance, Wayne Roorda, Joleen Marsillo, Christine Koppel, Ann Marie DePiero and Lori Timney. Thank you all for your great work this past year. You have been amazing!

As always, NJ Relay & CapTel is here for you. Contact the NJ Relay & CapTel Outreach Specialists any time. To set up free presentations, e-mail Kelly Lange at njrelayoutreach@sprint.com. We are extremely enthusiastic about 2012 and what we can accomplish!

The NJ Relay and CapTel team wishes you a happy and prosperous year. Thank you for reading our newsletter and staying in touch with us.

*Best regards,
Aparna Lele*

2011 OUTREACH HIGHLIGHTS

NJ Relay & CapTel was busy in 2011, reaching out to a variety of audiences to provide information about our services and programs. Outreach highlights are listed below.



NJ CAPTEL TEAR-AWAY PADS

Sets of 100 sheets promoting NJ CapTel were posted at educational and business bulletin boards; people could take a sheet or two home with them to learn about NJ CapTel.

NJ SPANISH RELAY ADS

NJ Spanish Relay was advertised with a colorful advertisement (see right) in two Hispanic newspapers, *El Diario* and *La Voz*, in September and October.



NJ RELAY CONFERENCE CAPTIONING VIDEOS

Video clips (such as the one shown at right) about NJ Relay Relay Conference Captioning (RCC) were added to the NJ Relay website at www.newjerseyrelay.com and the NJ RCC website at www.njrelaycc.com.



NJ CAPTEL ADS IN STAR LEDGER

Nine advertisements for NJ CapTel were printed in the *Star Ledger* in May and October 2011. Counties reached included Bergen, Essex, Union, Passaic, Hudson, Sussex, Warren, Somerset, Hunterdon, Middlesex, Morris, Monmouth and Ocean.



New Jersey Relay & CapTel Survey

Help us help you and others. Please fill in out and mail back. Your time to provide your feedback will make a difference and help the New Jersey Relay Service Team tailor the outreach plans to reach out to others that may not be aware of how New Jersey Relay & CapTel Services.

The New Jersey Relay Service (NJ Relay Conference Captioning, Speech to Speech, T-5 to TTY, VCD, HCD & Voice) and CapTel Services are a free service provided by the National Public Utilities, through a contract with service providers. Please check the following products/services do you use via NJ Relay, NJ CapTel or Speech Relay? (Check all that apply to you)

- TTY
- Video Carry Over (VCO)
- Hearing Carry Over (HCO)
- Speech to Speech
- Speech
- Telebriar
- Soft of 800
- Soft of 800
- Web Chat
- Internet Relay
- Video Relay
- Relay Conference Captioning (RCC)

How did you hear about New Jersey Relay and/or New Jersey CapTel Services?

- None
- Commercial
- Newspaper Ad
- Newsletter
- Radio
- Facebook/Twitter
- Presentation, Hand Out, Demonstration, Training
- Through Friends & Family
- Business/Agency
- Other

To help us better understand today's current dynamics of telephone and internet usage and demographics, please check the following the you have at your home and/or office:

- Landline Telephone
- Wireless
- Broadband Internet or Digital Cable phone service
- DSL Internet
- VoIP (Voice over Internet Protocol)

NJ RELAY & CAPTEL SURVEY

A NJ Relay & CapTel survey was sent out to NJ customers via the Internet, e-mail, and regular mail between Sept. 1 and Dec. 1, 2011.

NJ RELAY CONFERENCE CAPTIONING BROCHURE

A new NJ Relay brochure was developed for Relay Conference Captioning to use in outreach efforts.



LEARN MORE ABOUT NJ RELAY & CAPTEL AT WWW.NJRELAY.COM & WWW.NJCAPTEL.COM

WHAT IF...?

**What if your car breaks down on the highway?
How do you call for help?**

- A. Scream for help.
- B. Take a nap and wait for help.
- C. Walk 20 miles to the gas station
- D. Use Sprint Mobile IP App (Internet Relay) or Wireless CapTel by Sprint Service on your Android phone and call for help.



What if you cannot hear a conference call meeting?

- A. Sit there, smile and be bored out of your mind.
- B. Have someone write short, illegible notes for you.
- C. Leave the room and miss important announcements.
- D. Use Relay Conference Captioning on your computer or laptop with Internet access.

To learn more about Sprint's services:

Sprint Mobile IP App (Internet Relay): www.sprintrelay.com

Wireless CapTel by Sprint Service: www.sprint800.com/wireless-captel-sprint

NJ Relay Conference Captioning (RCC): www.njrelaycc.com

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 CapTel	www.sprint800.com

TECHNOLOGY

Continued from page 2

lunch buffet, complete with yummy desserts. After the conference, the attendees were given wristbands for free admission to the rest of the Adventure Aquarium. This included the 40-foot suspended Shark Tunnel, Penguin Island, and even a visit to Mighty Mike, a 14-foot alligator.

This year's Taste of Technology mini-conference was once again a success!

New Jersey Relay is a free telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities. With the contract between these two organizations, Sprint provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and/or have a speech disability.

For further information about the Taste of Technology mini-conference or NJ Relay, contact Aparna Lele at aparna.lele@sprint.com or visit the NJ Relay website at www.njrelay.com and the NJ CapTel website at www.njcaptel.com.

DON'T MISS OUT ON THE NEXT TASTE OF TECHNOLOGY!



FOR THE LATEST NEWS AND UPDATES, CHECK WWW.NJRELAY.COM & WWW.NJCAPTEL.COM

STAY UPDATED WITH NJ RELAY



SIGN UP FOR OUR NEWSLETTER!

To receive the free New Jersey Relay newsletter, 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

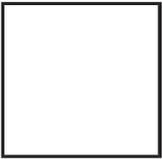
I prefer to receive the newsletter via:
E-mail (.PDF) Mail (print)

Return this form to:
Aparna Lele
NJ Relay/Sprint Account Manager
Sprint, 3rd Floor
201 Route 17 North
Rutherford, NJ 07070

Or e-mail:
aparna.lele@sprint.com



Newsletters are distributed via e-mail as a .PDF version or via mail as a printed version.



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Appendix H:
NJ CapTel Brochure 2010

