

Customer Profile

Individual handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.kansasrelay.com and select "Customer Profile" to complete and submit your form. You may also contact Kansas Relay Customer Service.

Kansas Relay is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about

HAMILTON
relay

Communications
and CapTel services for individuals with hearing loss

Center
Hamilton Relay

To reach a CapTel user, dial:

English: 877-243-2823

Spanish: 866-217-3362

For information regarding CapTel equipment available through Kansas Relay, contact:

Kansas Telecommunications Access Program
4848 S.W. 21st Street, Suite 201
Topeka, KS 66604-4415

Voice: 785-234-0200

TTY: 785-234-0207

Email: tap@kstelecom.com

Visit: <http://kansastap.org>

Customer Service - Available 24/7

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

Kansas Relay Center Customer Service
P.O. Box 285
Aurora, NE 68818

English: 888-269-7477

Spanish: 866-670-9134

Fax: 402-694-5110

E-mail: ksrelay@hamiltonrelay.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: www.fcc.gov/cgb/complaints.html

See what they say[®] with
Captioned Telephone



Captioned Telephone (CapTel[®]) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

What is Captioned Telephone?

Captioned Telephone (CapTel) 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 CapTel phone, 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 CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to hearing difficulty
- 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?

- Individuals who experience significant hearing loss
- Individuals who have trouble understanding speech
- Individuals who have trouble communicating with individuals who experience difficulty hearing over the phone

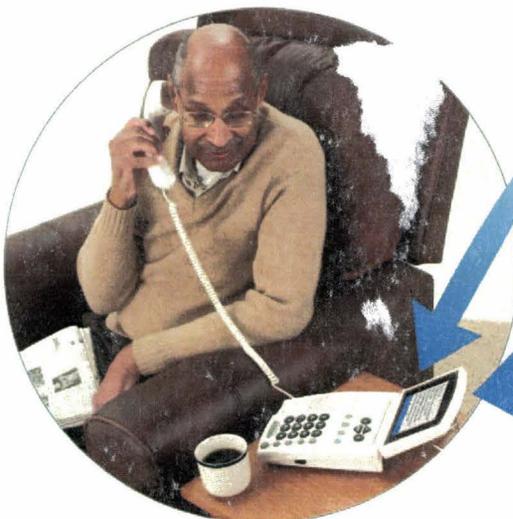
Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service (see chart), and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please refer to the back page.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone 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 CapTel phone.

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 CapTel Calls

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

Placing Calls with Captions

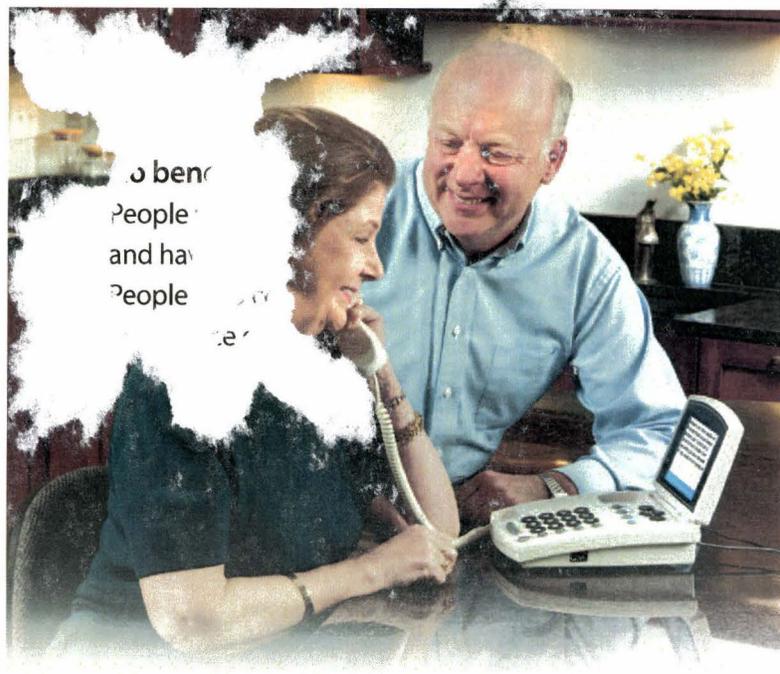
All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

Receiving Calls with Captions

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

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- 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 CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

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

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone 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 CapTel, please refer to the chart provided in this brochure.