

Relay Your Way®



**REQUEST FOR PROPOSALS TO FOR
CAPTEL ENHANCED RELAY SERVICE
RFP# 31611-20101**

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CapTel Enhanced Relay Service

Request for Proposal No. 31611-20101

**Submitted by:
Hamilton Telephone Company
Tradenname: Hamilton Telecommunications**

June 29, 2010

Hamilton Telephone Company d/b/a Hamilton Telecommunications

1001 Twelfth Street
Aurora, NE 68818
402/694-5101 - Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-2848 – Fax
Tax Identification Number: 47-0181440

Parent Company:
Nedelco, Inc.
1001 Twelfth Street
Aurora, NE 68818
402/694-5101 – Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-2848 – Fax
Tax Identification Number: 47-6033213

June 25, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Request for Proposals for CapTel Enhanced Relay Service RFP# 31611-20101

Dear Ms. Klein,

Hamilton Telephone Company located at 1001 12th Street, Aurora, Nebraska 68818 is pleased to submit this response to provide CapTel to the State of Tennessee. Hamilton agrees to operate the CapTel as stated in this proposal at the prices stated in Hamilton's Price Proposal. Hamilton has completed a response to all required Sections of the RFP.

Hamilton will subcontract all aspects of CapTel including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. A description of this service and the work to be performed by CapTel, Inc. can be found throughout this response. Hamilton is the prime contractor and will be responsible for all contract performance matters.

The undersigned hereby certifies that he is an officer of Hamilton Telephone Company. The undersigned to this letter is duly responsible, authorized and empowered to sign this proposal and contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. The undersigned is authorized to bind Hamilton Telephone Company to the terms of its Offer, including services and prices contained in this proposal and attests that the information provided is true, accurate and complete. The undersigned to this letter certifies that both Hamilton's Technical Proposal will remain in effect for a period of one hundred twenty days (120) days from the date of response submission.

John Nelson, President of Relay	Voice	402/694-3656
and Vice President of Operations	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	john.nelson@hamiltontel.com

In addition, Dixie Ziegler, Vice President of Relay, is authorized to make decisions, answer questions, or provide clarification to the response and subsequent contract.

Dixie Ziegler	Voice	402/694-3656
Vice President of Relay	Voice	800/821-1831

Hamilton Telephone Company
1001 12th Street
Aurora, Nebraska 68818

TTY/Voice 800/618-4781
FAX 402/694-5037
E-mail dixie.ziegler@hamiltonrelay.com

The undersigned certifies the following:

- a. That the prices in the proposal have been developed independently without collusion, consultation, communication or agreement for the purpose restricting competition, as to any matter relating to such prices with any Vendor or with any competitor;
- b. Unless otherwise required by law, Hamilton's prices have not been knowingly and will not knowingly be disclosed prior to award, directly or indirectly, to any Vendor or to any competitor; and
- c. No attempt has been made or will be made by Hamilton to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Hamilton understands that this Contract shall be effective for the period commencing on September 1, 2010, and ending on August 31, 2015.

Hamilton will deliver high quality Captioned Telephone Relay Services and a high level of responsiveness. Hamilton and CTI have a long-standing working relationship to ensure outstanding service. Issues are resolved quickly and communication flows easily between both companies. Hamilton's level of responsiveness is a perfect fit for the type of contractual relationship formed as a result of this response. Hamilton is extremely knowledgeable about Captioned Telephone Relay Service from technical to operations to FCC regulations. We look forward to sharing our Captioned Telephone expertise with Tennessee to provide exemplary CapTel Service.

Hamilton welcomes the opportunity to discuss its response in person, if so desired, with the Tennessee Regulatory Authority. Hamilton respectfully submits its response to provide CapTel Enhanced Relay Service for CapTel users in Tennessee.

Sincerely yours,



John Nelson
President of Relay and Vice President of Operations
on behalf of Hamilton Telephone Company

Tab 1

Attachment 6.2 Section A



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TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION A: MANDATORY REQUIREMENTS. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the proposal and attach a written determination. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements.

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications	
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
Tab-Page 1-3		The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.	
Tab-Page 1-3		The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
Tab-Page 1-3		The Technical Proposal must NOT contain cost or pricing information of any type.	
Tab-Page 1-3		The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.	
Tab-Page 1-4		A Proposer must NOT submit alternate proposals.	
Tab-Page 1-4		A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).	
Tab-Page 1-4	A.1.	Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
Tab-Page 1-4	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
Tab-Page	A.3.	Provide a current bank reference indicating that the Proposer's	

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications	
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
1-4		business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
Tab-Page 1-5	A.4.	Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.	
Tab-Page 1-6	A.5.	Provide EITHER : (a) an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.); OR (b) a Dun & Bradstreet short-form report, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer.	
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>			



TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION A: MANDATORY REQUIREMENTS. *The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.*

The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the proposal and attach a written determination. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements.

Hamilton has addressed all Mandatory Requirements section items and has provided, in sequence, the information and documentation as required (referenced with the associated item references). Throughout its technical proposal, Hamilton has included detailed descriptions on how equipment and/or services will be used to meet the requirements of this RFP, and has included in its Attachments to the proposal additional information documents that are appropriately marked.

The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.

Hamilton has submitted its proposal before the Proposal Deadline.

The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., et. seq.).

Hamilton has packaged its Technical Proposal separate from its Cost Proposal.

The Technical Proposal must NOT contain cost or pricing information of any type.

Hamilton's Technical Proposal does not contain cost data.

The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.

Hamilton's Technical Proposal does not contain any restrictions of the rights of the State or other qualification of its proposal.



A Proposer must NOT submit alternate proposals.

Hamilton did not submit alternate proposals.

A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).

Hamilton did not submit multiple proposals in different forms.

A.1 Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.

Hamilton has provided the Proposal Statement of Certifications and Assurances as detailed in RFP Attachment 6.1. This document has been completed and signed, in the space provided, by John Nelson, Vice President of Hamilton Telecommunications and President of Hamilton Relay, who is legally authorized to bind Hamilton to the provisions of this RFP and any resulting contract. This document is located further in this Tab.

A.2 Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict.

NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.

Hamilton does not as a company, nor do any of its employees, have any possible conflict of interest and to the best of our knowledge and belief are not aware of any such relationship that might be perceived or represented as a conflict of interest as defined above.

A.3 Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.

Hamilton has included its primary banking source's written letter of reference further in this Tab. This letter indicates that Hamilton's business relationship with Pinnacle Bank of Aurora is in positive standing.



Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to operate Tennessee CapTel Service and has the financial wherewithal to operate and maintain Tennessee CapTel Service as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition.

- Hamilton has incurred a 14.4% compounded increase in revenues over the last 10 years, which represents an increase of 340% in annual revenues.
- Hamilton has also incurred a 7.7% compounded increase in assets over the last 10 years, which represents an increase of 210% in total assets.
- Hamilton has shown a profit since approximately 1966.
- Hamilton has no long-term debt, and has not borrowed money since 1976. Hamilton's last remaining long-term debt was retired in 1991.

This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation and expansion costs for Tennessee CapTel Service but also demonstrates its ongoing ability to provide "state-of-the-art" services at reasonable prices. Hamilton's outstanding financial resources also ensure excellence in the operation of Tennessee CapTel Service.

Hamilton encourages the Tennessee Regulatory Authority to contact its banking reference listed below, who can attest to Hamilton's ability to meet any of the financial demands contained within the RFP.

Mr. Tom Darbro, President
Pinnacle Bank
1234 L Street
P.O. Box 229
Aurora, NE 68818
Ph: (402) 694-2111

A.4 Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.

Hamilton has also included two written letters of reference further in this Tab. These letters are from vendors with which Hamilton has done business and clearly demonstrate Hamilton's positive credit.



A.5 Provide *EITHER*:

- (a) an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.); **OR***
- (b) a Dun & Bradstreet short-form report, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer.*

Hamilton has provided a Dun & Bradstreet short form report, verified and dated within the last three (3) months. The enclosed form indicates a positive credit rating for Nedelco, Hamilton's parent company.

RFP # 31611-20101 PROPOSAL STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Proposer must sign and complete the Proposal Statement of Certifications and Assurances below as required, and it must be included in the Technical Proposal (as required by RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A, Item A.1.).

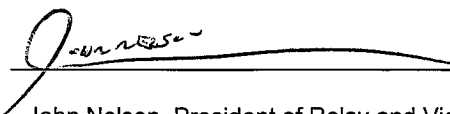
The Proposer does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Proposer will comply with all of the provisions and requirements of the RFP.
2. The Proposer will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract for the total contract period.
3. The Proposer accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Proposer acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Proposer will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the proposal submitted in response to the RFP is accurate.
7. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the RFP or any resulting contract.
9. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.

By signing this Proposal Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Proposer (if an individual) or the Proposer's company *President or Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the proposing entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE PROPOSING ENTITY

SIGNATURE:



PRINTED NAME & TITLE:

John Nelson, President of Relay and Vice President of Hamilton Telephone Company

DATE: June 25, 2010

PROPOSER LEGAL ENTITY NAME: Hamilton Telephone Company d/b/a Hamilton Telecommunications

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER (or SSN): 47-0181440



Live Report : NEDELCO, INCORPORATED

D-U-N-S® Number: 10-229-1309

Endorsement: jerry.petermann@hamiltontel.com

D&B Address

Address 1001 12th St
Aurora , NE - 68818
Location Type Headquarters
Phone 402 694-5101
Fax
Web

Trade Names

Trade Names
• HAMILTON
TELECOMMUNICATIONS

Company Summary

Trade Payments - Timeliness of Historical Payments

When weighted by dollar amount, Payments to suppliers average 11 days beyond terms

12-month D&B PAYDEX®: 73

(Lowest Risk:100; Highest Risk:1) This assessment is based on D&Bs 12-month PAYDEX® Score.

Predictive Indicators - Risk of Financial Stress

Financial Stress Score Class: 1

Low risk of severe financial stress over the next 12 months.

History & Operations

This is a headquarters location

Branch(es) or Division(s) exist Y

Chief Executive

PHILLIP C NELSON, PRES

Predictive Indicators - Risk of Payment Delinquency

Commercial Credit Score Class: 2

Low To Moderate risk of severe payment delinquency over next 12 months.

Predictive Indicators - Supplier Evaluation Risk

Supplier Evaluation Risk Rating: 1 Low risk of supplier experiencing severe financial stress over the next 12 months.

Predictive Indicators - Credit Capacity for Headquarters

D&B Rating: 1R2

Number of employees: 1R indicates 10 or more employees
Composite credit appraisal: 2 is good
This assessment is based on D&B's D&B Rating.

Year Started
Employees
Financing
SIC
Line of business
NAICS
History Status

1963
400 (UNDETERMINED Here)
SECURED
4813 , 7389
Telephone communications,
business services
517911
CLEAR

News & Alerts

Alert Type	Date	Actions
Commercial Credit Score Class	06/03/2010	View

In the last 30 days, 1 alerts were generated for this company.

Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	0	-
Liens	0	-
Suits	0	-
UCCs	5	07/31/09

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

This information may not be reproduced in whole or in part by any means of reproduction.



Pinnacle Bank

The way banking should be.

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN. 37243-0505

Dear Ms. Klein:

I am writing this letter of reference for Hamilton Telephone Co., D/B/A Hamilton Telecommunications.

Hamilton Telephone Co. has been a valued customer of Pinnacle Bank of Aurora for over 40 years. The Bank currently has a number of large deposit accounts with Hamilton Telephone Co. and several of their other entities. These accounts would have average balances in the mid seven to low eight figure range. We would consider Hamilton Telephone our largest and most valuable deposit customer. Possibly the most impressive thing about Hamilton Telecommunications is that they have no current or long term debt. In these times of huge corporate debt it is very unusual and refreshing to see this type of balance sheet.

Hamilton Telecommunications has provided strong telephone, cable TV, Internet, deaf relay and telemarketing to Hamilton County and surrounding counties for over 100 years. Hamilton Telecommunications is now servicing a large number of states plus the District of Columbia with their deaf relay service and are continuing to expand in this area. Hamilton Telephone is now and for the last several decades been owned by the Nelson family. The family is not only known as an excellent corporate citizen they are also very well thought of as individuals in our community and surrounding service areas. I think that you would be very pleased with the deaf relay service that Hamilton Telecommunications would provide.

If you have any questions concerning this letter of reference for Hamilton Telecommunications, please feel free to contact me at the following address or phone number.

Pinnacle Bank
P.O. Box 229
Aurora, Nebraska 68818 Phone: 402-694-2111
E-Mail: tom.darbro@pinnbank.com

Sincerely,

Tom Darbro
President



Member FDIC

www.pinnbank.com

P.O. Box 229
1234 L St.
Aurora, NE 68818
402.694.2111
402.694.5148 fax



WORTMAN MOTOR CO.

1515 12th Street • P.O. BOX 10
Aurora, Nebraska 68818



June 18, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

RE: Credit and Financial Reference for
Hamilton Telephone Company d/b/a Hamilton Telecommunications

Dear Miki:

We are pleased to provide this reference letter on behalf of Hamilton Telecommunications, who has been a most valued customer of Wortman Motor Co. for many years. On numerous occasions, our company has dealt with Hamilton concerning the purchase and service of their company vehicles. Hamilton has conducted their affairs with us in a very satisfactory manner and we are confident they would comply dutifully with any financial obligation incurred with your institution.

Please do not hesitate to contact us if we can be of further assistance.

Respectfully,

Jayne L. Mann
President
Wortman Motor Co.



June 10, 2010

To Whom It May Concern:

RE: Credit & Financial Reference for Hamilton Telephone Company d/b/a
Hamilton Telecommunications

This letter is to advise you that Stratus Telecommunications, LLC. has been a vendor of hardware and software products for Hamilton Telecommunications for the past several years. As a vendor, we have found their ability to pay all invoices on a timely basis to be excellent. We have worked close with the company for several years and know them to be reputable and very financially sound. If any questions, please advise.

Sincerely,



Nathan Franzmeier
President
Stratus Telecommunications, LLC.

Tab 2

Attachment 6.2 Section



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TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications
Proposal Page # (Proposer complete s)	Item Ref.	Section B— General Qualifications & Experience Items
Tab-Page 2-6	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.
Tab-Page 2-6	B.2.	Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
Tab-Page 2-7	B.3.	Detail the number of years the Proposer has been in business.
Tab-Page 2-7	B.4.	Briefly describe how long the Proposer has been performing the services required by this RFP.
Tab-Page 2-7	B.5.	Describe the Proposer's number of employees, client base, and location of offices.
Tab-Page 2-19	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.
Tab-Page 2-19	B.7.	Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
Tab-Page 2-19	B.8.	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
Tab-Page 2-20	B.9.	Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications
Proposal Page # (Proposer complete s)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
Tab-Page 2-20	B.10.	<p>Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
Tab-Page 2-20	B.11.	<p>Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).</p>
Tab-Page 2-22	B.12.	<p>Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.</p>
Tab-Page 2-30	B.13.	<p>Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.</p>
Tab-Page 2-32	B.14.	<p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.
Tab-Page 2-33	B.15.	<p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises;

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications
Proposal Page # (Proposer complete s)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information:</p> <ul style="list-style-type: none"> (i) contract description and total value (ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) (iii) contractor contact and telephone number; <p>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:</p> <ul style="list-style-type: none"> (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS) (ii) descriptions of anticipated contracts (iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and <p>(d) the percent of the Proposer's total current employees by ethnicity, sex, and disability.</p> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.</p>
Tab-Page 2-34	B.16.	<p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract term; and (e) the contract number. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.
Tab-Page	B.17.	Provide customer references from individuals (who are <u>not</u> current or former officials or staff of

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications
Proposal Page # (Proposer complete s)	Item Ref.	Section B— General Qualifications & Experience Items
2-35		<p>the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> ▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u> ▪ three (3) completed projects. <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ol style="list-style-type: none"> (a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references. (b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope. (c) Instruct the person that will provide a reference for the Proposer to: <ol style="list-style-type: none"> (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document); (ii) sign <u>and</u> date the completed, reference questionnaire; (iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided; (iv) sign his or her name in ink across the sealed portion of the envelope; and (v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal). (d) <u>Do NOT open the sealed references upon receipt.</u> (e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.

PROPOSER LEGAL ENTITY NAME:		Hamilton Telephone Company d/b/a Hamilton Telecommunications	
Proposal Page # (Proposer complete s)	Item Ref.	Section B— General Qualifications & Experience Items	
SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): <i>(maximum possible score = RFP § 5.1. 30)</i>			
<i>State Use – Evaluator Identification:</i>			



TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. *The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.*

Hamilton has addressed all items detailed below and has provided, in sequence, the information and documentation as required.

Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

Hamilton understands the evaluation and scoring process defined above.

B.1 *Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.*

Dixie Ziegler, Vice President of Relay will be the primary Point of Contact for the State to contact regarding Hamilton's proposal.

Dixie Ziegler, Vice President of Relay
Hamilton Relay Service
1006 Twelfth Street
Aurora, NE 68818
Voice & TTY: 402-694-3656
Fax: 402-694-5037
E-Mail: dixie.ziegler@hamiltonrelay.com

B.2 *Describe the Proposer's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).*

The following lists Hamilton's company identification. Hamilton's legal status is a privately held corporation.

Hamilton Telephone Company d/b/a Hamilton Telecommunications
Incorporated in the State of Nebraska in 1901

Hamilton Telephone Company's Parent Company is Nedelco, Incorporated
Incorporated in the State of Nebraska in 1963

Relay Your Way®



Hamilton Telephone Company d/b/a Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818

B.3 Detail the number of years the Proposer has been in business.

Hamilton was incorporated in 1901 and has been providing local telephone service in Nebraska since that time. Hamilton began providing Relay Services in 1991.

B.4 Briefly describe how long the Proposer has been performing the services required by this RFP.

Hamilton has been providing CapTel Service since the service was in its infancy. When CapTel was first introduced, several states participated in a trial of CapTel Service. **Hamilton was the first TRS provider to trial CapTel Service.**

B.5 Describe the Proposer's number of employees, client base, and location of offices.

Total Number of Employees

Hamilton has approximately 576 employees nationwide.

Hamilton's Client Base/Location of Offices

Below is a complete list of Hamilton's relay clients and locations.



Louisiana Relay Center

9107 Bluebonnet Centre Blvd., Baton Rouge, LA 70809

*Hamilton provides relay service under contract for the States of Louisiana,
Kentucky, Arizona, Maine and the Virgin Islands from this Center.*

Hamilton handles an average of **275,536 session minutes per month** from this center.

State TRS: Louisiana Relay Service

- **Contracting Entity**

Relay Administration Board of the State of Louisiana

- **Contract Details**

- Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.
- Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint.
- **Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998.**
- The term of the first contract was January 15, 1998 - January 14, 2001 with the possibility of two one-year renewals.
- The RAB exercised both renewals, with the final renewal expiring January 14, 2003.
- Hamilton underwent another RFP process with the State of Louisiana and was awarded its second consecutive contract, the term of which was January 15, 2003 to January 14, 2006 with the possibility of two two-year renewals, both of which were renewed.
- The service is provided from an in-state center located in Baton Rouge.
- Hamilton underwent yet another RFP process with the State of Louisiana and was awarded its third consecutive contract, the term of which is January 15, 2010 to January 14, 2013 with the possibility of two, two-year renewals

- **Call Volume**

Average of 103,994 session minutes per month



State TRS: Kentucky Relay Service

- **Contracting Entity**

Public Service Commission of the State of Kentucky

- **Contract Details**

- Hamilton began operating the Kentucky Relay Service September 20, 1998.
- Hamilton transitioned the Kentucky Relay Service from AT&T, its previous relay provider.
- The term of the first contract was September 20, 1998 – September 19, 2000.
- Hamilton underwent a second RFP process in September of 2000 and was awarded the second consecutive contract. The term of the second contract is from September 20, 2000 – September 19, 2003 with the possibility of two one-year renewals.
- Hamilton was awarded both renewals.
- **Hamilton underwent a third RFP process with the State of Kentucky and was awarded its third consecutive contract on July 29, 2005.** The term of the third contract commenced September 20, 2005 – September 19, 2008 with the possibility of two one-year renewals both of which have been renewed.

- **Call Volume**

Average of 61,326 session minutes per month

State TRS: Arizona Relay Service

- **Contracting Entity**

Arizona Commission for the Deaf and Hard of Hearing

- **Contract Details**

- Hamilton began providing Relay Services to the State of Arizona February 1, 2007.
- Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Arizona Relay from MCI-Verizon its previous provider. The term of the contract is from December 28, 2006 – December 27, 2009 with the possibility of two one year renewal options, the first of which has been renewed.

- **Call Volume**

Average of 83,337 session minutes per month



Virgin Islands Relay Service

- **Contracting Entity**

Innovative Solutions

- **Contract Details**

- Hamilton began providing relay to the U.S. Virgin Islands on August 25, 2005.
- The term of the contract is from August 25, 2005 to August 25, 2008 with the possibility of renewals, which have continued to renew.

- **Call Volume**

Average of 887 session minutes per month

State TRS: Maine Relay Service

- **Contracting Entity**

TRS Advisory Council, State of Maine

- **Contract Details**

- Hamilton began providing TRS for Maine on April 20, 2004. The term of the contract is from April 18, 2004 for a period of three years and may be extended for additional one-year periods. Four renewals have been exercised.
- Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider.

- **Call Volume**

Average of 25,992 session minutes per month



Georgia Relay Center

2231-T Dawson Road, Albany, GA 31707

Hamilton provides relay service under contract for the States of Georgia, Idaho, Utah, the Island of Saipan and the District of Columbia from this Center.

Hamilton handles an average of **197,414 session minutes per month** from this center.

State TRS: Georgia Telecommunications Relay Service

- **Contracting Entity**

Georgia Public Service Commission

- **Contract Details**

- Hamilton began providing service for Georgia on April 1, 2006.
- The term of the contract is three-years beginning on April 1, 2006 and ending on March 31, 2009, with one possible two-year extension, which has been exercised.
- Hamilton was selected as the result of a competitive bidding process.

- **Call Volume**

Average of 127,709 session minutes per month

U.S. Territory TRS: Saipan Relay Service

(The Island of Saipan is a United States Territory).

- **Contracting Entity**

Micronesian Telecommunications Corporation d/b/a Pacific Telecom, Inc. (PTI)

- **Contract Details**

- Hamilton began providing relay to the Island of Saipan on October 1, 2004.
- The term of the initial contract was for two years.
- The term of the second contract is from October 1, 2006 to September 30, 2008, with additional one year extension periods, two of which have been renewed.

- **Call Volume**

Average of 66 session minutes per month



State TRS: District of Columbia Relay Service

- **Contracting Entity**

Public Service Commission of the District of Columbia

- **Contract Details**

- Hamilton began providing TRS for the District of Columbia on May 5, 2004.
- Hamilton transitioned the DC Relay Service from AT&T, its previous relay provider. **The DC Relay Service start-up was accomplished in 30 days.** Hamilton was notified of the intent to award the contract on March 31, 2004, actual signing of the contract took place on April 16, 2004 and service start-up took place on schedule, May 5, 2004.
- The term of the contract is for one year with the option to renew for 2 one-year periods.
- Two renewals were exercised.
- In April 2007, Verizon began to provide Relay services to the District of Columbia. After only 15 months with Verizon, Hamilton was again chosen as the D.C. Relay provider as the result of another competitive bidding process.
- Hamilton began providing Relay Services to the District of Columbia on July 13, 2008.
- Hamilton was the successful bidder as a result of a bidding process that took place in 2008. Hamilton transitioned the District of Columbia from Verizon its previous provider. The term of the contract is from July 13, 2008 – July 12, 2009 with the possibility of 2 one-year renewals, the first of which has been exercised.

- **Call Volume**

Average of 24,968 session minutes per month

State TRS: Idaho Relay Service

- **Contracting Entity**

Public Utilities Commission of the State of Idaho

- **Contract Details**

- Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
- The other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on Dec. 1, 1992. The Idaho Relay Service start-up was accomplished in less than 90 days from date of award.
- The term of the first contract with the State of Idaho was from December 1, 1992 – November 30, 1995.

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- Hamilton then underwent a second RFP process with the State of Idaho and was awarded the contract, the term of which was December 1, 1995 through November 30, 1998 with a renewal for two additional one-year terms.
- The Idaho PUC exercised both renewals.
- Hamilton then underwent yet another RFP process with the State of Idaho and was awarded its third consecutive contract. The term of the third contract is from December 1, 2000 through November 30, 2003 with the possibility of two one-year renewal terms.
- Both of the renewal terms have been exercised.
- **Hamilton underwent another RFP process with the State of Idaho and was awarded its fourth consecutive contract on October 17, 2005.** The term of the fourth contract is from December 1, 2005 through November 30, 2008 with the possibility of two one year renewal terms, both of which have been renewed.

- **Call Volume**

Average of 12,671 session minutes per month

State TRS: Utah Telecommunications Service

- **Contracting Entity**

Utah Public Service Commission

- **Contract Details**

- Hamilton recently underwent a competitive bidding process with the Utah Public Service Commission and was awarded the contract to provide TRS and CapTel and began providing service for Utah on January 27, 2010.
- The term the contract is three years, beginning on January 27, 2010 and ending on January 27, 2013 with one possible two-year extension.

- **Call Volume**

Average of 32,000 session minutes per month



Maryland Relay Center

1 Science Park, Frostburg Business Park, Frostburg, Maryland 21532
Hamilton provides relay service under contract for the States of Maryland,
New Mexico, Iowa, Kansas and Montana from this Center.
Hamilton handles an average of **322,690 session minutes per month** from this center.

State TRS: Maryland Relay

- **Contracting Entity**

Maryland Department of Information Technology

- **Contract Details**

- Hamilton began providing service for Maryland on May 31, 2007.
- The term of the contract is effective March 1, 2007 through May 31, 2012.
- Hamilton was selected as the result of a competitive bidding process.

- **Call Volume**

Average of 162,091 session minutes per month

State TRS: Relay New Mexico

- **Contracting Entity**

New Mexico Commission for Deaf and Hard of Hearing Persons

- **Contract Details**

- Hamilton began providing service for New Mexico on July 1, 2009.
- The term of the contract is effective July 1, 2009 through June 30, 2010.
- Hamilton was selected as the result of a recent competitive bidding process.

- **Call Volume**

Average of 29,000 session minutes per month



State TRS: Iowa Telecommunications Relay Service

- **Contracting Entity**

Iowa Utilities Board

- **Contract Details**

- Hamilton began providing service for Relay Iowa on January 1, 2005.
- The term of the contract is three-years beginning on January 1, 2005 and ending on December 31, 2007, with one possible additional three-year extension, which has been exercised.
- Hamilton was selected as the result of competitive bidding process over Sprint, who had operated Relay Iowa since its inception.
- Hamilton transitioned Relay Iowa from Sprint seamlessly.

- **Call Volume**

Average of 40,130 session minutes per month

State TRS: Kansas Relay Service

- **Contracting Entity**

Kansas Relay Service, Inc (KRSI)

- **Contract Details**

- Hamilton began providing Relay Services to the State of Kansas on May 1, 2007.
- Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Kansas Relay Center from SBC-AT&T its previous provider. The term of the contract is from May 1, 2007 – April 30, 2012.

- **Call Volume**

Average of 71,600 session minutes per month



State TRS: Montana Relay Service

- **Contracting Entity**

State of Montana Department of Public Health and Human Services (DPHHS), Montana Telecommunications Access Program (MTAP)

- **Contract Details**

- Hamilton began providing relay to the state of Montana on February 28, 2006.
- As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated the Montana Relay Service.
- The term of the Contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven - one year intervals for a total period not to exceed ten years. Two renewals have been exercised.

- **Call Volume**

Average of 15,886 session minutes per month.



Massachusetts Relay Center

*703 West Housatonic Street, Suite 148, Pittsfield, Massachusetts 01201-6634
Hamilton provides relay service under contract for the States of Massachusetts, Rhode Island
and Wyoming from this Center.*

Hamilton handles an average of **192,783 session minutes per month** from this center.

State TRS: Massachusetts Relay

- **Contracting Entity**

State 911 Department

- **Contract Details**

- Hamilton began providing service for Massachusetts on July 1, 2008.
- The term of the contract is effective July 1, 2008 through June 30, 2013.
- Hamilton was selected as the result of a competitive bidding process.

- **Call Volume**

Average of 162,033 session minutes per month.

State TRS: Rhode Island Telecommunications Relay Service

- **Contracting Entity**

Public Utilities Commission of the State of Rhode Island.

- **Contract Details**

- Hamilton began providing TRS for Rhode Island on August 1, 2001.
- Hamilton was the successful bidder as a result of a bidding process that took place in May of 2001. Hamilton transitioned the Rhode Island Relay from AT&T its previous provider on August 1, 2001.
- The term of the contract is from August 1, 2001 – July 31, 2005 with the option to renew for the fifth year. This option was exercised.
- Hamilton underwent a second RFP process with the State of Rhode Island and was awarded its second consecutive contract, the term of the contract is from November 1, 2006 – October 31, 2010 with one year extension periods.

- **Call Volume**

Average of 23,257 session minutes per month



State TRS: Wyoming Relay Service

- **Contracting Entity**

Wyoming Division of Vocational Rehabilitation

- **Contract Details**

- Hamilton began providing relay to the state of Wyoming on August 1, 2004.
- As the result of a competitive bidding process, **Hamilton was selected over Sprint, who had operated the Wyoming Relay Service since its inception in June of 1992.**
- The term of the Contract is from August 1, 2004 through July 31, 2006 with an option to renew the contract for a total period not to exceed four additional years, all of which have been exercised.

- **Call Volume**

Average of 7,493 session minutes per month

Nebraska Relay Center

1006 12th Street, Aurora, NE 68818

Hamilton provides Internet Relay and overflow from this Center.

Hamilton handles an average of **79,334.40 session minutes per month** from this center.

As an FCC certified TRS provider for over 19 years and the provider of TRS and/or CapTel in 16 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to manage the CapTel Relay Service for the Tennessee Regulatory Authority. Tennessee CapTel users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize its programs to meet the needs of the relay users in every state. In addition, Hamilton has all the resources needed to be successful in

Tennessee CTRS

Relay



Tennessee, we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the CapTel users in Tennessee.

Experience and Growth

Since it began providing TRS in 1991, Hamilton has grown its Relay Division considerably and has gained experience in providing TRS in states with substantial TRS call volumes. Hamilton is currently providing telecommunications relay services to 16 states, the Island of Saipan, the Virgin Islands and the District of Columbia. Hamilton also provides Internet Relay (including Wireless Internet Relay) and Captioned Telephone (CapTel) Service.

In the past five years, Hamilton has been awarded **fifteen new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes.

B.6 Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.

Hamilton Telephone Company has not been involved in any mergers, acquisitions, or sales in the last 10 years. Nedelco, Inc., Hamilton's parent company, acquired an Internet Service Provider in 2000 and a retail computer sales and service company in early 2001.

B.7 Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled nolo contendere to any felony. If so, include an explanation providing relevant details.

Hamilton actively pursues obtaining this information from its applicants. To the extent allowed by law, it is Hamilton's policy to eliminate applicants from consideration for employment when the applicant has either plead guilty or has been convicted of felony. Hamilton has not purposely circumvented this policy with its employees, agents, independent contractors, or subcontractors.

B.8 Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.

Neither Hamilton Telephone Company nor Nedelco have filed or had filed against it, any bankruptcy or insolvency proceeding nor has either company undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors.



***B.9** Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.*

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.

Neither Hamilton Telephone Company nor Nedelco have any pending litigation against it.

***B.10** Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.*

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.

Neither Hamilton Telephone Company nor Nedelco have any pending Securities Exchange Commission investigations involving it.

***B.11** Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).*

Experience and Proven Capabilities

With a well-established record of success, Hamilton will continue to meet and exceed the TRA's, and Tennessee CapTel users' expectations for relay service. Below is a checklist of qualifications that Hamilton brings to Tennessee.

1. Hamilton is operating FCC certified telecommunications relay services in 16 States, the District of Columbia, Saipan and the Virgin Islands
2. Hamilton has been providing telecommunication relay service for over **19 years**.
3. Hamilton is a facility-based telecommunications relay provider. The types of equipment

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- used by Hamilton and its network and switching configuration are thoroughly explained in this response. Hamilton owns and operates all of its own relay equipment.
4. Hamilton has received consecutive contract awards and renewals from many of its states.
 5. **In the past five years**, Hamilton has been awarded **fifteen new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes. Hamilton began providing TRS to Iowa on January 2, 2005.
 - Hamilton began providing TS to the Virgin Islands on August 25, 2005.
 - Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
 - Hamilton began providing TRS to Georgia on April 1, 2006.
 - Hamilton began providing CapTel services for Iowa on January 1, 2007.
 - Hamilton began providing TRS and CapTel to Arizona on February 1, 2007.
 - Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
 - Hamilton began providing TRS and CapTel to Maryland from an in-state facility on June 1, 2007.
 - Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
 - Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
 - Hamilton began providing TRS to the District of Columbia July 13, 2008.
 - Hamilton began providing CapTel to the District of Columbia on November 17, 2008 as a result of a separate RFP process.
 - Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
 - Hamilton began providing TRS and CapTel to Utah on January 27, 2010.
 - Hamilton was recently selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
 6. Hamilton provides Internet Relay (including Wireless Internet Relay) Service, Web CapTel and Mobile CapTel nationally.

Hamilton's Experience in the Provision of CapTel Service

In addition to Hamilton's experience demonstrated throughout this proposal in the provision of TRS, Hamilton also has experience in the provision of CapTel.

When CapTel was first introduced, several states participated in a trial of CapTel Service.

Hamilton was the first TRS provider to trial CapTel Service. In addition, Hamilton provides CapTel Service in 17 states.



B.12 Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.

Hamilton is of a size in which the senior management will be involved in all phases of the implementation and management of the Tennessee CapTel Service.

Key Personnel and Staff Directing the Relay

Hamilton Relay is managed to ensure that every employee has the skills needed to perform his/her job in a manner that exceeds Relay requirements, and meets the high quality standards set by Hamilton. Hamilton is of a size in which senior management will be involved in all phases of the management of Tennessee CapTel. All employees of Hamilton are committed to providing a service that satisfies every relay user. Tennessee CapTel will receive this same commitment to excellence in service from Hamilton.

Following is a list of the key personnel who will be involved with the operation of Tennessee CapTel. In addition to the people listed here, there is an entire team of operations professionals that will assist as needed in the management of the Tennessee CapTel. Please see further in this Attachment for the organizational charts, resumes and job descriptions of Hamilton's key personnel.

<i>Person</i>	<i>Position</i>
<i>Area of Responsibility</i>	

Phillip C. Nelson	President
Chief Operating Officer	

Phil Nelson is the president and one of the owners of Hamilton Telecommunications. He has been closely involved in the development of the Nebraska, Idaho, Louisiana, Rhode Island, Wisconsin, Maine, Wyoming, Iowa, Montana, Georgia, Arizona, Kansas, West Virginia, Maryland, Massachusetts, the District of Columbia, Island of Saipan and Virgin Islands Relay Services and continues to monitor their operations. Phil perpetuates an open channel of communication with employees and each state's regulatory bodies concerning the ongoing operation of each relay service. Phil, a graduate of the University of Nebraska, has been with Hamilton Telecommunications since 1967, serving the last 15 years as Hamilton's President.

John Nelson	Vice President of Hamilton Telecommunications
and President of Hamilton Relay, Inc.	Planning and coordination for relay service.

Tennessee CTRS

Relay



In 1998, John Nelson returned to Hamilton Telecommunications from a position as System Administrator at a Breckenridge, Colorado, resort. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. John was the on-site technical backbone of the Louisiana Relay Center for four years, before moving to Aurora, Nebraska where he joined Hamilton's Senior Management team. An active board member and Vice President for Hamilton's parent company, John holds overall responsibility for relay at the senior management level. In addition he provides support and direction to members of the Hamilton management team and to members of technical staff.

Gary Warren President of Services Corporation
Oversees all aspects of services and corporate development.

Gary Warren assists in the general management of Hamilton Telecommunications with a particular emphasis in development of new projects. Gary, a University of Nebraska Law School graduate, has been at Hamilton since 1988. He has served on several relay industry teams on a national basis, including the TRS Coin-Sent-Paid team, and completed eight years of service on the National Exchange Carrier Association (NECA) Relay Advisory Council, the last two years of which he served as chairman. With a past capacity for overall responsibility of relay, Hamilton continues to employ Gary's expertise in the relay industry.

Dixie Ziegler Vice President of Relay Services
Oversees all aspects of Relay Services and manages relay operations. Primary contact throughout the relay contract.

Dixie Ziegler is Hamilton's Vice President of Relay Services. With the Company since 1994, Dixie has a strong background in communication and management. Dixie is responsible for the start up of relay services, contract management, technical development, marketing and all operations. She represents Hamilton's relay service on a national level, analyzes potential markets for new and existing products and services, and delivers new products and services to the telecommunications marketplace. She was elected to serve a second term as a council member on the NECA Relay Advisory Council and was recently appointed by Chairman Powell to serve a second term as a member on the Consumer Advisory Committee (CAC) of the Federal Communications Commission. In addition, Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. Dixie is a Dana College graduate with a Bachelor of Science degree in marketing and communications.

Relay Your Way®



Beth Slough

National TRS Contract Manager

Responsible for ensuring contract compliance and assessing quality and customer service in State programs.

Working first as a Lead Communication Assistant then in Corporate Administration, Beth later moved to the position of Relay Communications Coordinator, before being promoted to a Contract Management Role. As a result of twelve years experience in Telecommunications Relay Service, she possesses a well rounded, diverse knowledge of relay, CapTel and deaf culture. Beth has in-depth knowledge of federal and state TRS and CapTel requirements and utilizes that sophistication to ensure contract compliance and assess quality and customer service in Hamilton's State TRS and CapTel programs and makes recommendations that will improve any areas of weakness to the Vice President of Relay. Beth is responsible for the development and coordination of internal and external communication within Hamilton Relay Service. In addition, Beth keeps abreast of RFP activity in all states as well as works to obtain the needed information to ensure Hamilton is able to submit a competitive bid response. She also assists in marketing Hamilton Relay Service to other states, along with its national services. Beth has played a key role in the growth of Hamilton Relay.

John Fechter

National Outreach Manager

Oversees outreach and customer service program and all extended functions for each Hamilton's state relay programs.

John Fechter, National Outreach Manager, brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than 10 years, John served as President of the Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served the past 5 years as classroom consultant for Junior Achievement. John received his BA degree in Management from Gallaudet University in December 1991. He is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. John works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states. In addition he works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states. John resides near Minneapolis, MN with his wife and two children who are deaf.

Anne Girard

Director of Marketing, Hamilton Relay

Responsible for defining and promoting the Hamilton Relay brand, product development and offerings, as well as participating in FCC regulatory matters.



Anne Girard, Director of Marketing for Hamilton Relay, has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter, and her adult daughter is profoundly deaf and is a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University. In her current position, Anne reviews changes to the marketplace and industry and adjusts marketing plans accordingly. She is also responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing. In addition, Anne is responsible for developing and recommending modifications and improvements to Hamilton's technology.

Robert Patterson Director of Operations

Directs all relay operations and related operations activities for all of Hamilton's relay centers and business lines. Is responsible for ensuring that relay services, features and quality standards meet the expectations of all types of relay users.

Robert previously served as the manager of Hamilton's largest relay center for seven years before moving to his present position as Director of Operations. Robert has a strong background in Call Center Management and Quality Customer Service. Robert has improved several programs in the Louisiana center resulting in less turnover and longer employee retention, which in turn ensures high quality.

Barbara Handrup Senior Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Nebraska Relay Center.

Barbara Handrup, an employee of Hamilton for 30+ years, has been managing Hamilton's relay division in Nebraska since its birth in 1990. She manages the development of Supervisors, Communication Assistants and other staff to ensure success of the company. In addition, her primary responsibility for ensuring that relay services, features, and quality standards meet the expectations of relay users. Barbara has played a key role in the advancement of relay communications technology and growth at Hamilton.

Deborah Ducksworth Georgia Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Georgia Relay Center.

As the manager of Hamilton's Georgia Relay Center, Deborah brings a wealth of experience in business and call center management to her position. Deborah graduated from Grambling State University with a B.S. in Computer Information Systems. In her past position, Deb trained



employees throughout her career as training coordinator at Hamilton's Louisiana Center. Her ability to teach material thoroughly allows Hamilton to maintain its high quality standards. Emphasizing quality and efficiency, Deb oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. She has a primary responsibility for ensuring that relay services, features, and quality standards meet the expectations of relay users. In addition, Deb is responsible for working with the Public Service Commission on contract issues. She also works closely with the Georgia Relay advertising agency. Deb is responsible for enforcing the policies and procedures for the Georgia Relay.

Deb is putting her leadership skills and relay experience to work in areas of quality performance and customer service in order to effectively operate the Georgia Relay Center.

Dhahran Sanders Louisiana Relay Center Manager
Oversees all aspects of daily relay operations for Hamilton's Louisiana Relay Center.

With a strong background in teaching and management, Dee has worked very hard to establish a strong work ethic among CAs and to promote continuous learning as it relates to relay. Dee joined Hamilton's management team with the desire to provide an environment of positive reinforcement, yielding a top quality service to customers. With a primary emphasis on quality and efficiency, Dee oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. She has primary responsibility of ensuring that relay services, features, and quality standards meet the expectations of relay users as well as the State of Louisiana.

Donte' Bibbins Maryland Relay Center Manager
Oversees all aspects of daily relay operations for Hamilton's Maryland Relay Center.

Donte' has over seven years of experience in management with the company. He began as a Communication Assistant in the Louisiana center. Through hard work and initiative, Donte' has worked his way up to Assistant Relay Center Manager of the Maryland center by focusing on improving quality, efficiency and performance in order to exceed expectations. Most recently Donte' began serving as the Maryland Relay Center Manager. Donte' utilizes his relay knowledge and experience to instill the company's philosophy of quality and growth into the employees of the Maryland center. Emphasizing quality and efficiency, Donte' directs the development of Supervisors, Relay Operators and other staff to ensure success of the company. Donte' ensures that relay services, features, and quality standards meet the expectations of relay users as well as the State of Maryland.

Diane Taylor Nebraska Assistant Relay Center Manager
Assists in the management of Hamilton's Nebraska Relay Center.



Diane has a strong background in management. She utilizes her skills to continue an environment that will assist the CAs and supervisory staff to further grow. Customer service to both internal and external customers is a top priority for her. Diane assists in the management of Supervisors and Communication Assistants within the Nebraska Relay Center with an emphasis on quality and efficient operations. She also has responsibility for ensuring that the Communication Assistants are skilled to meet the expectations of relay users. Diane has family members that are in the deaf/hard-of-hearing community, so she possesses a high level of knowledge of the deaf culture.

Mitchell Levy CapTel Product Manager
Ensures that policies and procedures for statewide CapTel service are followed.

Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell previously served for three years as Hamilton's Outreach/Account Manager before his promotion to his current position. Mitchell works to ensure that the policies and procedures for CapTel services are followed. He also manages Hamilton Relay's strategy for CapTel service to develop and coordinate marketing tactics for all national markets. Mitchell is responsible for finding ways to enhance the overall quality of TRS and CapTel relay services by making suggestions that improve call experiences for relay users. Fluent in ASL, Mitchell possesses diverse communication skills.

Christa Cervantes Account Manager
Responsible for working with the regulatory bodies of designated states on issues related to contract compliance. Also acts as the Hamilton point of contact with a variety of State Relay Administrators.

An employee of Hamilton since 1990, Christa has a diverse knowledge of relay. Christa Cervantes worked in the relay as a CA and as a Lead CA for three years proving her leadership and training abilities. For eleven years Christa served as a Lead Supervisor where she continued to gain experience in the areas of sign language and deaf culture. Christa has a remarkable ability to train CAs completely and efficiently. Following her years as a Lead Supervisor, Christa was promoted to Outreach Specialist for all national and state outreach events. In 2007, Christa transitioned to the role Account Manager/Marketing Project Coordinator, where she continued to develop her deaf culture and sign language knowledge and used her expanded understanding to train CAs and provide guidance to the Outreach Coordinators in a variety of states served by Hamilton. In 2008 Christa shifted to Account Management exclusively. With this responsibility, Christa works along side the regulatory bodies of designated states on issues related to contract compliance. She oversees the monitoring and compliance of federal and state



requirements related to relay system performance and develops corrective action in areas that require improvement. She is currently responsible for managing several State TRS contracts.

Babs Williams Account Manager (Maryland Relay TRS / Captioned Telephone)
Ensures that policies and procedures for statewide relay service are followed.

Babs Williams, Account Manager (Maryland Relay TRS / Captioned Telephone) for Hamilton Relay, has been with the company since 2003. Serving in a variety of capacities ranging from CA to Customer Service to Outreach Coordinator and most recently Outreach Planning Coordinator, Babs has a diverse knowledge of TRS and Captioned Telephone. Babs utilizes her communication skills to ensure that policies and procedures for the Maryland Relay Service are followed. She works to manage the contracts between Hamilton and the State of Maryland and oversees the actions of all parties involved to ensure contract compliance. Babs is responsible for ensuring that each party successfully completes all assigned duties and responsibilities.

Jennifer (Jenny) Buechner Product Manager
Responsible for product management of Hamilton Relay Internet-based products/services.

Jenny graduated from Wisconsin School for the Deaf and earned a B.A. in Social Work from Gallaudet University, Washington, DC. Jenny brings a variety of skills to her position. Her work experiences include Youth Leadership Camp as a counselor, various positions within Gallaudet University, including serving as a Hearing Coordinator for Judicial Affairs, and her position as Customer Service Representative for the Wisconsin Telecommunications Relay System. Now bringing her experience with Relay technical projects, she coordinates development projects with technical and operations to enhance Internet Based Services for a positive relay experience for the customers.

Jerry Petermann Tax and Compliance Manager
Provides coordination of all tax and government filing requirements for payroll and accounting.

Jerry Petermann joined Hamilton Telecommunications in 1995 with 16 years of experience in high growth companies. He was recruited by Hamilton to provide accounting leadership and to take the company to the next level of revenue growth. Jerry holds a B.S. in Business Administration with an accounting emphasis from Kearney State College. In this position, Jerry provides coordination of all tax and government filing requirements for payroll and accounting. He is responsible for all federal and state tax filings, all state utility commissions, state corporate division reporting, property tax filings and FCC filings. Jerry also manages fixed asset reporting, asset management record keeping and cash management.



Carmen Bohaty Accounting Manager
Provides support services to relay in the areas of accounting.

With 11 years of accounting experience, Carmen Bohaty joined Hamilton Telecommunications in 2008. Bringing to Hamilton a background in Telecommunications Accounting, Carmen holds a B.S. in Business Administration with an emphasis in Accounting and Finance from the University of Nebraska – Lincoln. Carmen works to provide direction and coordination of financial and accounting functions for Hamilton's related companies. She directs and supervises assigned tasks which accomplish the department's goals and objectives including the internal financial reporting and budgeting processes, general and property accounting, payroll and benefits accounting, accounts receivable and accounts payables, internal auditing, cost accounting and budgetary controls.

Phillip Hupf Billing and Reporting Manager
Responsible for all aspects of Hamilton's Billing and Reporting Department.

Phillip Hupf actively works with internal and external customers to produce the necessary reports which fulfill operational questions and statistical needs. He also leads team effort on audits, special projects, investigative inquiries, and system automation. A graduate of the University of Nebraska, Phillip has been with Hamilton Telecommunications for 2 years. He works to plan, coordinate and implement corporate wide billing and reporting projects. Phillip is responsible for all functions within the billing and reporting department.

JoAnne Lambert Billing and Reporting
Provides support services to relay in the areas of reporting and billing.

JoAnne Lambert prepares the monthly relay billing and statistical information provided to the various state relay commissions and NECA. JoAnne also works closely with the LAN Administrator and the Vice President of Relay in developing and maintaining procedures for TRS reporting. JoAnne's analytical skills are a valuable asset to Hamilton.

Wayne Hahn LAN Administrator
Perform implementation and support of switching and workstation technology at the Nebraska and Louisiana Relay Centers.

Wayne Hahn provides Hamilton Telecommunications with extensive experience in computer system networking, switch management, software development and maintenance and telecommunications technology management. Wayne is responsible for implementing relay technologies at Hamilton's relay centers.



Greg Stephens Relay Technical Manager
Responsible for technical operations at assigned Relay Centers.

With extensive experience in programming/analysis and software development, Greg Stephens puts his knowledge in application support, information security and networking support. Greg is responsible for resolving technical support issues and the development of new programs. He directs and coordinates activities of the Relay Information Technology Department and is responsible for providing effective computer service to all Relay employees. Greg is responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

Cecil Smalley Programmer/Analyst
Develop and maintain applications for a variety of PC and server platforms

Cecil earned his Electronic Data Processing degree from Kansas State University in Salina. Using his vast experience, Cecil is also responsible for the creation and implementation of the peer review process and the software change management process that utilizes CVS and Bugzilla. Managing the development of access point for CapTel utilizing both internal and external resources is also a task taken on by Cecil.

Fred Hackett Information Technology Services Director
Manages personnel and projects of the Information Technology Services Department

Earning his Masters in Business Administration from the University of Iowa, Fred recommends to Senior Management and Business Line Managers system modifications, enhancements, software/hardware solutions and integration of technology solutions into the business strategy. Fred is also responsible for managing financial aspects of Information Technology Services department including overseeing project management of major Information Technology projects.

Please see Attachment B for CTI's key personnel.

B.13 Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.

Project Implementation/Staff Organization

Following is a chart of the activities each of Hamilton's key personnel will perform specifically for Tennessee CapTel throughout the term of the contract.



John Nelson	<ul style="list-style-type: none"> Hands-on involvement in day to day management as needed 	10 hours prior contract start-up.
Gary Warren	<ul style="list-style-type: none"> Contract negotiations 	Will assist as needed.
Dixie Ziegler	<ul style="list-style-type: none"> Holds primary responsibility for Tennessee CapTel Ongoing management responsibilities 	40 hours prior contract start-up. 2 hours per week ongoing.
Beth Slough	<ul style="list-style-type: none"> Overall contract management Coordination of internal and external communication 	40 hours prior contract start-up. 2 hours per week ongoing
John Fechter	<ul style="list-style-type: none"> Oversees outreach and education programs 	40 hours prior contract start-up. 2 hours per week ongoing
Anne Girard	<ul style="list-style-type: none"> Defines and promotes Hamilton Relay brand, product development and offerings Participates in FCC regulatory matters 	Will assist as needed.
Diane Taylor	<ul style="list-style-type: none"> Assists in the management of all Hamilton Customer Service Functions 	5 hours prior contract start-up. 1 hour per week ongoing
Mitchell Levy	<ul style="list-style-type: none"> CapTel Product Manager 	5 hours per week.
Jenny Buechner	<ul style="list-style-type: none"> Product Manager 	5 hours per week.
Amy Miller	<ul style="list-style-type: none"> Human Resource Management 	Will assist as needed.
Carmen Bohaty	<ul style="list-style-type: none"> Accounting Manager 	Will assist as needed.
Phillip Hupf	<ul style="list-style-type: none"> Billing and Reporting Manager 	5 hours per month.
Greg Stephens	<ul style="list-style-type: none"> Technical Operations Manager 	Will assist as needed.
Cecil Smalley	<ul style="list-style-type: none"> Programmer/Analyst 	Will assist as needed.
Fred Hackett	<ul style="list-style-type: none"> Manages technical project management 	Will assist as needed.

Hamilton has included detailed resumes for all management, supervisory and key personnel to be assigned to this contract in Attachment A. The resumes of Hamilton's key personnel are structured to emphasize relevant qualifications and experience of these individuals in successfully completing contracts of a similar size and scope to those required by the RFP.

Please see Attachment A for Hamilton's current organizational chart that includes the staffing and number of positions by each job title. Job descriptions for each position can also be found in Attachment A.



B.14 *Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:*

(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;

(b) a description of the scope and portions of the work each subcontractor will perform; and

(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.

Captioned Telephone, Inc.

Hamilton's proposal includes the use of a subcontractor. **Hamilton subcontracts all aspects of CapTel including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.** CTI has expressly assented to being proposed as a subcontractor in Hamilton's response to this RFP.

Captioned Telephone, Inc. (Headquarters)
450 Science Drive
Madison, WI 53711
608-238-5400

Pam Frazier
Director – Call Center Operations
608-441-8800 office
608-516-7517 cell
Pam.frazier@captelmail.com

Jayne Turner
Vice President – Captel, Inc.
608-441-8800 or 608-238-5400 office
Jayne.turner@ultratec.com

The actual Tennessee CapTel Services will be provided from the following locations:

CapTel Service Relay Center
5801 Research Park Blvd.
Madison, WI 53717
608-441-8800



CapTel Service Relay Center
310 W. Wisconsin Ave.
Suite 1200
West Milwaukee, WI 53203

***B.15** Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail all of the following:*

- (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises;*
 - (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information:*
 - (i) contract description and total value*
 - (ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)*
 - (iii) contractor contact and telephone number;*
 - (c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:*
 - (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — **PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS**)*
 - (ii) descriptions of anticipated contracts*
 - (iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and*
 - (d) the percent of the Proposer's total current employees by ethnicity, sex, and disability.*
- NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal*



evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.

Hamilton understands the targets defined above regarding the use of business enterprises owned by minorities, women, persons with a disability and small business enterprises. Hamilton will make a good faith effort to utilize these types of businesses to provide goods and/or services where possible. However because all services will be performed out of state, opportunities to use such business enterprises will be limited. Hamilton would like to clarify that CapTel is a specialized service. As a result, Hamilton currently has a subcontract in place with a corporation who has the necessary level skill and experience to deliver high quality service.

B.16 Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:

Hamilton is currently under contract with Stellar Relay to provide TRS Services as a subcontractor for Tennessee Relay. See item c below for a description of services provided.

(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;

Miki Klein
Tennessee Regulatory Authority
Telephone number: 615-741-3939 extension 206
Email: miki.klein@tn.gov

(b) the procuring State agency name;

The procuring State agency name for the contract that Hamilton has with Stellar Relay is the Tennessee Regulatory Authority.

(c) a brief description of the contract's scope of services;

Hamilton is currently under contract with Stellar Relay to provide Speech to Speech, Spanish, overnight Customer Service, overnight TRS and Emergency back-up TRS service to the State of Tennessee.



(d) the contract term; and

The term of Hamilton's contract with Stellar Relay is May 27, 2010 to September 30, 2011.

(e) the contract number.

Agreement for Services between Hamilton Relay, Inc. and Stellar Relay LLC.

NOTES:

- *Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points.*

Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.

Hamilton understands.

B.17 *Provide customer references from individuals (who are not current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:*

- *two (2) of the larger accounts currently serviced by the Proposer, and*
- *three (3) completed projects.*

All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which must be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.

The Proposer will be solely responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.

(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.



- (b) *Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.*
- (c) *Instruct the person that will provide a reference for the Proposer to:*
- (i) *complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);*
 - (ii) *sign and date the completed, reference questionnaire;*
 - (iii) *seal the completed, signed, and dated, reference questionnaire within the envelope provided;*
 - (iv) *sign his or her name in ink across the sealed portion of the envelope; and*
 - (v) *return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).*
- (d) *Do NOT open the sealed references upon receipt.*
- (e) *Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.*

NOTES:

- *The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.*
- *The State will not review more than the number of required references indicated above.*
- *While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.*

The State is under no obligation to clarify any reference information.

Hamilton understands and has complied with the above requirements. Hamilton has included the sealed reference envelopes within a larger, labeled envelope in its bid package.

Tab 3

Attachment 6.2 Section C



Tennessee CTRS

Relay

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

PROPOSER LEGAL ENTITY NAME:					
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
Tab-Page 3-2	C.1.	Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.		1	
Tab-Page 3-11	C.2.	Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.		1	
Tab-Page 3-42	C.3.	Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.		1	
Tab-Page 3-43	C.4.	Provide consumer outreach strategies to promote awareness of the product in Tennessee		1	
Tab-Page 3-43	C.5.	Provide report format on operations and compliance of product service		1	
Tab-Page 3-43	C.6.	Provide proof of compliance with FCC regulations of relay services		1	
<i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>					Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>
Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>			X RFP § 5.1. 30 <i>(maximum possible score)</i>		= SCORE:
State Use – Evaluator Identification:					



C.1. Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.

Hamilton has worked to prepare a proposal that completely and accurately describes Hamilton's approach and method used to provide CapTel to the state of Tennessee.

The following Section contains Hamilton's Proposal Narrative, which Hamilton has written in a manner to convince the State that Hamilton understands the objectives that the contract resulting from this RFP is intended to meet, the nature of the required work and the level of effort necessary to successfully complete the contract.

Hamilton's Proposal Narrative

Background

Hamilton Telecommunications, corporate offices located at 1001 12th Street, Aurora, NE 68818, is a Nebraska Corporation. Its business phone number is 402/694-5101. Hamilton has one class of stock (voting common) of which 96.64 percent is held by Nedelco, Incorporated, a Nebraska corporation incorporated in August of 1963. One hundred percent of Nedelco, Incorporated stock is held by Phillip C. Nelson, Nancy Nelson, James Nelson (two brothers, one sister) and a small percentage of stock is held by John Nelson and Jim Nelson (sons of Phillip C. Nelson). Phillip C. Nelson is President of the Company. Hamilton Telephone Company is a local exchange carrier certified by the Public Service Commission of the State of Nebraska. Nedelco's base of operation is in Aurora, Nebraska. Nedelco, Incorporated also owns 100 percent of the stock in Aurora Telemarketing, Inc., Hamilton Relay, Inc., Hamilton Information Systems, Inc., Hamilton.net, Inc. and Hamilton Wireless, Inc. This family of company business lines is generally telecommunications related services or products. Please see further in this document for a descriptive listing of Hamilton's business lines.

Hamilton was incorporated in 1901 and has been providing local telephone service in Nebraska since that time. The Nelson family has had ownership of the company since 1961. Throughout those years Hamilton has expanded and diversified to offer its customers a variety of telecommunications products and services. Relay services is one such business line that began in 1991. Hamilton Telephone Company has been in business for over a century. Hamilton Telephone Company celebrated its 100th anniversary in June of 2001. Nedelco was incorporated in 1963.

Hamilton has approximately 581 employees nationwide.



Management

Hamilton has the experienced management staff to lead Tennessee CapTel. The officer with ultimate responsibility for Tennessee CapTel and who is able to ensure decisions are rendered and implemented promptly, manage contract changes, delegate authority, etc. is:

John Nelson, Vice President of Hamilton Telecommunications
and President of Hamilton Relay, Inc.

1001 Twelfth Street
Aurora, NE 68818
Voice: 402/694-3656
Voice: 800/821-1831
Voice & TTY: 800/618-4781
Fax: 402-694-5037
E-mail john.nelson@hamiltontel.com

In 1998, John Nelson returned to Hamilton Telecommunications from a position as System Administrator at a Breckenridge, Colorado, resort. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. John was the on-site technical backbone of the Louisiana Relay Center for four years, before moving to Aurora, Nebraska where he joined Hamilton's Senior Management team. An active board member and Vice President for Hamilton's parent company, John holds overall responsibility for relay at the senior management level.

In addition, Gary Warren, another member of senior management, contributes to Relay. Gary is involved in the general management of the company, with particular emphasis on planning, developing and implementation of new projects including relay. Gary was primarily responsible for the planning, development and implementation for Hamilton's relay centers. Gary has handled a variety of new project implementations during the course of his present employment. He holds a B.S. degree, is a University of Nebraska Law School Graduate and is licensed to practice law in the State of Nebraska. Gary's prior career experience included 13 years of practicing law during which time he was involved in project development for several client companies. Gary has been employed in his present capacity with Hamilton Telecommunications since 1988.

Gary Warren has very relevant and recent experience having been the person directly responsible for managing the implementation, completion and testing of all State TRS programs provided by Hamilton Relay. In addition to his organizational capability, Gary has attended relay users' focus groups, attended seminars on the topic, participated in conferences, seminars and has been a presenter on several occasions on the topic of relay for conferences and seminars. Gary has been active in several national telecommunications relay industry teams organized to work on relay issues and interface with advocacy groups on the national level. Gary was elected by other relay

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providers to fill one of two positions for relay providers on the NECA Relay Advisory Council. Gary completed his term serving as Chairman of the NECA Relay Advisory Council.

The person with primary responsibility for the Tennessee CapTel throughout the life of the contract is:

Dixie Ziegler, Vice President of Relay
Hamilton Relay Service
1006 Twelfth Street
Aurora, NE 68818
Voice & TTY: 402-694-3656
Fax: 402-694-5037
E-Mail: dixie.ziegler@hamiltonrelay.com

As Vice President of Relay, Dixie is authorized to make decisions, answer questions, or provide clarification to the response and subsequent contract

A graduate of Dana College in Blair, Nebraska, with degrees in Organizational Communication, Print Media, and Marketing, Dixie Ziegler served as the Director of Relay for Hamilton Relay Service for four years. Promoted to the position of Vice President of Relay, she is responsible for the provisioning of high quality relay services in all of Hamilton's relay states. From 1994 to 1998, Dixie served as Director of Marketing for Hamilton Telecommunications based in Aurora, Nebraska, where she became familiar with telecommunications regulation.

As part of her duties with Hamilton, Dixie manages all aspects of the relay including start up activities, contract and financial management, operations, marketing, customer service, outreach functions and technical development. Dixie is also responsible for the development and implementation of new relay features and services, including IP Relay, Video Relay, Wireless Relay and Captioned Telephone. Other responsibilities include the development of reporting systems and usage reports. Dixie also maintains contact with the FCC, drafts FCC filings and is responsible for completing the annual NECA data request.

Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton and frequently interacts with relay users in the states served by Hamilton. Dixie has represented Hamilton at the National Association of State Relay Administrators, Telecommunications for the Deaf Inc., National Association for the Deaf, Hearing Loss Association of America, National Association of Regulatory Utility Commissioners and at other national relay activities. Dixie was elected to serve two terms as a council member of the National Exchange Carrier Association (NECA) Relay Advisory Council. Dixie was appointed by Chairman Powell to serve two terms

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as a member on the Consumer Advisory Committee (CAC). In addition, Dixie was selected by the Chair of the Consumer Advisory Council to serve as the TRS Subcommittee Chair.

The main contact for the TRA throughout the life of the contract is:

Beth Slough, National TRS Contract Manager
Hamilton Relay Service
1006 Twelfth Street
Aurora, NE 68818
Voice & TTY: 402-694-3656
Fax: 402-694-5037
E-Mail: beth.slough@hamiltonrelay.com

Working first as a Lead Communication Assistant then in Corporate Administration, Beth later moved to the position of Relay Communications Coordinator, before being promoted to a Contract Management Role. As a result of twelve years experience in Telecommunications Relay Service, she possesses a well rounded, diverse knowledge of TRS, CapTel and deaf culture. Beth has in-depth knowledge of federal and state TRS and CapTel requirements and utilizes that sophistication to ensure contract compliance and to assess quality and customer service in Hamilton's State TRS and CapTel programs and makes recommendations that will improve any areas of weakness to the Vice President of Relay. Beth has played a key role in the growth of Hamilton Relay.

Please refer to Attachment A for resumes. Also in Attachment A you will find resumes for the persons who will be performing system design, maintenance, outreach and operations support. **Hamilton has the needed Management to ensure excellence in the operation of Tennessee CapTel.**

Key Personnel and Staff

All employees of Hamilton are committed to providing a relay service that satisfies every relay user. Tennessee CapTel will receive this same commitment to excellence in relay service from Hamilton.

Please see Attachment A for a list of Hamilton Relay's key personnel, some of whom will be involved with the operation of Tennessee CapTel. Resumes are also located in Attachment A.

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Assets

Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to start-up Tennessee CapTel and has the financial wherewithal to operate and maintain Tennessee CapTel as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

It doesn't take billions of dollars to be in the relay business. What it does take is state-of-the-art technology, which Hamilton has and continues to develop. It takes knowledgeable leadership, which Hamilton has and continues to invest in through further training and job promotion.

Hamilton's outstanding financial resources ensure excellence in the operation of Tennessee CapTel.

Experience and Proven Capabilities

With a well-established record of success, Hamilton will meet and exceed the TRA's and Tennessee CapTel users' expectations for relay service. Below is a checklist of qualifications that Hamilton brings to Tennessee CapTel.

1. Hamilton is operating FCC certified telecommunications relay services in 16 States, the District of Columbia, Saipan and the Virgin Islands
2. Hamilton has been providing telecommunication relay service for over **19 years**.
3. Hamilton is a facility-based telecommunications relay provider. The types of equipment used by Hamilton and its network and switching configuration are thoroughly explained in this response. Hamilton owns and operates all of its own relay equipment.
4. Hamilton has received consecutive contract awards and renewals from many of its states.
5. **In the past five years**, Hamilton has been awarded **fifteen new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes. Hamilton began providing TRS to Iowa on January 2, 2005.
 - Hamilton began providing TS to the Virgin Islands on August 25, 2005.
 - Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
 - Hamilton began providing TRS to Georgia on April 1, 2006.
 - Hamilton began providing CapTel services for Iowa on January 1, 2007.
 - Hamilton began providing TRS and CapTel to Arizona on February 1, 2007.
 - Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
 - Hamilton began providing TRS and CapTel to Maryland from an in-state facility on June 1, 2007.
 - Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.

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- Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
 - Hamilton began providing TRS to the District of Columbia July 13, 2008.
 - Hamilton began providing CapTel to the District of Columbia on November 17, 2008 as a result of a separate RFP process.
 - Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
 - Hamilton began providing TRS and CapTel to Utah on January 27, 2010.
 - Hamilton was recently selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
6. Hamilton provides Internet Relay (including Wireless Internet Relay) Service, Web CapTel and Mobile CapTel nationally.

When CapTel was first introduced, several states participated in a trial of CapTel Service.

Hamilton was the first TRS provider to trial CapTel Service. In addition, Hamilton provides CapTel Service in 17 states.

Hamilton's Experience in the Provision of CapTel Service

In addition to Hamilton's experience demonstrated throughout this response in the provision of TRS, Hamilton also has experience in the provision of CapTel. When CapTel was first introduced, several states participated in a trial of CapTel Service. **Hamilton was the first TRS provider to trial CapTel Service.** In addition, Hamilton provides CapTel Service in 17 states.

Hamilton has performed many implementations and cutovers successfully and anticipates a seamless implementation of Tennessee CapTel Service if awarded the contract.

Hamilton is more than qualified to manage Tennessee CapTel for the TRA. Tennessee CapTel users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize its programs to meet the needs of relay users. In addition, Hamilton has all the resources needed to be successful in Tennessee CapTel; we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to CapTel users in Tennessee.

Use of Subcontractors

Captioned Telephone, Inc.

Hamilton subcontracts **all** aspects of CapTel including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton is the prime

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contractor. Headquarters for Captioned Telephone, Inc. is located at 450 Science Drive, Madison, WI 53711.

CapTel Services will be provided from the 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.

FCC Requirements

The FCC has issued a separate Ruling specifically for CapTel: 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 (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do 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.

Hamilton's CapTel Service offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

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

For future standards and regulations that may be required by the FCC, Hamilton will work with CTI to attempt compliance. If new or increased standards relating to CapTel Service are mandated during the contract term, Hamilton will notify the PSC in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the TRA.

Confidentiality

Hamilton ensures that CAs will 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 Service is isolated to assure confidentiality standards are upheld. Hamilton ensures that the equipment and structural accommodations made to the CA workspace will ensure the total confidentiality of CapTel User's calls, and prevent the CapTel Users on one call from overhearing a CA processing another call.



Outreach and Customer Service

Hamilton's customer service and outreach programs are explained in Tab 3 Section C. 2 A.12.1. Sample outreach materials are located in Attachment D. Tennessee CapTel users may reach CapTel Customer Service from 9:00 AM to 5:00 PM Central Time, Monday through Friday. However, customers can call Hamilton for any complaint or trouble reporting – 24 hours a day seven days a week. **No other provider can match Hamilton's customer service efforts. The combination of staff dedicated to outreach materials and customer service at Hamilton and its educational efforts are unbeatable and will ensure excellence in the operation of the Tennessee CapTel.**

Hamilton's outreach vision and Relay Your Way® theme "shine through" for all of its relay users. Hamilton looks forward to offering Tennessee CapTel users Hamilton's superb outreach and customer service programs. Hamilton will adjust its programs to meet the needs of Tennessee CapTel users and the TRA. Hamilton ensures that all Customer Service calls relating to Tennessee CapTel Service including complaints, responding to inquiries about and receiving comments about CapTel will be responded to in a timely manner.

Hamilton will work closely with CTI to resolve all complaints – if they contact the CapTel Customer Service Department directly, if they contact the Hamilton Relay Customer Service Department or the regulatory body.

Additional Information

- **Hamilton will provide statewide 24 x 7 CapTel Relay Services in a manner that is functionally equivalent to traditional voice calls. CapTel phone 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.**
- **Hamilton ensures that service standards relating to answer speed will be met including those times of increases or spikes in call volume. Hamilton ensures that CAs will be as transparent as possible during a CapTel call.**
- Hamilton will only allow those calls that originate or terminate in Tennessee. For billing purposes, all intrastate CapTel calls will be billed to the State of Tennessee.
- Hamilton will **report** total interstate minutes of CapTel use to the TRA. Hamilton will bill all interstate CapTel minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

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- Intrastate and interstate Spanish Language CapTel services will be available to Tennessee CapTel users.
- One-Line 911 calls will **not** be routed through the captioning service. Emergency 911 calls are **not** captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service. The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says.
- When a 2-Line CapTel user receives a call, the standard phone user will simply dial the user's second phone line directly instead of dialing an 800 number and accessing the captioning service. A 911 call with 2-Line CapTel Service works like all other 2-Line CapTel calls. The call will then be processed like all other CapTel calls.
- CapTel users will be able to select their carrier of choice for these call types and that call will process as a regular CapTel call.
- Hamilton ensures that CapTel users will be able to use conference and three-way calling and other custom calling features as they become available in the state and to the extent they are technically feasible through the CapTel Service.
- Hamilton ensures that all CapTel users in Tennessee will have access to audiotext, interactive voice response units and answering machines including message retrieval services.
- CapTel CAs will not limit the length of a call or the number of calls placed by callers through the CapTel Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

Conclusion

Through the detailed information contained in this response regarding Hamilton's organization, personnel, experience and references, Hamilton has demonstrated its qualifications and capabilities to perform the services required by this RFP.

Throughout this entire response, Hamilton presents a story that includes experience, dedication, know how, and desire to ensure that Tennessee CapTel goes beyond success, to meet the needs of the TRA and CapTel users. *This story is just beginning.* **Hamilton looks forward to working with the TRA to write the rest of the story that ends with satisfaction for CapTel users in Tennessee.**

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C.2. Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.

The following section serves as a narrative. In the following section, Hamilton has listed and responded to each of the terms contained in Section A of RFP Attachment 6.1 (PRO FORMA CONTRACT). Hamilton's response to each item explains the approach and method that will be used to complete the scope of services, accomplish required objectives and meet the State's project schedule.

A. SCOPE OF SERVICES:

A.1. The Contractor shall provide all service and deliverables as required, described, and detailed by this Scope of Services and shall meet all service and delivery timelines specified in the Scope of Services section or elsewhere in this Contract.

Hamilton understands and has described throughout this proposal how it will comply.

A.2. Type of Calls

A.2.1. Intrastate and interstate calling.

The CapTel service shall be established to provide access for the community disabled to the intrastate telecommunication network which is functionally equivalent to that enjoyed by individuals who are not disabled. The community to be assisted by CapTel technology has in the past struggled with traditional Relay. CapTel is to assist callers with hearing loss who are not well suited for traditional Relay.

CapTel Scope of Service

Hamilton will provide statewide 24 x 7 CapTel Services in a manner that is functionally equivalent to traditional voice calls. CapTel 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 user hears everything that they say, just like a traditional call.

Behind the scenes, a specially trained operator at the CapTel captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the CapTel phone. The captions appear almost simultaneously with the spoken word, allowing the CapTel phone users to understand everything that is said — either by hearing it or by reading it.



Hamilton ensures that CapTel users will receive functionally equivalent service including but not limited to cost to consumers, call blockage, carrier of choice, real-time communication in transmission and reception of text and speech and the availability of advanced and efficient technology as it becomes available and is technically feasible.

CapTel users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. 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-CapTel calls.

The following outlines the terms and conditions Hamilton has obtained with CapTel, Inc. in order to provide Enhanced VCO with Voice-Recognition TRS:

- (a) CapTel Service will be available 24 hours per day, 7 days per week, 365 days per year.
- (b) End Users of the CapTel Service will be able to place calls from within Tennessee to any point in the world and from all points outside Tennessee to any point within Tennessee to the same extent that the access is provided by traditional TRS.
- (c) Hamilton will provide the following reports:
 - Total number of calls
 - Total number of minutes
 - Average number of minutes per call
 - Speed of answer
 - Number of customer complaints
- (d) CapTel will meet the P.01 standard for blockage. Blockage rates for CapTel Service are available in 60-minute intervals at the current time.
- (e) CapTel Service will answer 85 percent of all calls within 10 seconds including abandons.
- (f) CapTel Customer Service will be staffed from 9:00 AM to 5:00 PM, Monday through Friday. **Tennessee CapTel Customers can also call Hamilton CapTel Customer Service, which will be available 24 hours a day seven days a week. Hamilton is always available to customers.**
- (g) CapTel relay users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.
- (h) CapTel Relay Service will be available in Spanish.
- (i) The CapTel Service will allow CapTel users to place all network call types commonly supported by TRS including: intrastate, interstate, toll free, 911, and pay per call services.
- (j) Calls Not Supported by CapTel include Coin-sent calls, all Non-English language calls except Spanish, and any TRS call which is not a CapTel call including, but not limited to, VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non- CapTel call.

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CapTel Service CAs will adhere to the following minimum standards:

- The CapTel CA shall be 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 CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CapTel 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 CapTel CA shall pass along a CapTel caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

If awarded the contract, Hamilton will allow an unlimited number of users every month to join the CapTel program if so desired. Hamilton understands that the TRA has the right to determine the number of phones to be distributed per month.

2-Line CapTel Service

Hamilton's provision of and pricing for CapTel includes 2-Line CapTel Service.

2-Line CapTel Service truly enhances the functional equivalency and quality of CapTel Service. 2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a CapTel user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service.** When calling 911 in emergency situations, the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

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Requirements for 2-Line CapTel Service

- A CapTel telephone
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the CapTel phone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

CapTel users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. 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-CapTel calls.

The Contractor will be designated to only accept calls that originate or terminate from a special CapTel telephone. Such calls shall originate and/or terminate in the state of Tennessee. The CapTel service will be capable of accepting calls placed across state lines which, if the CapTel service were not utilized, would be considered local intrastate calls. Individuals who use the CapTel service will be able to call or be called by any business or residence that has a standard telephone service in Tennessee.

The intrastate CapTel system will be required to provide interstate calling. However, the intrastate CapTel system calls must be accounted for separately from interstate calls and shall not be billed pursuant to this contract.

Individuals who use the CapTel Service will be able to call any business or residence in Tennessee. Hamilton will provide the State of Tennessee with ANI based billing for CapTel. This means that the TRA will only pay for intrastate Tennessee calls (both parties are in the State of Tennessee) exactly as they do today for TRS calls. Hamilton is offering this program to all of its states and is pleased to offer it to Tennessee.

The CapTel service is capable of processing local calls that are interstate in nature. Those calls will be billed to the Interstate TRS Fund. **Hamilton will report total interstate minutes of CapTel use to the TRA. Hamilton will bill all interstate CapTel minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.**

A.2.2. Spanish and Other Non-English CapTel

The Contractor will provide intrastate and interstate Spanish CapTel services. The Contractor will also provide other non-English CapTel as directed by the

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State or based on changes in the States demographics which warrant the availability of such service.

Intrastate and interstate Spanish Language CapTel services will be available to Tennessee CapTel users. Spanish CapTel hours are from 7:00 a.m. to 11:00 p.m. Central Time.

A.2.3. Emergency Calls

The Contractor will process emergency calls.

Dialing 911 in an Emergency – Two-Line CapTel

When calling 911 in emergency situations using 2-Line CapTel, 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

Dialing 911 in an Emergency – Single Line CapTel

When calling 911 in emergency situations, the single line CapTel users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will **not** be routed through the captioning service. This means:

A.2.4. Directory Assistance Calls

The Contractor will caption calls made to directory assistance without additional charges to the caller, unless otherwise notified by the State.

Hamilton and CTI will provide access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. Users will be able to access their carrier of choice for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call will then be processed like all other CapTel calls.

A.3. Access to CapTel Calling Center

Access to the CapTel service shall be provided directly and automatically through the CapTel phone as well as a toll-free number. The toll free number(s) shall be universally available and shall be uniform throughout the state.

While Contractors are not restricted to utilizing only one toll-free number for the CapTel service, the State urges the Contractor to propose as few numbers as possible for access to the service to eliminate confusion and to promote easy and frequent utilization of the service.

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Hamilton will provide statewide service 24 hours a day, every day of the year, in accordance with system requirements and performance standards identified in the RFP and contract.

Hamilton will utilize only one toll-free number for the CapTel service to eliminate confusion and to promote easy and frequent utilization of the service. To access the CapTel service, the CapTel user does not have to dial a toll-free access number – he or she simply dials the number of the person they wish to call on the CapTel phone. The call is automatically connected to the CapTel call center that provides the captioning. Voice users will access the service through the CTI national toll-free number for voice users. Voice users will call a 2 Line CapTel user direct.

A.4. CapTel Call Limitations

The CapTel service must be capable of handling any call normally provided by common carriers. Only those calls that are incapable of the service due to lack of existing technology are exempt for handling by the CapTel service. However, where possible, the Contractor must establish a future handling date to provide CapTel services when new technology becomes available. The Contractor has identified and will continue to identify as technology changes, those calls that are incapable of CapTel usage due to lack of available technology. Only calls that are incapable of CapTel service due to lack of existing technology may be so identified. Any submitted proposal will identify the infallibility of handling these calls and shall, where possible, establish a future handling date. The State is committed to achieving full compliance with FCC requirements for all types of calls to be accessible and the Contractor is required to adhere to these standards.

CapTel users are able to access standard operator services (including for example calling cards, credit cards, person to person calls, collect calls, third party billing and hotel calls) to the same extent such access can typically be made by a voice telephone user using a traditional telephone. The only exception is coin-sent paid. The FCC ordered that coin sent paid calls are not feasible with current technology and has made the FCC's temporary solution of coin sent paid call processing through relay (and thus CapTel) a permanent solution.

Hamilton will continue to identify as technology changes, those calls that are incapable of CapTel usage due to lack of available technology.

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A.5. Special Calling Services

A.5.1. The Contractor will provide its users with conference and three-way calling and other custom calling features as they become available in this state and to the extent technically feasible. Charges assessed to such CapTel users shall not exceed the charges assessed by the local exchange company (LEC) serving the exchange from which the call is being placed. Additionally, charges for ancillary services not traditionally provided by the local exchange company must not exceed the rates assessed to those persons without communication disabilities.

Three-way Calling via CapTel

Hamilton ensures that FCC compliant Three-way calling will be available to CapTel users of Tennessee. A standard telephone user can initiate a three-way call to a CapTel 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 CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel 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.

True Caller ID via CapTel

Hamilton ensures that FCC compliant Caller ID services will be provided to CapTel users of Tennessee. The FCC has required 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. **CTI 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 CapTel 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.

Call Forwarding

Call Forwarding is available to CapTel users. Call Forwarding can be provisioned on the CapTel customer's line by the LEC; for example, if the user puts his telephone on call forwarding the CapTel call will be automatically forwarded to the new location.

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Call Blocking

If the Caller ID block indicator is enabled on the call when the CapTel center receives it, the CapTel caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with no CapTel intervention. The relay user has complete control over blocking information with their local phone company.

A.5.2. The Contractor will caption calls to numbers delivering recorded messages unless the speed of transmission of such messages impedes effective and intelligible message transmission. The Contractor will also caption recorded messages on telephone answering machines.

Hamilton ensures that all CapTel users in Tennessee will have access to audiotext, interactive voice response units and answering machines including message retrieval services.

Using Automated (Touchtone) Systems

With CapTel, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The CapTel user can press the CapTel number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The CapTel user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the CapTel 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 CapTel user will simply hang up and try the call again.

Leaving Messages on Answering Machines

The CapTel 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 CapTel user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the CapTel user will see the confirmation message on the CapTel display.

Retrieving Voice Mail Messages

The CapTel 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.

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The CapTel user can press the number buttons at any time.

Captioning External Answering Machine Messages

CapTel 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, CapTel 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.

A.6. CapTel Equipment

A.6.1. The CapTel equipment will only be distributed by the Telecommunication Devices Access Program within the State, unless otherwise appointed or approved.

A.6.2. Quantity limits shall be approved by the State and all information necessary to support such limits shall be provided to the State.

If awarded the contract, the CapTel program would continue with all existing End Users in Tennessee and will allow an unlimited number of users every month. Hamilton understands that the TRA has the right to determine the number of phones to be distributed per month. Hamilton has offered additional options in its pricing proposal, but has not included any of these options in its price per minute.



A.7. CapTel Technical Standards

A.7.1. The Contractor will provide CapTel service for all telephone exchanges 24 hours a day, every day, including holidays.

Hamilton will provide statewide CapTel services for all Tennessee telephone exchanges 24 hours a day, every day, including holidays. Spanish CapTel hours are from 7:00 a.m. to 11:00 p.m. Central Time.

A.7.2. There will not be restrictions on duration or number of calls placed by callers through the CapTel service.

CapTel CAs will not limit the length of a call or the number of calls placed by callers through the CapTel Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

A.7.3. Transmission circuits will meet or exceed interexchange performance standards for circuit loss and noise.

All transmission circuits used will meet or exceed FCC interexchange performance standards.

A.7.4. The Contractor will have a sufficient number of CapTel operators, circuit trunks and other facilities to achieve the standards of service required by this contract.

Hamilton ensures that adequate staffing will be supplied to provide CapTel users with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons

Hamilton ensures that service standards relating to answer speed will be 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 that are needed. CTI provides adequate trunking capacity, CA work stations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered in no greater than 10 seconds on a daily basis including abandons. As a CapTel provider in other states, Hamilton communicates with CTI frequently to project future demand so all standards can be met.

In addition, Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CapTel operation and will be reported to the TRA on a monthly basis.

A.7.5. The Contractor must provide access to each user's interexchange carrier (IXC) of choice, and to all other operator service, to the same extent that such access is

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provided to voice users as specified in the FCC mandate requiring IXC participation.

Carrier of Choice

Hamilton ensures that Tennessee CapTel users will 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 will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc. Following is the type of message that Hamilton will use to provide this education to CapTel users.

What CapTel users need to know about long distance calling:

If a customer needs to make long distance calls with CapTel, they must register their existing long distance service or calling plan with CapTel Customer Service to ensure that any long distance charges are billed under their current long distance provider.

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

What Voice Users Who Call a CapTel User Needs to Know

People who call a CapTel user via long distance should also inform CapTel Customer Service of their long distance provider, to ensure their long distance calls to a CapTel user are billed under their existing long distance service.

Default Carrier Calls

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Customers can complete a paper copy of the CapTel Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the CapTel website or by calling Customer Service. Customers simply indicate which carrier they want to use.

CTI does not bill any long distance calls and thus is not in control of other carrier's discounts for relay calls.



A.8. CapTel operators shall adhere to the following standards:

A.8.1. The operators will not intervene or interject personal comments, judgments, or additional information when relaying calls.

Hamilton ensures that all CAs will be trained to “revoice” the words spoken by the hearing party as accurately as possible without intervening in the communications. CAs will not intervene or interject personal comments, judgments, or additional information during a CapTel call.

A.8.2. The operators will be as transparent as possible to the users of the CapTel. They shall avoid use of the third person and shall not intentionally alter the content of relayed calls.

Hamilton ensures that CAs will be as transparent as possible during a CapTel call. CAs will caption all information verbatim. If either party uses the third person, the CA will not intervene and will relay the call as spoken and/or typed.

A.8.3. The operators will adhere to the Code of Ethics for Interpreters of the Deaf or similar code to be approved by the State.

CapTel Confidentiality Agreement

Hamilton ensures that all CapTel CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the CapTel Relay service being rendered. CapTel 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. Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t **their** call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

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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 CapTel call.
- I will not act upon any information received while processing a CapTel 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 CapTel 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 _____

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A.8.4. The operators will caption all calls regardless of the obscene or illegal nature of the call.

As discussed previously, CA's caption all information verbatim regardless of the obscene or illegal nature of the call.

A.8.5. The operators will not discuss the contents of captioned calls, any caller identifying factors, calling points, or other information about relayed calls other than what is necessary to train other operators. Such training shall never refer to specific individuals, places, or content that would disclose to a trainee, or other person, confidential information.

Hamilton ensures that all calls will be held in strict confidence and that CAs will not maintain records of conversation content. Hamilton ensures that CAs will 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. During training, Trainers never refer to specific individuals, places, or content that would disclose to a trainee, or other person, confidential information

A.8.6. All communications made by or to a person with a communications disability is a privileged communication and is not subject to disclosure in any court proceeding or otherwise pursuant to T.C.A. § 24-10210.

As discussed previously, Hamilton does not maintain records of conversation content.

Hamilton retains call detail records which provide only information such as date of call, time of call, length of call, call from number and call to number. These records are retained for statistical reporting to State and Federal agencies. The detailed information contained in those records are not revealed unless Hamilton receives a subpoena from a law enforcement agency. Hamilton will only respond as allowed by law.

A.9. Call Rating

A.9.1. Local Call Rating

A.9.1.1. The calling or called parties using the CapTel service will not be charged for calls originating and terminating within the same toll-free local calling area despite the fact that these calls may be routed through a CapTel center located outside the toll-free area.

There is no charge for local calls. CapTel is able to accurately determine call jurisdiction information in order to ensure that callers have access to extended community calling plans,

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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.

A.9.2. Intrastate Long Distance Call Rating

A.9.2.1. All toll calls placed through the CapTel service will be rated to the users of the service at the hearing impaired discount rate applied by the State. These calls will be rated as if the calls were placed between the originating and terminating call points instead of routed through the CapTel service center. The timing of the call for billing purposes will begin immediately upon pick-up at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call.

There is no charge to customers for using the CapTel captioning service. If a customer needs to make long distance s calls with CapTel, they must register their existing long distance service or calling plan with CapTel Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their stat's TRS long distance carrier, at their long distance rate (which varies by state). CTI does not bill any long distance calls and thus is not in control of other carrier's discounts for relay calls.

All billing is performed by the customer's long distance carrier of choice. 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-CapTel calls.

This FCC billing requirements applies to long distance calls only. It does not affect calls

A.9.3. Calls to 900, 976, or 900-like services or other pay-per-call services will not be subject to the hearing impaired discount.

Hamilton understands and will comply.

A.10. Billing Requirements

A.10.1. The Contractor will include a method of providing sufficient billing and collection information to allow calls to be billed accurately by the designated billing agent, i.e., Local Exchange Carrier (LEC), Interexchange Carrier (IXC), etc. within 30 days of the date such service was supplied. The record must contain the telephone number or credit card number for all end user billable calls, i.e., local or toll; originating and termination numbers; date of the call; the billing start and end

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time, automatic number identification (ANI), the called number, type of call, i.e., person-to-person, etc., and preferred IXC for interlata calls. The contractor will not do any customer billing. Information local calls will be retained by the contractor for service monitoring, auditing and contractor reporting purposes.

Call Billing Record

Each call detail record is functionally equivalent to that of a non-CapTel Relay Service and captures accurate jurisdictional information so that each call is billed to the appropriate entity, i.e. to the State or to the TRS Interstate Fund. All intrastate calls, including local and long distance calls are billed to the State. All interstate calls, including out of state long distance and international calls are billed to the TRS Interstate Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the CapTel user's carrier of choice during the outbound call set-up for accurate billing to the CapTel user.

Today, call detail records contains the following information:

- a. Call date
- b. Originating telephone number
- c. Terminating telephone number
- d. Starting time of call
- e. Ending time of call
- f. Call duration for billing purpose
- g. Phone number, calling card or credit card number to be billed

A.11. Facility Requirement

A.11.1. There may be one or more center locations so long as service quality levels are maintained uniformly. The center will have adequate equipment, furniture and facilities, either owned or leased, to provide Tennessee's CapTel service for all possible center call volumes. If the center is located in a facility offering other services, the CapTel service will be isolated appropriately to assure confidentiality standards are upheld.

Location of Facility

CapTel Services will be provided from the 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.

Call Volumes

Hamilton ensures that service standards relating to answer speed will be 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

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the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA work stations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered in no greater than 10 seconds on a daily basis including abandons. As a CapTel provider in other states, Hamilton communicates with CTI frequently to project future demand so all standards can be met.

Equipment and Structural Accommodations

The CapTel Center has the necessary equipment and structural accommodations for its operator workplace to ensure the confidentiality of CapTel calls and to prevent CapTel users on one call from overhearing a CA processing another call.

CapTel CAs are situated in a sound absorbing environment and use special headsets that block external noise so that they can concentrate on the voice user's voice. The CapTel program also uses volume control so that CAs can increase or decrease the volume as needed. Lighting is indirect and air handling systems are designed to emit very little noise.

A.12. Auditing Requirements

A.12.1. The Contractor will report monthly to the State on the activity of the CapTel service. Such report shall include the total number of calls relayed in that month, the number of calls initiated by non-impaired (voice) and hearing impaired parties, the average duration of the call, the average speed of answer time, the daily average number of calls in queue, the blockage rate, and the average length of time a call is in queue to be answered.

Reporting

The TRA will receive Hamilton's written reports by the 15th of each month for the activity in the previous month. Please refer to Attachment E for the suggested reporting format that Hamilton proposes to submit.

Hamilton is pleased to bring State Specific Reporting to the TRA. Up until this point, all reports for Tennessee have reflected national averages and not Tennessee specific data only. With Hamilton's State Specific Reporting package all reports and performance measurement will be based on Tennessee CapTel data only. The only exception is blockage, which will still be reported on a national basis.

Hamilton's monthly reports and invoice will contain but not be limited to the following information as stated in the RFP:

- Total number of Tennessee calls relayed in that month
Please refer to Attachment E, Reports A and B, for a sample reporting format.

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- The number of Tennessee calls initiated by non-impaired (voice) and hearing impaired parties
Please refer to Attachment E, Report B, for a sample reporting format.
- The average duration of Tennessee calls
Please refer to Attachment E, Report B, for a sample reporting format.
- The average speed of answer time for Tennessee calls
Please refer to the CapTel Summary Sample Report in Attachment E for a sample reporting format.
- The daily average number of Tennessee calls in queue
Please refer to Report B
- The blockage rate
Please refer to the CapTel Summary Sample Report in Attachment E for a sample reporting format.
- The average length of time Tennessee calls are in queue waiting to be answered
Please refer to the CapTel Summary Sample Report in Attachment E for a sample reporting format.

A.12.2. The Contractor will report annually to the State and/or the fund administrator on the operations and traffic patterns of the center. On the first day of the new contract year in each year after the contract is awarded, the Contractor will submit its annual report to the State which will include a summary of all charges to date submitted to the contractor for payment, the monthly call volume for that year, the average call duration in each month, and the average monthly cost per call or minute. As a part of the report, the Contractor will submit the number of personnel stationed in and serving each CapTel call center at that time as well as percentage of Tennessee call volume served at each center.

Annual Report – CapTel

In its Annual Report of Operations, Hamilton outlines the major highlights of the year, including statistical summaries of usage based on monthly report criteria, recent trends, traffic analysis, promotional (outreach) activities associated with Tennessee CapTel, service changes, complaint categories and general resolutions, forecasted relay usage, any new features and services that were implemented and any other related operation information. Graphs and other charts will be used to visually display traffic patterns.

Hamilton's Subcontractor is unable to provide the number of personnel stationed in and serving

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each CapTel call Center, nor is it able to provide the percentage of Tennessee calls served at each center.

A.13. CapTel Outreach and Education

A.13.1. The Contractor will engage in outreach activities, promotional campaigns, and other means of educating the public as to the benefits of CapTel service. The Contractor will, with the approval of the State, develop promotional materials, brochures, and educational tools to explain CapTel. The minimum annual cost to be incurred by the Contractor for outreach and education will be \$50,000.

Throughout the following section, Hamilton has demonstrated how it will provide full in-state community and business outreach programs to educate all people in Tennessee about CapTel. Hamilton's outreach programs will be specifically customized for the State of Tennessee.

Hamilton's per minute rate includes all areas of outreach including: labor, feet-on-the-street activities, print materials, advertising, media programs and other activities associated with education, outreach and marketing of Tennessee CapTel. Hamilton's annual outreach spend can be found in its Price Proposal. All of the following programs will be available in Hamilton's per-minute rate.

CapTel Community Outreach, Public Relations and Educational Programs

Hamilton will provide an in-state outreach program that educates all people in the State of Tennessee about CapTel. As a Captioned Telephone provider, Hamilton has been very aggressive and proactive in its outreach approach. *Hamilton has a history of developing outreach programs, which are, individualized and designed to work with Captioned Telephone users and the general public in a "one-on-one" setting.* **Hamilton customizes its outreach efforts to meet the individual needs of Captioned Telephone users and the general public.**

Hamilton will provide the TRA and CapTel users with a personalized outreach program to educate the public about Captioned Telephone services. This program goes beyond gaining customer feedback. Rather, this program *educates* and markets CapTel services (i.e. public awareness of CapTel) across Tennessee. Hamilton performs outreach activities via promotional events, presentations, workshops, and instructional seminars. Hamilton always adjusts its programs to meet the specific needs of every audience. Hamilton will work with the TRA to ensure that the content, format, timeline and method of communicating to CapTel users is in line with program goals.



This section describes how Hamilton makes use of media, information and referral centers, exhibits and displays of equipment, specialized pamphlets brochures and other explanatory documents to promote CapTel.

Hamilton will provide users with information on how to place a CapTel call, provide users with suggestions on how to improve the efficiency of CapTel Relay calls, and inform users about new CapTel functions and changes in the service through a variety of methods including inquiries made to Customer Service, CapTel brochure and other printable materials, website, newsletters, tradeshow, presentations, direct mails, press releases, etc.

The CapTel outreach activities will be managed by the Tennessee CapTel Outreach Coordinator. This individual along with the Hamilton's Corporate Outreach Team will be responsible for traveling across Tennessee and informing CapTel users and potential CapTel users about the many benefits, features and services available through CapTel. The Tennessee CapTel Outreach Coordinator will meet with any interested parties on a regular basis to get feedback about the effectiveness of outreach programs and develop strategies for maximizing the effectiveness of direct outreach training or services that will benefit CapTel users and potential CapTel customers. Further, the Tennessee CapTel Outreach Coordinator will gather additional information about the outreach needs that have been identified across Tennessee and work to address those needs.

The Tennessee CapTel Outreach Coordinator will be responsible for all aspects of outreach and CapTel awareness. Specifically, this individual will determine that the needs of the user community be met and is responsible for the overall effectiveness of outreach activity. This position requires that the individual has experience in outreach and public relations, familiarity with deaf and hard of hearing communities and the ability to communicate effectively with individuals utilizing all types of communication modalities.

Hamilton has included the job description for this position in Attachment A of its response.

CapTel Presentations

The Tennessee CapTel Outreach Coordinator will give educational presentations and training sessions about CapTel to the CapTel using community. Organizations serving and organizations of, by and for persons who are hard of hearing (including older persons who recently lost their hearing) will be the primary targets of customized workshops. Presentations to groups, such as emergency services providers, trade shows, civic organizations, university classes, senior citizens centers and physical and mental health service providers will also be given.

These workshops will include: sharing of CapTel related information pertinent to the specific group, specific tips on using CapTel, showing promotional and educational videotapes, sharing of personal experiences with CapTel and other media materials. At many of these presentations,



CapTel phones will be set up to allow actual hands on experience in making CapTel calls.

CapTel Exhibits

Hamilton will set up exhibits at conferences, conventions and tradeshow around the sState. Exhibits generally include various information materials and promotional “giveaways”, as well as a live demonstration for people to experience a CapTel call. Exposure such as this has proven a successful means by which to introduce CapTel to hard to reach populations (e.g., late deafened adults, the elderly, etc.).

CapTel Senior Citizens Strategies

Senior Citizens are typically the largest user groups of CapTel. Hamilton will work with several elderly commissions/agencies throughout Tennessee by providing them with all information materials, hands on demonstrations and presentations. In other states served by Hamilton, Hamilton has been actively involved with annual conventions of the State Division of Aging Groups and will continue to be involved with them on a yearly basis. Also, Hamilton will interface with the TRA to identify aging-related services such as visiting nurses, home health care, nursing homes, etc. Hamilton has implemented many programs designed to reach hard of hearing and elderly people. Hamilton gives presentations and workshops to senior citizens centers and physical and mental health service providers. At all of these types of events, Hamilton has CapTel equipment set up to allow actual hands on experience in making CapTel calls.

CapTel Outreach Pilot Program

Through the direction of Hamilton’s CapTel Sales Manager (Frank Endres) and Hamilton’s CapTel Product Manager (Mitchell Levy), Hamilton is actively testing a program that is designed to increase the awareness of and familiarity with CapTel. There are several components to the test that include; extensive, targeted outreach, relationship development, placement of demo phones, and follow-up with prospective customers. Outreach staff have been given specific tasks that include presentations at events and senior centers along with placing CapTel phones in common areas at senior centers and retirement communities. The purpose is to make potential users more familiar with using the phone which will ideally lead to them using the service if they have a need. We are also working even more closely with the staff of state equipment distribution programs in order to better understand their process, and then use that information as a basis for assisting potential customers in obtaining their phone using the distribution programs. Efforts are ongoing, and initial results have been positive. Hamilton is more than happy to share more detailed specifics of the program.



Telecommunication Devices Access Program

Hamilton would like to work with the equipment distribution program to develop a program in which the two entities would partner to provide training to Tennessee CapTel residents who receive assistive equipment from the Telecommunication Devices Access Program. Hamilton has seen a great deal of success in providing outreach services jointly with equipment distribution programs. As part of Hamilton's outreach activities, Hamilton will provide training to those recipients on the proper setup and use of their assistive device, and give other general support to the equipment distribution program. Hamilton has significant experience working with equipment distribution programs in its other states and looks forward to working with the TRA in this area.

Hamilton has prepared a sample CapTel Outreach Plan specifically for Tennessee which follows.

Hamilton will work with the types of groups listed in the following section to identify new customers that could benefit from CapTel training and customer support. Hamilton will work with the groups listed above to seek appropriate referral centers. Hamilton will leave ample materials at these sites and perform CapTel training as needed. In addition, Hamilton will specifically target and participate in activities, events, or opportunities, in addition to these proposed herein, identified by the groups listed above, where outreach services would be beneficial and support the goals of the program. Hamilton looks forward to working with these types of groups to promote Tennessee CapTel. Hamilton believes the more people involved in outreach, the more successful the program will be.



Outreach Plan for Tennessee CapTel

Organization/Agency:

Hearing Loss Association of Tennessee

Method:

Attend chapter conferences and events with an exhibit booth, brochures, giveaways, and presentations on all CapTel services available in Tennessee. Provide ongoing education to referrals sent from this chapter. The Tennessee CapTel Outreach Coordinator will maintain contact to become familiar with upcoming events. The Outreach Coordinator will attend events with an exhibit booth and possible presentation.

Timeframe:

The initial contact will be within the first two months of being awarded the contract. Once the schedule is available, the Tennessee CapTel Outreach Coordinator will initiate planning. Tennessee CapTel participation will be ongoing.

Organization/Agency:

Tennessee Council for the Deaf and Hard of Hearing (TCDHH)

Method:

Attend Tennessee Council for the Deaf and Hard of Hearing conferences with an exhibit booth. Attend special workshops/events hosted for the Tennessee community with an exhibit booth, literature, and presentations. Create an ongoing relationship with TCDHH. The Tennessee CapTel Outreach Coordinator will be responsible to attend the events and coordinate functions.

Timeframe:

The Tennessee CapTel Outreach Coordinator will contact the president of TCDHH within the first three months to learn how Tennessee CapTel can initiate and maintain a strong relationship. Tennessee CapTel will maintain this relationship with TCDHH on an ongoing basis.



Organization/Agency:

Telecommunication Devices Access Program

Method:

The Tennessee CapTel Outreach Coordinator will be responsible for initiating and maintaining contact and be a continual resource to partner with Telecommunication Devices Access Program to provide joint outreach activities. At these events, will provide information and education related to CapTel; attend conferences and special workshops/events for the Tennessee community with an exhibit booth, presentations, and literature, provide training as requested by agencies to employees and clients; and provide all outreach needs.

Timeframe:

Contact will actively occur on an ongoing basis.

Organization/Agency:

Mainstream Schools with hard of hearing children

Method:

Learn where these elementary and secondary programs are located. Provide brochures to the schools with students, parents, and faculty. Collect contact names of teachers, or specialists who work with potential CapTel users. Offer training to hearing teachers, parents, and classmates. Collaborate with state administrators to receive lists of such districts/schools. Provide empowerment curriculum so teachers can incorporate telephone independence training with students. Be involved with school activities, as appropriate. The Tennessee CapTel Outreach Coordinator will maintain contact with persons who have an affiliation with children who could benefit from CapTel in mainstream programs.

Timeframe:

The initial contacts will begin within the first four months to learn avenues that will best allow us to build a relationship with mainstream programs.



Organization/Agency:
Association of Late-Deafened Adults

Method:

Attend chapter conferences and events with an exhibit booth, brochures, giveaways, and presentations on all CapTel services available in Tennessee. Provide ongoing education to referrals sent from this chapter. The Tennessee CapTel Outreach Coordinator will maintain contact to become familiar with upcoming events. The Outreach Coordinator will attend events with an exhibit booth and possible presentation.

Timeframe:

The initial contact will be within the first three months of being awarded the contract. Once the schedule is available, the Tennessee CapTel Outreach Coordinator will initiate planning. Tennessee CapTel participation will be ongoing

Organization/Agency:
Tennessee Association of Audiologists and Speech-Language Pathologists (TAASLP)

Method:

Be a continual resource to TAASLP for all CapTel educational needs as it relates to community development and advocacy. Provide pamphlets, presentations and general outreach to needs identified. Provide one-on-one training or group training with any leads provided by the TAASLP. Attend conferences and events held by TAASLP with an exhibit booth and presentation on all relay services available in Tennessee. The Tennessee CapTel Outreach Coordinator will be in direct contact with TAASLP for all outreach needs.

Timeframe:

Contact will be made with the President of TAASLP within the first six months to build a strong relationship with TAASLP. CapTel will maintain this relationship with TAASLP on an ongoing basis.



Organization/Agency:

Tennessee Statewide Independent Living Council (TNSILC)

Method:

Maintain contact with Tennessee Independent Living to be known as an available resource for assistance when accommodating residents and family members who are potential CapTel users. The Tennessee CapTel Outreach Coordinator will initiate and maintain contact with Tennessee Independent Living and provide training to hearing employers and employees of the agency, as well as their clients who might benefit from CapTel.

Timeframe:

The initial contact will begin within the first year of being awarded the contract. Presentations and training will occur per the request of the Tennessee Statewide Independent Living Council.

Organization/Agency:

Tennessee Nursing Homes, Assisted Living Facilities, and Retirement Centers

Method:

Maintain contact with Tennessee nursing homes to be known as an available resource for assistance when communicating with patients and family members who are potential CapTel users. Focus will be on telephone independence and a greater sense of empowerment. The Tennessee CapTel Outreach Coordinator will be responsible to initiate and maintain contact with Tennessee nursing homes and plan for providing training to hearing employers and employees of the agency, as well as their clients.

Timeframe:

The initial contact will begin within the first six months. Presentations and training will occur on an ongoing basis.



Organization/Agency:

Hispanic communities, businesses, services and agencies

Method:

Maintain contact with Hispanic communities, businesses, services and agencies to be known as an available resource for assistance when working with clients or families who can benefit from CapTel education. Provide Spanish language brochures and training on Tennessee CapTel. The Tennessee CapTel Outreach Coordinator will initiate and maintain contact with Spanish-speaking communities, businesses, organizations, and agencies, and provide training to hearing employers and employees, as well as their clients.

Timeframe:

The initial contact will begin within the first year of being awarded the contract. Presentations and training will occur as needed on an ongoing basis.

Organization/Agency:

Community and Civic Organizations
Service Agencies

Method:

Maintain contact with community and civic organizations to increase public awareness of CapTel. Encourage Tennessee CapTel presence and involvement at educational opportunities such as health fairs, senior events, etc. The Tennessee CapTel Outreach Coordinator will be responsible to initiate and maintain contact with the community and civic organizations and plan for providing such training to employers and employees of the organizations, as well as members who could benefit from CapTel.

Timeframe:

The initial contact will begin within the first two months of being awarded the contract. Presentations will occur on an ongoing basis.



Organization/Agency:
Tennessee Healthcare Sector

Method:

Maintain contact with Tennessee medical centers and clinics, and the Tennessee Medical Association to increase public awareness of CapTel. The Tennessee CapTel Outreach Coordinator will be responsible to initiate and maintain contact with Tennessee hospitals and clinics. Provide training to hearing, deaf, hard of hearing, and speech disabled employers and employees, as well as patients who could benefit from CapTel.

Timeframe:

Healthcare contacts will begin within six months of being awarded the contract. Presentations and training will occur on an ongoing basis.

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CapTel Customized Outreach Materials

Brochures

In Attachment D Hamilton has included current CapTel and 2 Line CapTel brochures, CapTel call-me-cards and other promotional literature that were developed by CTI.

Hamilton will develop a product brochure specifically for the State of Tennessee that explains the various services of CapTel, including CapTel phone numbers, general instructions on the use of CapTel, etc. and will distribute it across the State. Samples are included in Attachment D.

Educational Videos

Hamilton Relay designed a DVD for relay users and is highly educational. This DVD is designed to educate the hearing community and non-traditional relay users (late deafness, etc.) about relay services and includes a Chapter about CapTel. Hamilton will distribute the DVD to businesses, schools, local telephone companies and a variety of other groups. In addition, CTI's instructional DVD is included with all equipment.

CapTel Web site

Hamilton will maintain and publicize a Tennessee CapTel website. Hamilton encourages the TRA to visit www.hamiltoncaptel.com. Information such as the following is listed on this website:

- Description of CapTel
- Explanation of how to use CapTel
- Links to the TRA website
- CapTel telephone numbers
- Contact information for Hamilton
- Detailed complaint information

Hamilton will provide a link to Captioned Telephone, Inc.'s website on the Tennessee CapTel website. Information such as the following is listed on CapTel's website at www.captionedtelephone.com:

- How to get CapTel Service
- How CapTel Works
- Benefits of CapTel
- CapTel Specifications
- 2-Line CapTel information
- Frequently Asked Questions

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- Customer Service Information
- Instructions on using the CapTel phone
- CapTel user's manual
- CapTel + 911
- Access to complaint information can be found as well

Hamilton welcomes the input of the TRA regarding updates and upgrades to the Web sites.

Press Releases/Media Relations

Hamilton will promote the existence and use of the CapTel through a variety of press releases and other media relations to inform the public about CapTel.

Print Advertisement

Hamilton will advertise Captioned Telephone in program books when attending or sponsoring conferences and other events across the State of Tennessee.

Media Advertisement

In other CapTel states served by Hamilton, Hamilton has advertised CapTel on television in certain local markets in order to grow the CapTel program. Developed to increase awareness about the availability of Captioned Telephone service, the 30 second television ad spot has run on major networks such as ABC, CBS, NBC, and FOX during a variety of times throughout the day, afternoon and evening. During the advertising period, Customer Service experienced an increase in the number of people requesting information about the Captioned Telephone service and how to purchase a CapTel phone. Hamilton Relay has paid for all costs associated with this advertising. The television advertising has proven successful in generating many new CapTel users. Hamilton will implement this in Tennessee if so desired.

Written Materials/Ownership for CapTel

The State of Tennessee shall have the nonexclusive, royalty free right to reproduce, publish or otherwise use materials specifically prepared for the State of Tennessee during the term of this contract. All outreach, public relations, advertising, marketing, brochures, mailings, recordings, drawings, graphic representations, pictures and other copyrightable material developed by Hamilton previous to this date shall remain the property of Hamilton including, but not limited to any registered or pending trademarks/service marks.

Any future enhancements, variations, modifications, updates or derivatives of the existing materials in print or other media shall remain the property of Hamilton. Any such materials developed in the future by Hamilton which are developed for purposes of Hamilton's relay service generally and not designed or created specifically for and paid for by the State of Tennessee shall remain the property of Hamilton.



Conclusion

Hamilton knows that besides the technology required to provide functionally equivalent relay and Captioned Telephone Relay services, outreach is fundamental. As demonstrated throughout this section, Hamilton believes that the combination of CapTel and equipment training will in turn increase CapTel awareness and usage resulting in empowered CapTel users. Through refining and distributing materials to target audiences, posting materials on the Tennessee CapTel website, media campaigns, advertising, trade shows, and one on one home visits with CapTel users, Hamilton will continue to lead its competitors in the quantity and quality of outreach activities performed. Hamilton will continue to customize its outreach services to meet the individual needs of relay users and the general public in order to provide Relay Your Way®. **Hamilton's outreach vision and Relay Your Way® theme "shine through" for all of its relay users.**

Hamilton looks forward to bringing Tennessee CapTel users Hamilton's superb outreach and customer service programs. From past experience we are positive that relay users will be pleased with the amount and quality of outreach Hamilton performs. Hamilton has been very successful in implementing in-state outreach programs in the other states it serves. Hamilton will adjust its programs to meet the needs of Tennessee CapTel users and the TRA. **We encourage you to contact our references that are listed in Tab 2 and let them testify to the quality and quantity of programs we are delivering to each of our relay states.**

Hamilton will to work to ensure that every CapTel outreach and educational need is met in the State of Tennessee as it does today with all of its outreach programs.

Hamilton looks forward to generating more exceptional outreach programs during the contract term and customizing its outreach programs to meet the needs of the TRA and all Tennessee CapTel users.

A.13.2. The Contractor will maintain records of consumer comments and complaints about CapTel service during the contract period. A monthly report will be sent to the State which briefly describes the date, the nature of the complaint or comment and the service provider's resolution or action taken.

CapTel Complaint Reporting

All complaints, including their resolution, will be documented and kept on file basis. All complaint activity will be reported to the TRA 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 (see Attachment E for a sample report). Hamilton



issues each complaint a Record ID number to enable the TRA quickly and easily identify the details of those particular complaints.

Complaint Log Summaries

Hamilton will give the necessary CapTel complaint information to the TRA for the State to submit to the FCC on an annual basis. Hamilton will submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the TRA by June 14th each year in order for the State to submit to the FCC by July 3rd of each year. Each report will display the source of the data (i.e. Automatic Call Distributor or Billing Data Record).

Description of Complaint Procedures on Website and Printed Materials

Hamilton's Complaint Resolution procedures and FCC complaint processes are described on all of Hamilton's TRS websites and will be included on the Tennessee CapTel pages as well.

C.3. Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.

CapTel Implementation Timeline

Below is a timeline that identifies key milestones, tasks and events pertinent to the duties and responsibilities outlined in the RFP. This implementation is based on a contract effective date of September 1, 2010.

Action	Time Line
July 30, 2010	Contract Signing
August 2, 2010	Upon Contract Signing, Submit Contract Order to CapTel
August 9, 2010	Submit Implementation Guide to CapTel
August 10, 2010	<ul style="list-style-type: none">• CapTel internal setup• Load service specifications• Add monthly reports• Provide Customer Service with Tennessee rules
September 1, 2010	Service start-up
By the 15 th of the month, following	TRA receives monthly invoice, traffic reports and customer service reports.

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the month being
reported

From Service Star-up through Term of Contract	Concentrated effort on distribution of information about CapTel including news releases, and distribution of other informational material through various channels (i.e. hard of hearing organizations). Materials will be used to initiate programs about CapTel for various organizations, businesses and groups.
September 1, 2011	The TRA receives Annual Report from Hamilton.
June 15, 2011 and continue annually.	The TRA receives from Hamilton Tennessee Consumer Complaint Log Summaries for September 1, 2010 (Hamilton's first day of service) through May 31, 2011 per FCC Docket #98-67 and continue annually throughout the term of contract.

C.4. Provide consumer outreach strategies to promote awareness of the product in Tennessee

Please see previously in this Tab in Section A.13.1

C.5. Provide report format on operations and compliance of product service

Please see previously in this Tab in Section A.12.1 for detailed information regarding the information contained on Hamilton's monthly reports. Please refer to Attachment E for the suggested reporting format that Hamilton proposes to submit. The sample reports contained in Attachment E provide data that shows compliance with operations and product service.

C.6. Provide proof of compliance with FCC regulations of relay services

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for CapTel: 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 (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do 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.

Hamilton's CapTel offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

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

CapTel waivers include:

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 CAs.
 - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
 - Requirement that CAs not refuse single or sequential calls as applied to CapTel 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.

For future standards and regulations that may be required by the FCC, Hamilton will work with CTI to attempt compliance. If new or increased standards relating to CapTel Service are mandated during the contract term, Hamilton will notify the TRA in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the TRA.

Tab 4 General



Tennessee CTRS
Relay



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1. INTRODUCTION

The State of Tennessee and the Tennessee Regulatory Authority, hereinafter referred to as “the State,” has issued this Request for Proposals (RFP) to define minimum service requirements; solicit proposals; detail proposal requirements; and, outline the State’s process for evaluating proposals and selecting a contractor to provide the needed service.

Through this RFP, the State seeks to buy the best services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, persons with a disability, and small business enterprises, opportunity to do business with the state as contractors and sub-contractors.

1.1. Statement of Procurement Purpose

The State intends to secure a contract for CapTel Enhanced Relay Services (hereinafter referred to as “CapTel”), for use by individuals who cannot access telecommunication by traditional methods and of which CapTel is the most efficient technology for their use.

Hamilton understands. Hamilton appreciates the opportunity to participate in this process and looks forward to providing CapTel Service to the residents of the State of Tennessee. Hamilton has a great deal of experience in providing CapTel Service as explained in Tab 3.

1.2. Scope of Service, Contract Period, & Required Terms and Conditions

The RFP Attachment 6.6., Pro Forma Contract details the State’s required:

- *Scope of Services and Deliverables (Section A);*
- *Contract Period (Section B);*
- *Payment Terms (Section C);*
- *Standard Terms and Conditions (Section D); and,*
- *Special Terms and Conditions (Section E).*

The pro forma contract substantially represents the contract document that the successful Proposer must sign.

Hamilton understands.



1.3. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

Hamilton understands and complies.

1.4. RFP Communications

1.4.1. The State has assigned the following RFP identification number that must be referenced in all communications regarding this RFP:

RFP # 31611-20101

Hamilton understands and has referenced this RFP number throughout its proposal.

1.4.2. Unauthorized contact about this RFP with employees or officials of the State of Tennessee except as detailed below may result in disqualification from consideration under this procurement process.

1.4.2.1. Potential proposers must direct communications relating to this RFP to the following person designated as the RFP Coordinator.

*Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
615-741-3939 extension 206
miki.klein@tn.gov*

Hamilton understands and has only communicated with the designated RFP Coordinator.



1.4.2.2. Notwithstanding the foregoing, potential proposers may contact:

- a. staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, women-owned, and small businesses as well as general, public information relating to this RFP; and*
- b. the following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:*

*Melanie Cooley
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
615-741-2904, extension 251
melanie.cooley@tn.gov*

Hamilton understands and complies.

1.4.3. Only the State's official, written responses and communications will be binding with regard to this RFP. The State will consider oral communications of any type to be unofficial and non-binding.

Hamilton understands.

1.4.4. Potential proposers must ensure that the State receives all written comments, including questions and requests for clarification, no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.

Hamilton understands and has complied.

1.4.5. Proposers must assume the risk of the method of dispatching any communication or proposal to the State. The State assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or digital "postmarking" of a communication or proposal to the State by a specified deadline date will not substitute for the State's actual receipt of a communication or proposal.



Hamilton understands.

1.4.6. The State will convey all official responses and communications related to this RFP to the potential proposers from whom the State has received a Notice of Intent to Propose (refer to RFP Section 1.7).

Hamilton understands.

1.4.7. The State reserves the right to determine, at its sole discretion, the method of conveying official, written responses and communications related to this RFP. Such written communications may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the State.

Hamilton understands.

1.4.8. The State reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests related to this RFP. The State's official, written responses will constitute an amendment of this RFP.

Hamilton understands.

1.4.9. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is within the discretion of Proposers to independently verify any information before relying thereon.

Hamilton understands.

1.5. Assistance to Proposers With a Disability

Potential proposers with a disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Potential proposers may contact the RFP Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

Hamilton understands.



1.6. *Proposer Required Review & Waiver of Objections*

1.6.1. Each potential proposer must carefully review this RFP, including but not limited to, attachments, the RFP Attachment 6.6., Pro Forma Contract, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called “questions and comments”).

Hamilton understands.

1.6.2. Any potential proposer having questions and comments concerning this RFP must provide such in writing to the State no later than the Written Comments Deadline detailed in the RFP Section 2, Schedule of Events.

Hamilton understands.

1.6.3. Protests based on any objection shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the Written Comments Deadline.

Hamilton understands.

1.7. *Notice of Intent to Propose*

Before the Notice of Intent to Propose Deadline detailed in the RFP Section 2, Schedule of Events, potential proposers should submit to the RFP Coordinator a Notice of Intent to Propose (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- *the business or individual’s name (as appropriate)*
- *a contact person’s name and title*
- *the contact person’s mailing address, telephone number, facsimile number, and e-mail address*

A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of any RFP amendments or other notices and communications relating to this RFP.

Hamilton understands and has complied.



1.8. Proposal Deadline

A Proposer must ensure that the State receives a proposal no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond, as required, to this RFP (including its attachments) as may be amended. The State will not accept late proposals, and a Proposer's failure to submit a proposal before the deadline will result in disqualification of the proposal.

Hamilton understands and has complied with the proposal deadline.



2. ***RFP SCHEDULE OF EVENTS***

2.1. *The following RFP Schedule of Events represents the State's best estimate for this RFP.*

<i>EVENT</i>	<i>TIME (central time zone)</i>	<i>DATE (all dates are state business days)</i>
1. <i>RFP Issued</i>		06/01/2010
2. <i>Disability Accommodation Request Deadline</i>	2:00 p.m.	06/07/2010
3. <i>Notice of Intent to Propose Deadline</i>	2:00 p.m.	06/09/2010
4. <i>Written "Questions & Comments" Deadline</i>	2:00 p.m.	06/14/2010
5. <i>State Response to Written "Questions & Comments"</i>		06/21/2010
6. <i>Proposal Deadline</i>	2:00 p.m.	06/29/2010
7. <i>State Completion of Technical Proposal Evaluations</i>		07/06/2010
8. <i>State Opening & Scoring of Cost Proposals</i>	2:00 p.m.	07/07/2010
9. <i>State Evaluation Notice Released and RFP Files Opened for Public Inspection</i>	2:00 p.m.	07/12/2010
10. <i>Contract Signing</i>		07/22/2010
11. <i>Contractor Contract Signature Deadline</i>	2:00 p.m.	07/30/2010

Hamilton understands and has complied with the schedule to date and will continue to do so.

2.2. *The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary. Any adjustment of the Schedule of Events shall constitute an RFP amendment, and the State will communicate such to potential proposers from whom the State has received a Notice of Intent to Propose (refer to section 1.7).*

Hamilton understands.



3. **PROPOSAL REQUIREMENTS**

3.1. **Proposal Form**

A response to this RFP must consist of two parts, a Technical Proposal and a Cost Proposal.

Hamilton understands and has submitted a separate Technical Proposal and Cost Proposal.

*3.1.1. **Technical Proposal.** The RFP Attachment 6.2., Technical Proposal & Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. The guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items all of which must be addressed with a written response and, in some instances, additional documentation.*

NOTICE: A technical proposal must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical proposal, the state will deem the proposal to be non-responsive and reject it.

Hamilton understands and has complied. Tab 1 of Hamilton's proposal contains Section A of Attachment 6.2. Tab 2 contains Section B of 6.2 and Tab 3 contains Section C of Attachment 6.2. Hamilton has not included pricing information in its Technical Proposal.

3.1.1.1. A Proposer must use the RFP Attachment 6.2., Technical Proposal & Evaluation Guide to organize, reference, and draft the Technical Proposal by duplicating the attachment, adding appropriate proposal page numbers as required, and using the guide as a table of contents covering the Technical Proposal.

Hamilton has complied. The beginning of Tabs 1 through 3 include the appropriate "Technical Proposal and Evaluation Guide" as a table of contents to organize, reference, and draft the Technical Proposal. Hamilton has added proposal page numbers as appropriate.

3.1.1.2. A proposal should be economically prepared, with emphasis on completeness and clarity. A proposal, as well as any reference material presented, must be written in English and must be written on standard 8



½" x 11" pages (although oversize exhibits are permissible). All proposal pages must be numbered.

Hamilton understands and has complied.

3.1.1.3. All information and documentation included in a Technical Proposal should respond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Proposal & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.

Hamilton understands and has complied.

3.1.1.4. The State may determine a proposal to be non-responsive and reject it if:

- a. the Proposer fails to organize and properly reference the Technical Proposal as required by this RFP and the RFP Attachment 6.2., Technical Proposal & Evaluation Guide; or*
- b. the Technical Proposal document does not appropriately respond to, address, or meet all of the requirements and proposal items detailed in the RFP Attachment 6.2., Technical Proposal & Evaluation Guide.*

Hamilton understands.

*3.1.2. **Cost Proposal.** A Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide.*

NOTICE: If a proposer fails to submit a cost proposal exactly as required, the state will deem the proposal to be non-responsive and reject it.

Hamilton understands and has complied.

3.1.2.1. A Proposer must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information.



Hamilton understands and has complied.

3.1.2.2. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period.

Hamilton understands and has complied.

3.1.2.3. A Proposer must sign and date the Cost Proposal.

Hamilton understands and has complied.

3.1.2.4. A Proposer must submit the Cost Proposal to the State in a sealed package separate from the Technical proposal (as detailed in RFP Sections 3.2.3., et seq.).

Hamilton understands and has complied. Hamilton has submitted its Cost Proposal as a separate sealed package from the Technical Proposal.

3.2. Proposal Delivery

A Proposer must deliver a proposal in response to this RFP as detailed below. The State will not accept a proposal delivered by any other method.

Hamilton understands and has complied.

3.2.1. A Proposer must ensure that both the original Technical Proposal and Cost Proposal documents meet all form and content requirements detailed within this RFP for such proposals including but not limited to required signatures.

Hamilton understands and has complied.

3.2.2. A Proposer must submit original Technical Proposal and Cost Proposal documents and copies as specified below.

Hamilton has complied.



3.2.2.1. *One (1) original Technical Proposal paper document labeled:*

“RFP # 31611-20101 TECHNICAL PROPOSAL ORIGINAL”

and three (3) copies of the Technical Proposal each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, standard CD-R recordable disc labeled:

“RFP # 31611-20101 TECHNICAL PROPOSAL COPY”

The digital copies should not include copies of sealed customer references, however any other discrepancy between the original Technical Proposal document and the digital copies may result in the State rejecting the proposal as non-responsive.

Hamilton has complied.

3.2.2.2. *One (1) original Cost Proposal paper document labeled:*

“RFP # 31611-20101 COST PROPOSAL ORIGINAL”

and one (1) copy in the form of a digital document in “XLS” format properly recorded on separate, blank, standard CD-R recordable disc labeled:

“RFP # 31611-20101 COST PROPOSAL COPY”

In the event of a discrepancy between the original Cost Proposal document and the digital copy, the original, signed document will take precedence.

Hamilton has complied.

3.2.3. *A Proposer must separate, seal, package, and label the documents and discs for delivery as follows.*

3.2.3.1. *The Technical Proposal original document and copy discs must be placed in a sealed package that is clearly labeled:*

“DO NOT OPEN... RFP # 31611-20101 TECHNICAL PROPOSAL FROM [PROPOSER LEGAL ENTITY NAME]”

Hamilton has complied.



3.2.3.2. *The Cost Proposal original document and copy disc must be placed in a separate, sealed package that is clearly labeled:*

“DO NOT OPEN... RFP # 31611-20101 COST PROPOSAL FROM [PROPOSER LEGAL ENTITY NAME]”

Hamilton has complied.

3.2.3.3. *The separately, sealed Technical Proposal and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:*

“RFP # 31611-20101 SEALED TECHNICAL PROPOSAL & SEALED COST PROPOSAL FROM [PROPOSER LEGAL ENTITY NAME]”

Hamilton has complied.

3.2.4. *A Proposer must ensure that the State receives a proposal in response to this RFP no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address.*

*Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505*

Hamilton understands and has complied.

3.3. Proposal & Proposer Prohibitions

3.3.1. *A proposal must not include the Proposer’s own contract terms and conditions. If a proposal contains such terms and conditions, the State, at its sole discretion, may determine the proposal to be a non-responsive counteroffer and reject it.*

Hamilton understands and has not submitted its own contract terms and conditions in response to this RFP. Hamilton has offered several additional features or services to the TRA that require separate pricing. Hamilton offered to provide additional information and pricing only at the request of the TRS.

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- 3.3.2. *A proposal must not restrict the rights of the State or otherwise qualify either the offer to deliver services as required by this RFP or the Cost Proposal. If a proposal restricts the rights of the State or otherwise qualifies either the offer to deliver services as required by this RFP or the Cost Proposal, the State, at its sole discretion, may determine the proposal to be a non-responsive counteroffer and reject it.*

Hamilton understands.

- 3.3.3. *A proposal must not propose alternate services (i.e., offer services different from those requested and required by this RFP). The State will consider a proposal of alternate services to be non-responsive and reject it.*

Hamilton understands.

- 3.3.4. *A Cost Proposal must not result from any collusion between Proposers. The State will reject any Cost Proposal that was not prepared independently without collusion, consultation, communication, or agreement with any other Proposer. Regardless of the time of detection, the State will consider any such actions to be grounds for proposal rejection or contract termination.*

Hamilton understands and has complied. Hamilton's Cost Proposal was arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer.

- 3.3.5. *A Proposer must not provide, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect. If the State determines that a Proposer has provided such incorrect information, the State will deem the Proposer's proposal non-responsive and reject it.*

Hamilton understands and has complied.

- 3.3.6. *A Proposer must not submit more than one Technical Proposal and one Cost Proposal in response to this RFP. If a Proposer submits more than one Technical Proposal or more than one Cost Proposal, the State will deem all of the proposals non-responsive and reject them.*

Hamilton understands.

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3.3.7. *A Proposer must not submit a proposal as a prime contractor while also permitting one or more other Proposers to offer the Proposer as a subcontractor in their own proposals. Such may result in the disqualification of all Proposers knowingly involved. This restriction does not, however, prohibit different Proposers from offering the same subcontractor as a part of their proposals (provided that the subcontractor does not also submit a proposal as a prime contractor).*

Hamilton understands.

3.3.8. *A Proposer must not be (and the State will not award a contract to):*

- a. an individual who is, or within the past six months has been, an employee or official of the State of Tennessee;*
- b. a company, corporation, or any other contracting entity in which an ownership of two percent (2%) or more is held by an individual who is, or within the past six months has been, an employee or official of the State of Tennessee (this will not apply either to financial interests that have been placed into a “blind trust” arrangement pursuant to which the employee does not have knowledge of the retention or disposition of such interests or to the ownership of publicly traded stocks or bonds where such ownership constitutes less than 2% of the total outstanding amount of the stocks or bonds of the issuing entity);*
- c. a company, corporation, or any other contracting entity which employs an individual who is, or within the past six months has been, an employee or official of the State of Tennessee in a position that would allow the direct or indirect use or disclosure of information, which was obtained through or in connection with his or her employment and not made available to the general public, for the purpose of furthering the private interest or personal profit of any person; or,*
- d. any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFP or its scope of services (such person or entity being deemed by the State as having information that would afford an unfair advantage over other Proposers).*

For the purposes of applying the requirements of this RFP subsection 3.3.8., the State will deem an individual to be an employee or official of the State of Tennessee until such time as all compensation for salary, termination pay, and annual leave has been paid.

Hamilton understands.



3.4. ***Proposal Errors & Revisions***

A Proposer is liable for any and all proposal errors or omissions. A Proposer will not be allowed to alter or revise proposal documents after the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

Hamilton understands.

3.5. ***Proposal Withdrawal***

A Proposer may withdraw a submitted proposal at any time before the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events by submitting a written request signed by an authorized Proposer representative. After withdrawing a proposal, a Proposer may submit another proposal at any time before the Proposal Deadline.

Hamilton understands.

3.6. ***Proposal of Additional Services***

If a proposal offers services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Proposer must not propose any additional cost amount(s) or rate(s) for additional services. Regardless of any additional services offered in a proposal, the Proposer's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.

NOTICE: If a Proposer fails to submit a Cost Proposal exactly as required, the State will deem the proposal non-responsive and reject it.

Hamilton understands.

3.7. ***Proposal Preparation Costs***

The State will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

Hamilton understands.



4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS

4.1. RFP Amendment

The State reserves the right to amend this RFP at any time, provided that it is amended in writing. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential proposers to meet the proposal deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the State will convey it to potential proposers who submitted a Notice of Intent to Propose (refer to RFP Section 1.7). A proposal must respond, as required, to the final RFP (including its attachments) as may be amended.

Hamilton understands.

4.2. RFP Cancellation

The State reserves the right, at its sole discretion, to cancel or to cancel and reissue this RFP in accordance with applicable laws and regulations.

Hamilton understands.

4.3. State Right of Rejection

4.3.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all proposals.

Hamilton understands.

4.3.2. The State may deem as non-responsive and reject any proposal that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the State reserves the right to waive, at its sole discretion, a proposal's minor variances from full compliance with this RFP. If the State waives variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with such, and the State may hold any resulting Contractor to strict compliance with this RFP.

Hamilton understands.



4.4. Assignment & Subcontracting

- 4.4.1. *The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.*

Hamilton understands.

- 4.4.2. *If a Proposer intends to use subcontractors, the proposal in response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.2., Section B, General Qualifications & Experience Item B.14.).*

Hamilton will provide CapTel Service through a subcontract relationship with Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton will subcontract all aspects of CapTel Service including the technology, equipment, and needed captionists to CTI.

- 4.4.3. *Subcontractors identified within a proposal in response to this RFP will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.*

Hamilton understands.

- 4.4.4. *The Contractor resulting from this RFP may only substitute another subcontractor for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.*

Hamilton understands.

- 4.4.5. *Notwithstanding any State approval relating to subcontracts, the Contractor resulting from this RFP will be the prime contractor and will be responsible for all work under the Contract.*

Hamilton is the prime contractor and Captioned Telephone, Inc. is the subcontractor. Hamilton will be responsible for its subcontractor's work performance under this contract.



4.5. ***Right to Refuse Personnel***

The State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing service in the performance of a contract resulting from this RFP. The State will document in writing the reason(s) for any rejection of personnel.

Hamilton and its Subcontractor will accept all requests from the state of Tennessee seeking removal of certain personnel. However, Hamilton and its Subcontractor are bound by certain human resource and legal regulations that may limit our ability to fully comply with this request. Hamilton and its Subcontractor will strive for compliance within the limitations of employment laws and other regulations.

4.6. ***Insurance***

At any time, the State may require the Contractor resulting from this RFP to provide a valid, Certificate of Insurance indicating current insurance coverage meeting minimum requirements as may be specified by this RFP. A failure to provide said documentation will be considered a material breach and grounds for contract termination.

Hamilton understands and will comply. Upon request, Hamilton will provide a valid certificate of insurance indicating current insurance coverage.

4.7. ***Licensure***

4.7.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Proposer provides for consideration and evaluation by the State as a part of a proposal in response to this RFP, shall be properly licensed to render such opinions.

4.7.2. Before the Contract resulting from this RFP is signed, the apparent successful Proposer (and Proposer employees and subcontractors, as applicable) must hold all necessary, appropriate business and professional licenses to provide service as required. The State may require any Proposer to submit evidence of proper licensure.

Hamilton understands and has complied. Hamilton has obtained its Certificate of Authority in the State of Tennessee with the Division of Business Services. Hamilton has received its Order Granting Certificate of Public Convenience and Necessity Application for Certificate to Provide Competing Local Telecommunications Services from the TRA. In addition, Hamilton will complete any other licensure procedures deemed necessary by the Tennessee Regulatory Authority.



4.8. Disclosure of Proposal Contents

4.8.1. Each proposal and all materials submitted to the State in response to this RFP become the property of the State of Tennessee. Selection or rejection of a proposal does not affect this right. By submitting a proposal, a Proposer acknowledges and accepts that the full proposal contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.

Hamilton understands. Hamilton has not submitted any information that is deemed as confidential or proprietary.

4.8.2. The State will hold all proposal information, including both technical and cost information, in confidence during the evaluation process. Notwithstanding the foregoing, a list of actual Proposers submitting timely proposals may be available to the public, upon request, after technical proposals are opened.

Hamilton understands.

4.8.3. Upon completion of proposal evaluations, indicated by public release of an Evaluation Notice, the proposals and associated materials will be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504(a)(7).

Hamilton understands.

4.9. Contract Approval and Contract Payments

4.9.1. This RFP and its contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Proposer with the apparent best-evaluated proposal or any other Proposer. State obligations pursuant to a contract award shall commence only after the contract is signed by the State agency head and the Contractor and after the Contract is approved by all other state officials as required by applicable laws and regulations.

Hamilton understands.

4.9.2. No payment will be obligated or made until the relevant Contract is approved as required by applicable statutes and rules of the State of Tennessee.

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4.9.2.1. The State shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before the Contract start date or after the Contract end date.

4.9.2.2. All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP (refer to RFP Attachment 6.6., Pro Forma Contract, Section C).

4.9.2.3. If any provision of the Contract provides direct funding or reimbursement for the competitive purchase of services or items to be delivered to the State as a component of contract performance or otherwise provides for the reimbursement of specified, actual costs, the State will employ all reasonable means and will require all such documentation that it deems necessary to ensure that such purchases were competitive and costs were reasonable, necessary, and actual. The Contractor shall provide reasonable assistance and access related to such review. Further, the State shall not remit, as funding or reimbursement pursuant to such provisions, any amount(s) which it determines did not result from a reasonably competitive purchase or do not represent reasonable, necessary, and actual costs.

Hamilton understands.

4.10. Contractor Performance

The Contractor resulting from this RFP will be responsible for the completion of all service set out in this RFP (including attachments) as may be amended. All service is subject to inspection and evaluation by the State. The State will employ all reasonable means to ensure that service is progressing and being performed in compliance with the Contract, and the Contractor must cooperate with such efforts.

Hamilton understands and will comply as the prime contractor.

4.11. Contract Amendment

During the course of a Contract pursuant to this RFP, the State may request the Contractor to perform additional work within the general scope of the Contract and this

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RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional work. The Contractor must respond to the State with a time schedule for accomplishing the additional work and a price for the additional work based on the rates included in the Contractor's proposal to this RFP. If the State and the Contractor reach an agreement regarding the work and associated compensation, such agreement must be effected by means of a Contract Amendment. Further, any such amendment requiring additional work must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes and rules of the State of Tennessee. The Contractor must not commence additional work until the State has issued a written Contract Amendment with all required approvals.

Hamilton understands and will comply. Hamilton looks forward to providing additional services to the State if so desired. Hamilton is on the leading edge of technology and will bring the desired services to Tennessee.

4.12. Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

Hamilton understands.



5. **PROPOSAL EVALUATION & CONTRACT AWARD**

5.1. **Evaluation Categories & Maximum Points**

The State will consider qualifications, experience, technical approach, and cost in the evaluation of proposals and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each apparently responsive proposal.

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
General Qualifications & Experience <i>(refer to RFP Attachment 6.2., Section B)</i>	30
Technical Qualifications, Experience & Approach <i>(refer to RFP Attachment 6.2., Section C)</i>	30
Cost Proposal <i>(refer to RFP Attachment 6.3.)</i>	40

Hamilton understands.

5.2. **Evaluation Process**

The proposal evaluation process is designed to award the contract resulting from this RFP not necessarily to the Proposer offering the lowest cost, but rather to the responsive and responsible Proposer offering the best combination of attributes based upon the evaluation criteria. ("Responsive Proposer" is defined as a Proposer that has submitted a proposal that conforms in all material respects to the RFP. "Responsible Proposer" is defined as a Proposer that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

5.2.1. **Technical Proposal Evaluation.** *The RFP Coordinator and the Proposal Evaluation Team (consisting of three or more State employees) will use the RFP Attachment 6.2., Technical Proposal & Evaluation Guide to manage the Technical Proposal Evaluation and maintain evaluation records.*

5.2.1.1. *The State reserves the right, at its sole discretion, to request Proposer clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion will be limited to specific sections of the proposal identified by the State. The subject Proposer must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the State.*

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5.2.1.2. *The RFP Coordinator will review each Technical Proposal to determine compliance with RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A— Mandatory Requirements. If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the proposal and document the team’s determination of whether:*

a. the proposal adequately meets requirements for further evaluation;

b. the State will request clarifications or corrections; or,

c. the State will determine the proposal non-responsive to the RFP and reject it.

5.2.1.3. *Proposal Evaluation Team members will independently evaluate each Technical Proposal (that appears responsive to the RFP) against the evaluation criteria in this RFP, rather than against other proposals and will score each in accordance with the RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section B and Section C.*

5.2.1.4. *For each proposal evaluated, the RFP Coordinator will calculate the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section B and for Section C, and record each average as the proposal score for the respective Technical Proposal section.*

5.2.1.5. *Before Cost Proposals are opened, the Proposal Evaluation Team will review the Technical Proposal Evaluation record and any other available information pertinent to whether or not each Proposer is responsive and responsible. If the Proposal Evaluation Team identifies any Proposer that appears not to meet the responsive and responsible thresholds such that the team would not recommend the Proposer for Cost Proposal Evaluation and potential contract award, the team members will fully document the determination.*

5.2.2. **Cost Proposal Evaluation.** *The RFP Coordinator will open for evaluation the Cost Proposal of each apparently responsive and responsible Proposer that the Proposal Evaluation Team has effectively recommended for potential contract*



award and will calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide.

- 5.2.3. **Total Proposal Score.** *The RFP Coordinator will calculate the sum of the Technical Proposal section scores and the Cost Proposal score and record the resulting number as the total score for the subject Proposal (refer to RFP Attachment 6.5., Proposal Score Summary Matrix).*

Hamilton understands.

5.3. ***Contract Award Process***

- 5.3.1 *The RFP Coordinator will submit the Proposal Evaluation Team determinations and proposal scores to the head of the procuring agency for consideration along with any other relevant information that might be available and pertinent to contract award.*

Hamilton understands.

- 5.3.2. *The procuring agency head will determine the apparent best-evaluated proposal. (To affect a contract award to a Proposer other than the one receiving the highest evaluation process score, the head of the procuring agency must provide written justification and obtain the written approval of the Commissioner of Finance and Administration and the Comptroller of the Treasury.)*

Hamilton understands.

- 5.3.3. *The State reserves the right to make an award without further discussion of any proposal.*

Hamilton understands.

- 5.3.4. *The State will issue an Evaluation Notice identifying the apparent best-evaluated proposal and make the RFP files available for public inspection at the time and date specified in the RFP Section 2, Schedule of Events.*

NOTICE: The Evaluation Notice shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.

Hamilton understands.



5.3.5. *The Proposer identified as offering the apparent best-evaluated proposal must sign a contract drawn by the State pursuant to this RFP. The contract shall be substantially the same as the RFP Attachment 6.6., Pro Forma Contract. The Proposer must sign said contract no later than the Contract Signature by Contractor Deadline detailed in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed contract by the deadline, the State may determine that the Proposer is non-responsive to this RFP and reject the proposal.*

Hamilton understands.

5.3.6. *Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiation prior to contract signing and, as a result, revise the pro forma contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP and contractor selection process.*

Hamilton understands.

5.3.7. *If the State determines that a proposal is non-responsive and rejects it after opening Cost Proposals, the RFP Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated proposal.*

Hamilton understands.

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In the following section, Hamilton has listed and responded to each of the terms contained in Sections B, C, D and E of RFP Attachment 6.6 (PRO FORMA CONTRACT). Hamilton's responses to each item explains the approach and method that will be used to complete the scope of services, accomplish required objectives and meet the State's project schedule.

Pro-forma contract

B. CONTRACT TERM:

This Contract shall be effective for the period commencing on September 1, 2010, and ending on August 31, 2015. The State shall have no obligation for services rendered by the Contractor which are not performed within the specified period.

Hamilton understands and will comply.

C. PAYMENT TERMS AND CONDITIONS:

- C.1 There shall be no cost to the State for the performance of services under this contract as described in Section A. of this contract. The "Fund Administrator", to be designated by the State, shall be responsible for making payments to the Contractor based on the monthly invoices submitted by the Contractor to the Fund Administrator pursuant to Section A.10.1. Said invoices from the Contractor to the Fund Administrator will detail the actual number of intrastate minutes processed through the CapTel Service for the applicable month. Such payments from the "Fund Administrator" shall constitute the entire compensation due the Contractor for service rendered and the Contractor's entire obligation hereunder regardless of the difficulty, materials, or equipment required.*
- C.2 The "Fund Administrator" as designated by the State shall administer the collection of funds (pursuant to Section A.10.1) for the Relay Service in accordance with Generally Accepted Accounting Principles and further requirements by the state, if any; and the disbursement to the Contractor based on the payment rates herein for units of service authorized by the State.*
- a. The Contractor's compensation shall be contingent upon the satisfactory completion of units, milestones, or increments of service defined in this Section.*
- b. The Contractor shall be compensated for said units based upon the following payment rates:*

<i>Service Description</i>	<i>Amount (per compensable increment)</i>
<i>Unit Cost per Conversation Minute</i>	<i>\$ NUMBER</i>

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The Unit Rates include, but are not limited to, all applicable taxes, fees, overhead, profit, and all other direct and indirect costs incurred or to be incurred by the Contractor. Further, the Unit Rates are firm for the duration of the contract and are not subject to increase for any reason unless amended.

Invoices will be submitted, in form and substance acceptable to the State and the Fund Administrator with all necessary supporting documentation, prior to any payment. Invoices will be submitted to the Fund Administrator no more often than monthly, with all necessary supporting documentation, to:

State Agency:

*Tennessee Regulatory Authority
Attention: Miki Klein
460 James Robertson Parkway
Nashville, TN 37243-0505*

and to:

Fund Administrator:

Hamilton understands and will comply. Please see the Cost Proposal for more details.

D. STANDARD TERMS AND CONDITIONS:

D.1. Required Approvals. *The State is not bound by this Contract until it is approved by the appropriate State officials in accordance with applicable Tennessee State laws and regulations.*

Hamilton understands and will comply.

D.2. Modification and Amendment. *This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate Tennessee State officials in accordance with applicable Tennessee State laws and regulations.*

Hamilton understands and will comply.

D.3. Termination for Convenience. *The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by the State. The State shall give the Contractor at least thirty (30) days written notice before the effective termination date. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event*

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shall the State be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

Hamilton understands and will comply.

D.4. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to immediately terminate the Contract. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor.

Hamilton understands and will comply.

D.5. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, they shall contain, at a minimum, sections of this Contract below pertaining to "Conflicts of Interest," "Nondiscrimination," and "Records" (as identified by the section headings). Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.

Hamilton understands and will comply. CTI will comply with D.6 and the national rules governing nondiscrimination referenced in D.7, as CTI will have no employees in Tennessee.

D.6. Conflicts of Interest. The Contractor warrants that no part of the total Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.

Hamilton and CTI understand and will comply.

D.7. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such



nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

Hamilton understands and will comply. Please see D.5 above.

D.8. Prohibition of Illegal Immigrants. The requirements of Public Acts of 2006, Chapter Number 878, of the state of Tennessee, addressing the use of illegal immigrants in the performance of any Contract to supply goods or services to the state of Tennessee, shall be a material provision of this Contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this Contract.

- a. The Contractor hereby attests, certifies, warrants, and assures that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract. The Contractor shall reaffirm this attestation, in writing, by submitting to the State a completed and signed copy of the document at Attachment A, hereto, semi-annually during the period of this Contract. Such attestations shall be maintained by the Contractor and made available to state officials upon request.*
- b. Prior to the use of any subcontractor in the performance of this Contract, and semi-annually thereafter, during the period of this Contract, the Contractor shall obtain and retain a current, written attestation that the subcontractor shall not knowingly utilize the services of an illegal immigrant to perform work relative to this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant to perform work relative to this Contract. Attestations obtained from such subcontractors shall be maintained by the Contractor and made available to state officials upon request.*
- c. The Contractor shall maintain records for all personnel used in the performance of this Contract. Said records shall be subject to review and random inspection at any reasonable time upon reasonable notice by the State.*
- d. The Contractor understands and agrees that failure to comply with this section will be subject to the sanctions of Public Chapter 878 of 2006 for acts or omissions occurring after its effective date. This law requires the Commissioner of Finance and Administration to prohibit a contractor from contracting with, or submitting an offer, proposal, or bid to contract with the State of Tennessee to supply goods or services for a period of one year after a contractor is discovered*

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to have knowingly used the services of illegal immigrants during the performance of this Contract.

- e. *For purposes of this Contract, "illegal immigrant" shall be defined as any person who is not either a United States citizen, a Lawful Permanent Resident, or a person whose physical presence in the United States is authorized or allowed by the federal Department of Homeland Security and who, under federal immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the Contract.*

Hamilton understands and will comply. Hamilton's Subcontractor will sign the Attachment A, Attestation Re Personnel Used in Contract Performance, replacing the middle section with the following text:

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly employ an illegal immigrant in the performance of this Contract.

- D.9. Records. *The Contractor shall maintain documentation for all charges under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.*

Hamilton understands and will comply.

- D.10. Monitoring. *The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.*

Hamilton understands and will comply.

- D.11. Strict Performance. *Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.*

Hamilton understands and will comply.

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D.12. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.

Hamilton understands and will comply.

D.13. State Liability. The State shall have no liability except as specifically provided in this Contract.

Hamilton understands.

D.14. Force Majeure. The obligations of the parties to this Contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, natural disasters, riots, wars, epidemics, or any other similar cause.

Hamilton understands and will comply.

D.15. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.

Hamilton understands and will comply.

D.16. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under Tennessee Code Annotated, Sections 9-8-101 through 9-8-407.

Hamilton understands and will comply.

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D.17. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.

Hamilton understands.

D.18. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.

Hamilton understands and will comply.

D.19. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

Hamilton understands.

E. SPECIAL TERMS AND CONDITIONS:

E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.

Hamilton understands and will comply.

E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by certified, first class mail, return receipt requested and postage prepaid, by overnight courier service with an asset tracking system, or by EMAIL or facsimile transmission with recipient confirmation. Any such communications, regardless of method of transmission, shall be addressed to the respective party at the appropriate mailing address, facsimile number, or EMAIL address as set forth below or to that of such other party or address, as may be hereafter specified by written notice.

The State:



*Mike Klein
TDAP Coordinator
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
miki.klein@tn.gov
Telephone # 615.741.2904, extension 206
FAX # 615.741.8953*

The Contractor:

*NAME & TITLE OF CONTRACTOR CONTACT PERSON
CONTRACTOR NAME
ADDRESS
CITY, STATE ZIP CODE
EMAIL ADDRESS
Telephone # NUMBER
FAX # NUMBER*

All instructions, notices, consents, demands, or other communications shall be considered effectively given upon receipt or recipient confirmation as may be required.

Hamilton understands and will comply.

- E.3. Confidentiality of Records. Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Contractor by the State or acquired by the Contractor on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards.*

The Contractor's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's

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information; or, disclosed by the State to others without restrictions against disclosure. Nothing in this paragraph shall permit Contractor to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the Contractor due to intentional or negligent actions or inactions of agents of the State or third parties.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

Hamilton understands and will comply.

E.4. Tennessee Consolidated Retirement System. The Contractor acknowledges and understands that, subject to statutory exceptions contained in Tennessee Code Annotated, Section 8-36-801, et. seq., the law governing the Tennessee Consolidated Retirement System (TCRS), provides that if a retired member of TCRS, or of any superseded system administered by TCRS, or of any local retirement fund established pursuant to Tennessee Code Annotated, Title 8, Chapter 35, Part 3 accepts state employment, the member's retirement allowance is suspended during the period of the employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of "employee/employer" and not that of an independent contractor, the Contractor may be required to repay to TCRS the amount of retirement benefits the Contractor received from TCRS during the period of this Contract.

Hamilton understands.

E.5. Contractor Commitment to Diversity. The Contractor shall comply with and make reasonable business efforts to exceed the commitment to diversity represented by the Contractor's proposal responding to RFP # 31611-20101 (Attachment A) and resulting in this Contract.

The Contractor shall assist the State in monitoring the Contractor's performance of this commitment by providing, as requested, a quarterly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, and persons with a disability. Such reports shall be provided to the state of Tennessee Governor's Office of Diversity Business Enterprise in form and substance as required by said office.

Hamilton understands the targets defined above regarding the use of business enterprises owned by minorities, women, persons with a disability and small business enterprises. Hamilton will

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make a good faith effort to utilize these types of businesses to provide goods and/or services where possible. However because all services will be performed out of state, opportunities to use such business enterprises will be limited. Hamilton would like to clarify that CapTel is a specialized service. As a result, Hamilton currently has a subcontract in place with a corporation who has the necessary level skill and experience to deliver high quality service.

E.6. Incorporation of Additional Documents. Included in this Contract by reference are the following documents:

- a. The Contract document and its attachments*
- b. All Clarifications and addenda made to the Contractor's Proposal*
- c. The Request for Proposal and its associated amendments*
- d. Technical Specifications provided to the Contractor*
- e. The Contractor's Proposal*

In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these documents shall govern in order of precedence detailed above.

Hamilton understands.

E.7. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the State hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed. It is expressly understood and agreed that the obligations set forth in this section shall survive the termination of this Contract in perpetuity.

Hamilton understands.

E.8. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:

- a. No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the*

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extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

- b. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.*
- c. The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.*

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into and is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code.

Hamilton agrees with the above statements.

E.9. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals:

- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency;*
- b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;*
- c. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification; and*

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d. have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded or disqualified.

Hamilton certifies, to the best of its knowledge and belief, that it, its current and future principals, its current and future subcontractors and their principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency.

Hamilton certifies that its current and future principals, its current and future subcontractors and their principals have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property.

Hamilton's current and future principals, its current and future subcontractors and their principals are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed in section b. of this certification.

Hamilton's current and future principals, its current and future subcontractors and their principals have not within a three (3) year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.

Hamilton will provide immediate written notice to the State if at any time it learns that there was an earlier failure to disclose information or that due to changed circumstances, its principals or the principals of its subcontractors are excluded or disqualified.

ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

SUBJECT CONTRACT NUMBER:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

CONTRACTOR SIGNATURE

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

PRINTED NAME AND TITLE OF SIGNATORY

DATE OF ATTESTATION

Attachment A

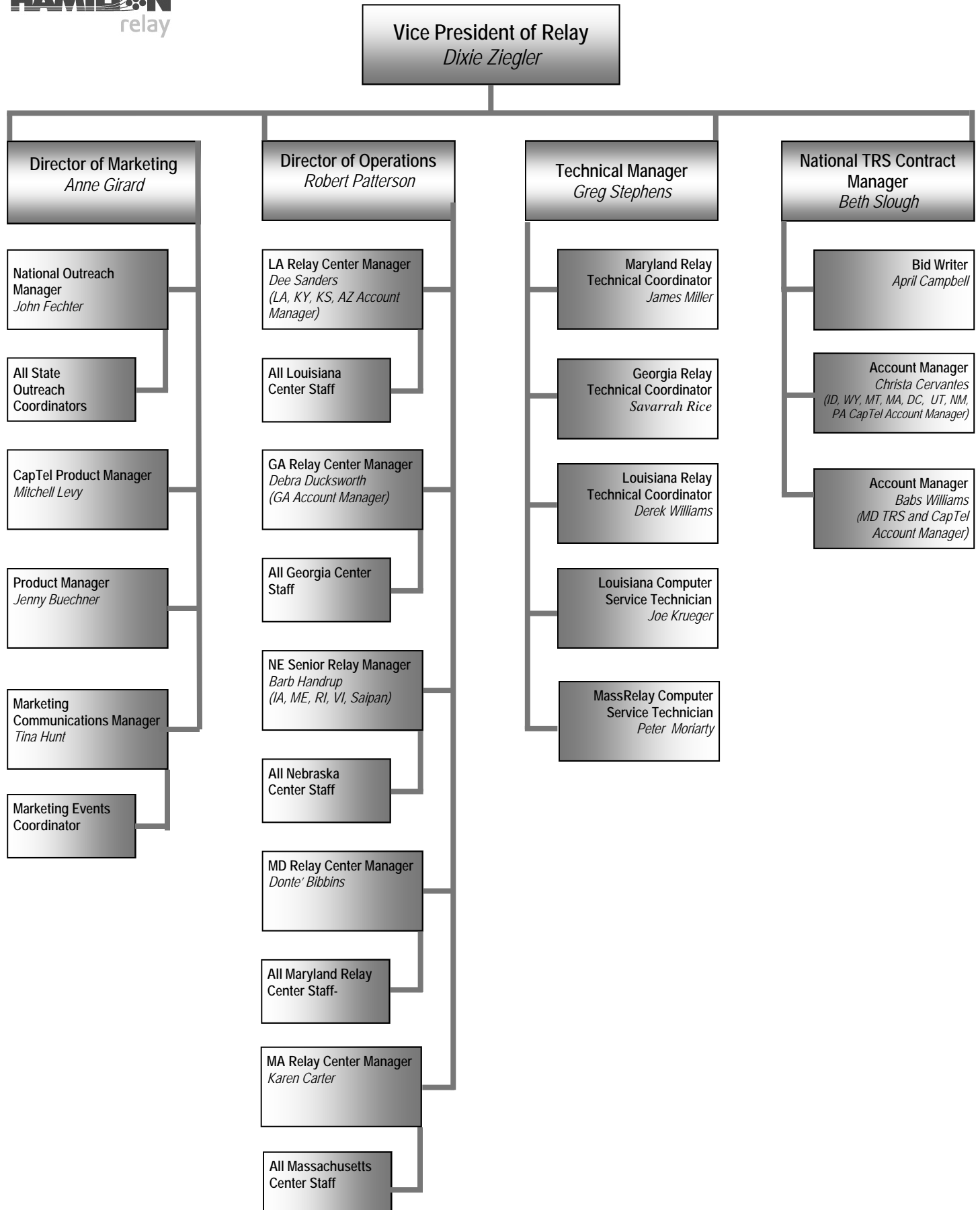
Hamilton Key Personnel



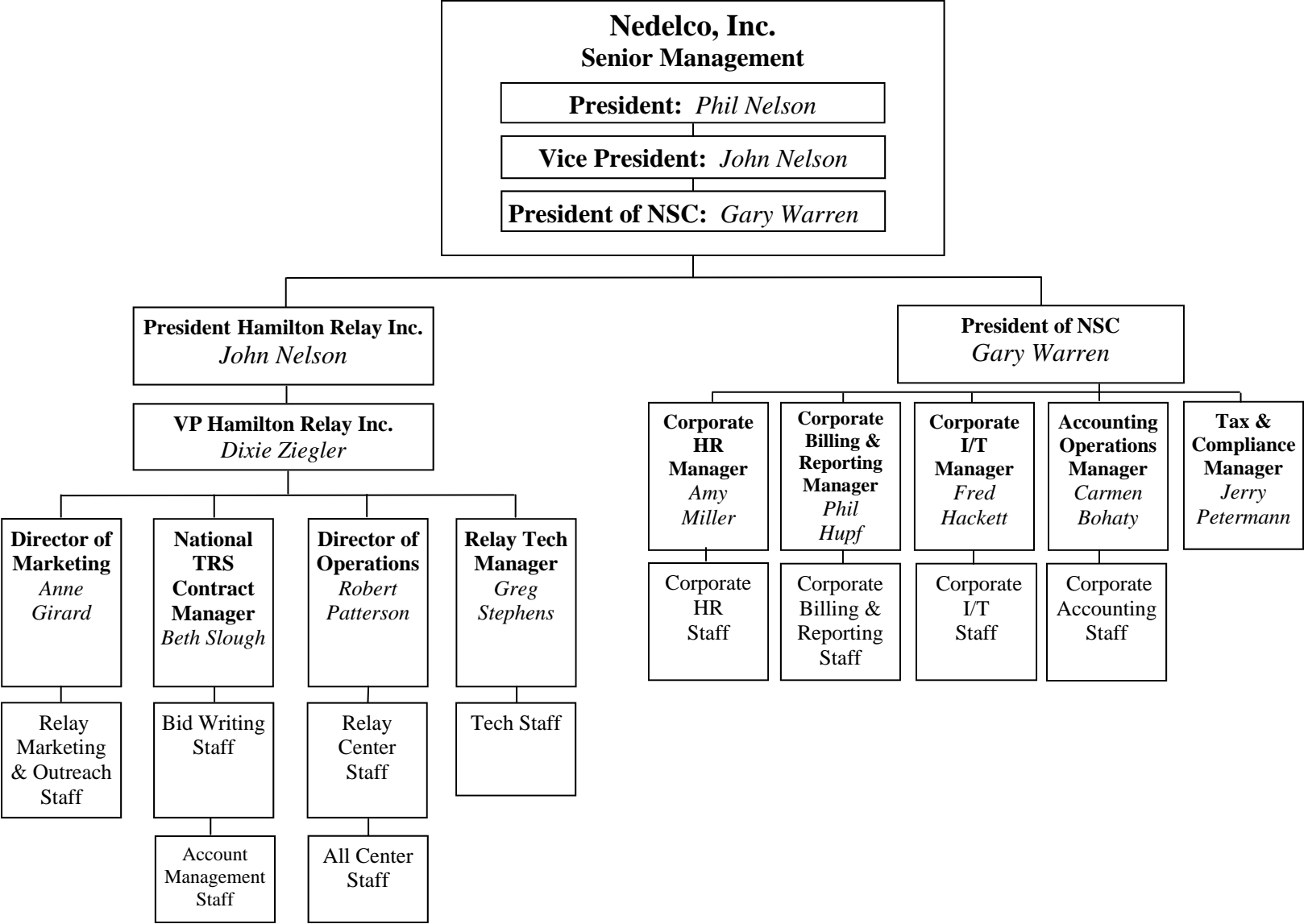
Tennessee CTRS

Relay

Hamilton Relay Org Chart



Corporate Organizational Chart—Hamilton Telecommunications



Affirmative Action Policy Statement and Plan

Hamilton Telecommunications is committed to the equal treatment and equal opportunities of all applicants and current employees. We will continually strive to make employment decisions based strictly on qualifications and to foster the participation of all protected groups within the hiring and promotion process. In undertaking affirmative action, Hamilton Telecommunications will not practice reverse discrimination by giving undue preferential treatment to any protected group, by using quotas or other unequal opportunity devices. Rather, the affirmative action program has been developed to reinforce and enhance a merit based employment concept which ensures that all segments of our community have an equal opportunity to enter employment on the basis of open and fair competition and to gain advancement according to their proven ability and fitness.

Hamilton Telecommunications maintains a comprehensive affirmative action plan which was developed to remove discriminatory employment barriers from all facets of our personnel policies and practices whenever and wherever they are found to exist. This affirmative action plan is designed solely to enable all applicants and employees to compete for employment opportunities on an equal basis regardless of race, color, national origin, age, sex, disability, or religious affiliation, unless there exists a bona fide occupational qualification.

Management and supervisory personnel are expected to become aware of, and all employees are expected to abide by, Hamilton Telecommunications policies and efforts concerning equal employment and affirmative action. Specifically, management is expected to cooperate with the development of valid job descriptions and selection tests; to be responsible for making objective employment decisions and to report any condition that has the appearance or effect of discrimination solely on the basis of an individual's race, color, national origin, religion, age (over 40), sex, marital status, pregnancy, or physical disability.

As a supplement to Hamilton Telecommunication's policy on equal employment opportunity, Hamilton Telecommunications additionally adopts this policy on affirmative action measures that may be taken from time to time as a means of ensuring that all people have reasonable access to, and consideration from, Hamilton Telecommunications. In recognition to the potential of all individuals who wish to gain entrance into the active work force, Hamilton Telecommunications has adopted this policy.

In carrying out its affirmative action efforts, Hamilton Telecommunications shall regularly take the following steps as a means of making jobs known to the greater pool of perspective applicants who may be qualified for employment, and to continuously improve upon any practice that is found to be discriminatory in any respect:

- Continually develop and recommend any policies, procedures, or programs that are in Hamilton Telecommunications best interest to consider as a means of strengthening equal employment opportunities and the validity of employment decisions.

- Development of recruiting sources that would provide information about current and future job openings to as many sectors of the labor market as possible.
- Develop and use selection testing methods and standards that are clear, concise and valid.
- Review and update job descriptions to ensure that they are relevant in all respects to actual job duties, requirements and qualifications.
- Quickly, fairly and effectively investigate all internal complaints of discrimination and take the appropriate corrective action when warranted.
- Continually monitor hiring decisions to evaluate the effectiveness of current policies.

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

John A. Nelson

1001 Twelfth Street • Aurora, Nebraska • (402) 694-5101 (Via Voice through relay) •
john.nelson@hamiltontel.com

Education

Southern Methodist University
Bachelor of Arts, History 1991

Experience

Hamilton Telecommunications • Aurora, Nebraska •
May, 2002 to Present

President of Relay and Vice President of Hamilton Telephone Company

- Provide support and direction to members of Hamilton Telecommunications management
- Provide support and direction to members of technical staff
- Strategic Planning and management

Hamilton Telecommunications • Baton Rouge, Louisiana
March, 1998 to May 2002

Computer Telephony Systems Specialist

- Provide on-site support for all equipment and software related to Hamilton's Baton Rouge, Louisiana relay center and all administrative hardware and software
- Assist in developing and troubleshooting software for Hamilton's relay services

The Village at Breckenridge, a Wyndham Resort • Breckenridge Colorado • 1991 to 1998

System Administrator

- Maintained IBM RS-6000 Unix based file server
- Provided first-line software support for server including interfaces to in-room video system, video check-out system, PBX system, call accounting system, and point of sales system in the resort's bars and restaurants.
- Served as the primary liaison to the software and hardware vendors who provided the system
- Provided software solutions to management and training to users
- Provided support as needed for PBX switch
- Produced short range occupancy forecasts to assist in the development of staffing projections

- Facilitated booking and scheduling of ground transfers and car rentals
- Developed and maintained company web site
- Maintained resort's return guest database

PBX Supervisor

- Supervised four to eight hotel switchboard operators
- Arranged schedules, answered phones, and provided special customer support as needed

Hamilton Telephone Company • Aurora, Nebraska • 1987 to 1991

Computer Programmer/Consultant

- Developed and implemented a CAD/CAM system
- Researched existing systems, purchased equipment and customized software to render it compatible with established mapping formats
- Developed a dBase IV application shell to provide an on-line database system that enabled telephone operators to provide enhanced directory information services

Gary Warren

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 V/TTY •
gary.warren@hamiltontel.com

Education

University of Nebraska College of Law
Law Degree, 1974

University of Nebraska
Bachelor of Science Degree, 1971

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1988 to Present
*Vice President of Corporate Development, Executive Vice President and now
President of Services Corporation*

**Whitney, Newman, Mersch, Otto and Warren Law Firm • Aurora, Nebraska •
1975 to 1988**
Lawyer, general practice

Activities

- Active in a variety of relay industry teams including the Coin Sent Paid Team
- Served on NECA Relay Advisory Council for eight years, Chairman for two years
- Participant in numerous relay forums, NASRA activities and FCC meetings and filings over the past 10 to 12 years
- Past President and Board Member of Nebraska Diplomats, Ambassador Plenipotentiary
- Executive Board Member, Nebraska Chamber, Past Chairman, Economic Development Council
- Nebraska Industrial Competitive Alliance, Board Member
- University of Nebraska President's Advisory Council
- Kiewit Institute of Technology Advisory Board Member
- Past Board Member of Aurora Chamber of Commerce
- Fund for Rural Education and Development, Past Board Member and President
- Past Member Community Council, Information Technology Commission
- Past Board Member Nebraska Community Foundation
- Aurora Development Corporation, Board Member and Past President
- Aurora Housing Development Corporation, Past Board Member and Secretary/Treasurer
- Edgerton Explorit Center, Board Member
- Hamilton County Information Technology Corporation, Board Member and Past President
- Past President and Board Member of Nebraska Independent Telephone Association

Dixie J. Ziegler

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
dixie.ziegler@hamiltonrelay.com

Education

Dana College

Bachelor of Science in Marketing, Organizational Communications, and Print Media Communications (Valedictorian)

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1994 to Present

Director, then Vice President of Relay Services

- Responsible for all relay operations
- Manage contract relations for State Relay Contracts
- Coordinate relay outreach activities with state relay representatives
- Represent Hamilton's relay service on the national level
- Coordinate the development of educational and promotional relay materials
- Analyze potential markets for new and existing products and services
- Deliver new products and services to the telecommunications marketplace
- Develop proposals, bids, and sales materials for all Hamilton business areas
- Manage all external and internal communication medias
- Act as Special Project Coordinator as applicable

HunTel Systems • Blair, Nebraska • 1992 to 1994

Marketing Assistant

- Designed marketing campaigns for new products and services
- Edited sales presentations and produced supporting materials
- Wrote and designed newsletters, bill inserts, advertisements, and brochures
- Coordinated telephone promotions and service projects
- Wrote procedures and policies for employees
- Informed customers of changes in the telephony industry

Activities

- Serves on the National Exchange Carrier Association (NECA) Relay Advisory Council
- Serves on the Consumer Advisory Committee (CAC) of the Federal Communications Commission
- Aurora Chamber of Commerce member
- Edgerton Educational Center Volunteer
- Aurora Jaycee
- Information Technology Task Force member

Beth Slough

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY • beth.slough@hamiltonrelay.com

Experience

Hamilton Telecommunications Aurora, Nebraska April 2006 to present *National TRS Contract Manager*

- development and coordination of internal and external communication within Hamilton Relay Service.
- Responsible for editing all external communication. Edits presentations to prospective clients using presentation skills, visual aids and written proposals.
- Will provide support and direction to account managers to ensure contract compliance.
- Will act as the primary contact with all intrastate telecommunications relay service contract decision-makers. Will keep abreast of RFP activity in all states as well as work to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Edits bid packages. This includes coordinating the bid process and completing bid documents within the designated time constraints.
- Will assist the Vice President of Relay and Marketing Manager in marketing Hamilton Relay Service to other states, along with its national services.
- Writes, designs, and/or edits internal and external company newsletters, brochures, and other related communication, including videos. Participates in product testing and development of product literature.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Shares responsibility for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Assists Marketing Manager and Vice President of Relay with the design and implementation of advertising efforts through the proper forms of media to insure maximum results.
- Assists Marketing Manager and Vice President of Relay in defining and targeting potential customer groups to help focus communication efforts.
- Project coordination of special communication projects.
- Communicates with employees and relay users on new development and service enhancements.
- Edits web page content and design for relay services.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Hamilton Telecommunications Aurora, Nebraska November 2001 – April 2006

Relay Communications Coordinator

- Assists the Director of Relay and Contract Manager in marketing Hamilton Relay Service to other states.
- Designs presentations to prospective clients using presentation skills, visual aids and written proposals.
- Writes, designs, and edits internal and external company newsletters, brochures, and other related communication, including videos.
- Writes and edits bid packages and proposals for new business. This includes coordinating the bid process, writing bid documents according to each state's requirements and completing bid documents within the designated time constraints.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Responsible for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Coordinates outreach activities and materials between all of Hamilton's outreach personnel. Increases outreach activities and effectiveness in all of Hamilton's states.
- Assesses quality and customer service in the Relay Services area.

Hamilton Telecommunications Aurora, Nebraska April 2000-November 2001

Administrative Assistant

- Assists management in the completion of company projects.
- Prepares cover letters, notices, agendas and minutes for all Corporate Board and Stockholder Meetings and properly files each.
- Assists Director of Relay in the completion of bid packages and proposals.
- Coordinates travel and meeting arrangements for key members of management.
- Maintains the Hamilton Filing System
- Coordinates a variety of marketing related projects.

Hamilton Telecommunications Aurora, Nebraska 1998-2000

Lead Communication Assistant

- Conveys messages of all types to TTY users from voice users and vice versa.
- Solves routine problems and directs non-routine problems to the relay supervisor.
- Sets and assures conformance of standard policy and procedure.
- Understands the use of computer work stations used to relay conversations, including call routing related to equal access.
- Assists in comprehensive training of Communications Assistants.
- Provides leadership and motivation for Communications Assistants.
- Stresses quality in all work situations.

John V. Fechter

(651) 408-8406 VP • john.fechter@hamiltonrelay.com

Education

Gallaudet University, Washington, DC – December 1991

Bachelor of Science, Business Management

General Seminars/Workshops

- CAP Writing- Wells Fargo University- Minneapolis, MN- July 2004
- Loan Structure, Wells Fargo University- Minneapolis, MN - November 2003
- Business Writing- Stan Berry Seminar- Minneapolis, MN – June 2002
- Grantwriting Workshop- NAD State Conference- Sioux Falls, SD – April 2001
- Wow Your Customers- Wells Fargo University- St. Paul, MN – March 2001
- Financing of Closed End Business- Wells Fargo University- Texas – September 2000

Experience

Hamilton Telecommunications • Aurora, Nebraska • September 2006 to Present

National Outreach Manager

- Manages designated outreach personnel and coordinates their activities in each applicable state. Monitors and evaluates the performance of designated outreach personnel.
- Increases outreach activities and effectiveness of marketing programs in all Hamilton states to the end goal of increasing the number of relay minutes for the states served by Hamilton.
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitor financial reports.
- Works with outreach staff to develop and give effective programs on how to access and use the relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.
- Works with outreach staff to ensure effective communicates with relay users on new development and service enhancements in each of their states.

- Works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.
- From time to time, along with each state outreach person, attends and represents the relay service at meetings of the Public Utilities Commission, relay advisory board, and appropriate state and national associations related to relay services.
- Works with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.
- Assists outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to Hamilton to assist them in the development of new features for traditional relay, video relay and internet relay service.
- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.
- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.
- Manages a host state office, out of their home, and a telephone number for the purpose of assisting those who need to make contact concerning the relay service with someone in Idaho. Responsible for all communication and interface with relay users from this office, including customer service. Performs related office duties. Performs all outreach activities in Idaho as described above.

Wells Fargo & Company, BBRC (Business Banking Resource Center), Minneapolis, Minnesota, June 2005- September 2006

Lending Underwriter

- Underwrite loans with aggregated credit exposure of up to \$1 million. This involves analyzing complex financial and credit information for Commercial business loan packages, including loan data, financial statements, credit risk, borrower and property information, and related background. Investigates credit standards and determines credit worthiness of business loans. Occasionally cross-sell products and services. Regularly meet all performance goals.

Wells Fargo & Company, BBRC, Minneapolis, Minnesota, November 1999- May 2005

Credit Analyst II

- Prepare and review all financial statements (business and personal financial statements) in accordance with established standards, for credit analysis functions. Act as resource to business bankers. Regularly met and exceeded performance goals.

Wells Fargo & Company, St. Paul Branch, Saint Paul, Minnesota, February 1996- November 1999

Personal Banking Officer

- Promoted and sold a full line of retail/small business banking products, loans, deposits, annuities, retirement and investments as well as provide customer service for all banking products. Established and maintain long term relationships with customers. Regularly met and exceeded performance goals, especially for loans.

Activities

- Board President - Metro Deaf School- June 2004 – present
- Board President- One House Two Hands LLC (real estate holding company)- September 2005- present
- Classroom Consultant- Junior Achievement – September 2001- present
- Budget Chair - USA Deaf Sports Federation (USADSF)- December 2002-present
- Project Leader- Minnesota Association for Deaf Citizens- March 2001-November 2005
- Board Member- DEAF-MADC- December 2002- July 2005

- Council Member of Wells Fargo Funding Community Council- May 2001- Dec. 2002
- Board Member of the Metro Deaf School – July 1997 – May 1999
- Board President of Doorways - July 1997- April 1999
- Participated as a guest speaker at National Association of the Deaf at Youth Leadership Camp (YLC) Stayton, Oregon - July 2005. Presented on Financial Lessons for Life.
- Participated as a guest speaker at the National Leadership Literacy Camp (NLLC) at CSD Camp Lakodia, (Madison, SD) – July 2004. Presented on Basic Money Management.
- Develop and wrote five grants proposals for Minnesota Association for Deaf Citizens (MADC).
- The focus of the grant was to obtain funds for feasible study on land development/community center project.
- Coordinated land sale for MADC - the land was sold in November 2005.
- The funds will be used for deaf community development focus.
- Have been a volunteer in many ways at Metro Deaf School (MDS) for several years;
- Taught money management classes
- Co-chair of school's Parents/Teachers Group
- Soccer Coach for 4 years
- Project leader for 2006 MDS school relocation committee.
 - Successfully finalized the purchase of a 30,000 sq. foot building with potential of expansion for future use- the total project is at \$2.1 million.
- Launched capital campaign project with a goal of \$400,000 for MDS.
 - This will be an ongoing project -- the purpose of the campaign is to provide growth funds for the school and reduce debt for the purchase of the building.

Anne Girard

anne.girard@hamiltonrelay.com

Education

Antioch University – Santa Barbara, CA

M.A. Clinical Psychology, 1997-1999 (Degree Pending)

Antioch University – Santa Barbara, CA

B.A. Liberal Studies, Clinical Psychology, 1994-1997

Other Education:

Extensive Landmark Education Leadership, Development and Communication Training

Various professional and personal development courses, seminars, mentorship

Experience

Hamilton Telecommunications, Aurora, NE • March 2007 - Present

Director of Marketing

- Responsible for establishing marketing direction and leading team toward results.
- Reviews changes to the marketplace and industry and adjusts marketing plan accordingly. Responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing.
- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services through the development of new relay features, enhancements, and services, which meet the demand of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services through communicating and interacting with all required departments, including but not limited to technical, marketing and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Assists operations management, as part of product management responsibilities, to improve workstation functionality for Communication Assistants and Video Interpreters.

- Responsible for monitoring competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.

Hamilton Telecommunications, Aurora, NE • October 2004 - March 2007

Product Development / Regulatory Manager

- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services.
- Responsible for making Hamilton a leader in the development of new relay features, enhancements, and services, which meet the needs and desires of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services and for communicating those recommendations to the technical team.
- Responsible for all market research activities within Hamilton Relay.
- Gathers information from a variety of sources to ensure technical development meets the needs and desires of the relay community. This is done by contacting existing outreach staff and making use of those outreach networks, surveys, focus groups, involvement in national relay activities, and a variety of other ways.
- Uses information gathered to present statistics and facts as to why product development is needed for specific services.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communications Assistants and Video Interpreters.
- Responsible for leading product development teams within the division to ensure progress and communication between all required departments, including but not limited to technical, marketing and operations.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications

Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.

- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.
- Monitors the competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President of Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists with a variety of marketing responsibilities as needed.
- Monitors and assesses reports on relay service quality from users.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

GoAmerica Communications, Hackensack, NJ • 1998 – 2004

Director of Sales

- Creating and executing strategy/tactics to drive sales and increase revenue through varied sales channels.
- Developing forecasts, managing departmental budget.
- Analyzing customer data/market research/financial modeling informing collaborative planning and administration of promotions and programs designed to increment customer base, transform customer experience, reduce churn, and increase customer loyalty.
- Planning/leading tradeshow exhibits.
- Establishing departmental and individual goals, managing projects and key accounts.
- Team building/coaching/mentoring.
- Creating/administering channel sales programs.
- Recruiting, developing and managing external sales partners.
- Creating and presenting training.
- Selling enterprise wireless solutions through effective needs analysis and consultative sales.

Cuesta Community College, San Luis Obispo, CA • 1989 – 1998

Academic Support Services Coordinator

- Directing delivery of academic support services for students with disabilities in accordance with federally mandated regulations (including the Americans with Disabilities Act).
- Developing and facilitating departmental policies and procedures for the provision of services.

- Recruiting and supervising staff.
- Organizing and managing external volunteer group.
- Serving as departmental liaison to faculty community.

Skills

Certified Sign Language Interpreter, NAD Level III, 1991

Excellent oral and written communication

Proficiency with client relationship management tools and databases

Proficiency with Microsoft Office

Membership in Professional Organizations

National Association of the Deaf

National Association of Female Executives

Diane Taylor

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diane.taylor@hamiltonrelay.com

Education

Centennial High School

High School Diploma, 1978

Continuing Education – Seminars

How to Supervise People – 1994

How to be a More Effective Team Leader – 1995

One Minute Manager – 1997

Coaching to Top Performance - 1998

Experience

Hamilton Telecommunications, Aurora, NE • December 2004 - Present

Assistant Relay Manager

- Assists the Senior Relay Manager in all aspects of daily activity.
- Schedules staff to ensure the needs of relay traffic are met/forecasts future human resource needs.
- Reviews and analyzes statistics on a daily basis to monitor compliance with federal and state requirements.
- Provides a team atmosphere while working on continued quality improvements on the relay floor and continued development of skills of Supervisors and Communications Assistants.

United Farmers Cooperative, Hampton, NE • 1996 – 2004

Store Manager

- Worked with employees with continual training for expansion of skills and careers.
- Scheduling, human resources, bookkeeping, daily/monthly/yearly statistics.

Hamilton Telecommunications, Aurora, NE • 1992 – 1996

Telemarketing Supervisor

- Continual quality assurance with phone representatives through daily monitoring, coaching and training.
- Reviewed/analyzed statistics on a daily basis with management staff and clients.

Mitchell S. Levy

Education

Rochester Institute of Technology – Rochester, New York

Bachelor of Science, Major: Information Systems

AT&T School of Business

Experience

Hamilton Relay • Middleton, Wisconsin • June, 2007 to Present

Wisconsin Contract Manager/CapTel Product Manager

- Ensures that the policies and procedures for the statewide relay service are followed as established by the Wisconsin Relay Advisory Board, the Contract Administrator and as contained in the contract and RFP.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance in the Wisconsin Relay Center and develops corrective action in areas that require improvement.
- Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of SAI outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Responsible for managing the contract between Society's Assets, Inc. and Hamilton Telecommunications to determine that SAI is carrying out all assigned responsibilities and duties.
- Responsible for representing Hamilton Telecommunications at regulatory meetings with Advisory Boards and the Contract Administrator, SAI staff meetings as needed and at other outreach functions across the State of Wisconsin that may be applicable.
- Perform product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- Serves as local liaison to CapTel, Inc.
- Develops and coordinates marketing strategies for all national markets and executes said strategies in Wisconsin with the end goal of increasing the number of CapTel minutes.
- Responsible for finding ways to enhance the overall quality of TRS and CapTel relay services by making suggestions that improve call experiences for relay users.
- Responsible for developing and recommending to the Senior Relay Manager new features, enhancements and services desired within the relay community based on contact and communication with SAI outreach people and through

involvement in user organizations in Wisconsin. Will do the same for CapTel services on a nationwide basis.

Hamilton Relay • Providence, Rhode Island • 2005 to June, 2007

Outreach/Account Manager

- Directs and arranges Rhode Island and Maine Telecommunications Relay Service (TRS) outreach program
- Oversees and supports an agency, Maine Center on Deafness (MCD), providing Maine Relay Outreach Program
- Supports Hamilton Relay in promoting products and services at tradeshow
- Maintains relationships with TRS users, state relay administrators, and state TRS advisory council members

AT&T • Morristown, New Jersey • 1996 to 2004

Account Manager

- Managed Telecommunications Relay Service (TRS) contracts to ensure contract compliance, billing, reporting, auditing and marketing. Over the last 8 years, have managed 14 state contracts with total value of \$42M annually and currently responsible for managing the contracts for Georgia, Pennsylvania, U.S. Virgin Islands, West Virginia, Saipan, and SBC account
- Managed day-to-day relationships between state-contracted customers and AT&T for the provision of TRS, including the negotiation, development, and delivery of new service features
- Planned and directed new and existing outreach program to promote customer awareness, customer satisfaction and stimulate usage of state relay programs
- Partnered with advertising agencies, photographers, graphic designers and printers in the creation and production of highly successful promotional pieces
- Built and maintain relationships with state advisory boards and TRS user communities
- Supported marketing director in exhibiting products and services at TRS industry events and directed the technical operation of TRS services during the event
- Responded, analyzed and resolved customer issues in a timely manner
- Fluent in American Sign Language

Marketing Manager • Basking Ridge, New Jersey • 1995

- Led cross-functional team to identify, analyze, and develop new TRS products and services
- Held strategic and tactical marketing management responsibility, providing decisive courses of action to accelerate revenue, market growth, and competitive differentiation
- Managed and directed the activities of an external marketing firm in conducting customer satisfaction surveys

Consumer Relations Manager • 1992 to 1994

- Increased revenue through strategic consumer relation initiatives, including TRS demonstrations and networking with key stakeholders
- Managed marketing and community relation projects for Pennsylvania and Delaware TRS consumers
- Conducted TRS awareness and training for businesses, hospitals, human service agencies, schools, and community groups
- Served as AT&T liaison on TRS issues with national and state consumer advocates and community organizations
- Collaborated with TRS center management on improving current services and developing new applications
- Conducted comprehensive diversity training programs for new TRS managers and occupational employees

Jennifer Buechner

8383 Greenway Blvd Suite 90 • Middleton WI 53562 • (866) 202-0666 TTY •
jenny.buechner@hamiltonrelay.com

Education

Gallaudet University • Washington, District of Columbia
Bachelor of Arts – Social Work
May 2002.

Skills

Teaching Skills	Leadership Skills	Microsoft Office
Knowledge of Deaf Culture	Computer Literate	Quick Learner
Community Involvement	Public Speaking Skills	Native ASL Fluent

Experience

Hamilton Telecommunications, Aurora, NE • January 2008 – Present
Internet Based Services Product Manager

- Perform product management responsibilities related to Internet Relay including operations, technical development and support, call experience, marketing.
- Evaluate and recommend modifications and improvements to Hamilton Relay's Internet Relay technology, marketing and service.

CSDVRS, LLC • Rochester, NY • September 2007 – December 2007
Sales Manager

- Manage promotion of CSDVRS in northeast region, including New England and New York.
- Arrange sponsorships, exhibits and presentations in northeast region.
- Supervise Outreach Specialists who represent CSDVRS at tradeshow and add CSDVRS on customer equipment.
- Recruit customers to use video relay service.

Hamilton Telecommunications, Aurora, NE • August 2006 – September 2007

Hamilton Relay VRS Manager

- Perform product management responsibilities related to VRS including operations, technical development and support, call experience, marketing, partner relationship.

- Manage marketing and operations budgets related to VRS; responsible for growing revenues and cutting expenses to ensure profitability.
- Evaluate and recommend modifications and improvements to Hamilton Relay's VRS technology, marketing and service delivery, and work with technical and marketing management as well as contracted service provider to implement agreed upon improvements.
- Manage all aspects of product testing including communication flow between testers and technical staff.
- Manage contracted third-party mystery shopper program related to VRS.
- Develop marketing programs/materials designed to increase Hamilton Relay's VRS market share.
- Organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services, analyze user input and make recommendations for modifications/improvements/enhancements.
- Interface with current relay users to help determine current and future relay needs.
- Maintain awareness of industry competitors and their technological advances.
- Manage job performance of VRS Technician.
- Manage outreach activities of the District of Columbia Relay Service through direction of the part-time Outreach Coordinator/Intern.

Hamilton Telecommunications, Aurora, NE • July 2005– August 2006

District of Columbia Outreach/VRS Coordinator

- Conducts relay education and outreach which targets the general public, potential and current TTY users and professionals in all areas.
- Communicate with employees and relay users about new developments and service enhancements.
- Coordinate and conduct programs on accessing and using relay services and assistive telecommunications equipment.

Society's Assets, Inc. • Middleton, WI • October 2003 – July 2005

Customer Service Representative

- Customer Service for Hamilton Relay.
- Provide and schedule presentations, home visits, and referrals to new and existing relay customers statewide.

- Represents WTRS on various external events related to Relay for communities that may benefit from Relay Services.

National Association of the Deaf Youth Leadership Camp • Sioux Falls, SD • July 16, 2003 – August 12, 2003

Camp Counselor

- Oversaw the health and safety of 64 campers
- Promote leadership through workshops, classes and activities
- Assisted in teaching outdoor living skills

Gallaudet University Campus Life • Washington, DC • August 2002 – February 2003

Community Facilitator

- Coordinate two programs for residents in residence halls
- Provide valuable information on bulletin boards per monthly basis
- Enforce University policies
- Ensure the safety of residents within the residence halls

Gallaudet University Health and Wellness Program • Washington, DC • May 2001 – May 2002

Peer Health Advocate

- Educate the University community about various health issues
- Provide workshops, presentations to community
- Provide resources and referrals upon requests

Gallaudet University Judicial Affairs • Washington, DC • May 2001 – May 2002

Hearing Coordinator

- Meet with students to discuss case of grievance or charges
- Prepare and run hearings with a board
- Ensure appropriate decision of the board for violation of Code of Conduct stated in Gallaudet University Student Handbook

Crescent Cities Center • Hyattsville, MD • February 2001 – April 2001

Social Work Internship

- Promote knowledge of needs of Deaf Clients in Nursing home
- Provide In-Service training for staff

Presentations

- Drug and Alcohol Awareness

- Judicial Board Duties
- First Year Experience

Community Involvement

- Junior National Association of the Deaf – 1994-1998
- Judicial Affairs Judicial Board – 2000-2001
- National Association of Social Workers Metro Chapter BSW Representative – 2001-2002
- Past President of the Delta Epsilon Sorority – 2002-2003

Amy Miller

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 (Via Voice through relay) • amy.miller@hamiltontel.com

Education

Nebraska Wesleyan University

Bachelor of Science, May 2003

Major: Business Administration, Minor: Communication

Emphases: Marketing, Management & Human Resource Management

Experience

Hamilton Telecommunications • Aurora, Nebraska •

Human Resource Manager

January 2007 - Present

- Coordinate, plan, and implement all phases of human resource activities
- Responsible for payroll and employee benefit administration, recruiting, screening, hiring, and evaluations of employees
- Oversee educational programs and resources including the coordination and development of on-site educational opportunities for personnel
- Supervise personnel within human resource department

Information Technology, Inc. • Lincoln, Nebraska •

Human Resources Coordinator

May 2003 – January 2007

- Payroll & Benefits administration for 600+ employees
- Coordinate hiring and new employee orientation
- Process terminations; Conduct exit interviews
- Affirmative Action Coordinator
- Employee Relations
- Communicate with Executive Council regarding HR issues

Lincoln Benefit Life • Lincoln, Nebraska •

Retention Analyst

January 2003 – May 2003

- Process term applications for conservation
- Maintain databases utilizing Microsoft Access
- Provide assistance to conservation unit
- Communicate with agents & clients

Human Resources Intern

June 2002 – December 2002

- Facilitate online selection process by processing resumes and coordinating online applications
- Communicate with applicants regarding employment status
- Schedule interviews
- Complete paperwork for recruiters; Prepare new employee orientation packets

Dillard's • Lincoln, Nebraska •

Sales Associate

February 2001 – June 2002

- Sell merchandise and provide assistance to customers
- Promote sales through attractive visual merchandising
- Assist in opening and closing the store
- Process sales; reconcile register

Nebraska Wesleyan University • Lincoln, Nebraska •

Phonathon Representative

October 2000 - February 2001

- Contacted alumni seeking donations for NWU

Activities & Honors

Outclass the Competition Training – Information Technology, Inc.

Chosen to speak at Information Technology, Inc.'s Annual Business Meeting

Wellness Committee – Information Technology, Inc.

Nebraska Wesleyan University Student Ambassador

Collegiate Business Association

Wesleyan Communication Association

Founding member of NWU's Society for Human Resource Management Chapter

Nebraska Wesleyan University Academic Honors List

Nebraska Wesleyan University Leadership Nominee

Volunteered & attended 2002 State Society for Human Resource Management Conference

Carmen Bohaty

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2008 to Present

Accounting Operations Manager

- Direct and coordinate the preparation of financial statements and all related activity.
- Supervise the documentation of accounting policies and procedures.
- Participate in year-end audit preparation.
- Interface with departmental managers and senior management on a regular basis.

Assistant Accounting Manager

- Supervise, coach, evaluate, and guide the development of personnel in the accounting department.

Sprint/Embarg • Overland Park, Kansas • 2004 to 2008

Financial Analyst II

- Produced analysis associated with budgets, forecasts, and monthly results used by management to make business decisions and provide street guidance.
- Assisted in preparation of executive presentations.
- Managed budget process and consolidated budget/forecast submissions.
- Developed a "Budget Accuracy Scorecard." Presented to Vice President and Director levels as well as Chief Financial Officer prior to implementation.
- Acted as team lead on company initiative to develop a new planning and forecasting tool, designed to increase process efficiencies.

Sprint • Overland Park, Kansas • 2000 to 2004

Finance Service Analyst

- Prepared account reconciliations for various balance sheet and income statement accounts.
- Completed monthly journal entries and variance analysis.
- Organized multiple projects and ad hoc data requests for process partners and upper management.

Schwendiman Funds • Lincoln, Nebraska • 1997 to 2000

Accountant

- Tracked stock portfolio and fund performance.
- Communicated with fund administrator to ensure trade settlement.

Gregory E. Stephens

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Education

Academy X, San Francisco, CA
Java Fundamentals, 2005

New Horizons Training Center, Lincoln, NE
Microsoft's Course 1013 Mastering Visual Basic, 1999

Breanau University, Gainesville, GA
Masters of Business Administration-Maintained 3.5+ GPA while at a sea going command in the Navy, 1995

University of Nebraska, Lincoln, NE
BS, Physics

Experience

Hamilton Telecommunications • Aurora, NE • April, 2006 to Present
Relay Technical Manager

- Responsible for technical operations at assigned Relay Centers

Hamilton Telecommunications • Aurora, NE • February, 2000 to April, 2006
Software Developer

- Team member for the first SIP & MPEG4 based Video conferencing system in the country.
- Convinced Senior Management on the need for additional programming talent; recruited a developer from Bell Labs.
- First relay provider to utilize AOL's AIM service for telecommunications (beating MCI and Sprint)
- Designed, implemented a Video conference system based on Netmeeting API's.
- Designed, implemented, tested a JAVA enabled web client into an existing telecommunications network, utilizing a COM+ architecture. This required developing and extending my skill set into JAVA, C, COM
- Developed applications utilizing Dialogic/Intel's API's (C, C++) to telephony control boards.
- Improvement of Legacy system: Worked out bugs and added enhancements to better position ourselves in the market.

Baldwin Filters • Kearney, NE • January 1995 to February 2000

Programmer/Analyst

- Project management: worked with a software vendor bringing a multi million dollar warehouse expansion on-line. Duties ranged from initial design and vendor selection to implementation as Microsoft SQL DBA and working with the vendor on resolving problems and conflicts.
- Designed and implemented an application (full Life cycle responsibilities) that is used by sales fleet (100+ salesmen) for surveying end users equipment for potential sales, using Visual basic and Access, and the WIN 32 API.
- Report writing for various manufacturing needs.
- WAN administration on legacy system. 3 Remote sites-responsible for communications between sites and all HP peripherals. Also dealt with System management functions for legacy systems, such as determining need for memory and disk upgrades. As well as planning for disaster recovery, backups/restores etc.

Tools/Platforms

- Visual Basic/ .NET
- C/C++
- Java
- ATL
- COM
- DCOM
- MTS
- COM+
- WIN NT
- WIN 2000/03
- MS Access
- SYBASE
- MYSQL
- MSSQL Server
- SQL
- HP3000
- IBM PC
- CITRIX

Cecil D. Smalley

Education

Kansas State University of Salina

Associate of Technology Degree: Electronic Data Processing, 1987

Experience

Hamilton Telecommunications • Aurora, Nebraska • June 2007 to Present

Programmer/Analyst

- Create and implement peer review process
- Create and implement software change management process utilizing CVS and Bugzilla
- Manage the development of access point for CapTel utilizing both internal and external resources

Boeing – Integrated Defense Systems - Wichita • Wichita, Kansas • July 2000 - 2007

Software Engineer

- Designed and developed communication planning software for the B-52 CONECT program using .NET 2005
- Served as Peer Review Focal and chaired the Software Engineering Process Group CMM effort
- Designed and developed imbedded flight software for the B-52 MALD program using ADA95
- Performed Software Engineering Environment functions including UNIX and ClearCase administration, maintenance of software build scripts and installation of AFMSS software
- Designed and developed imbedded flight and mission planning software for the B-52 AMI program using ADA95 and ADA83

Softbrands (formerly Eltrax Hospitality Group) • Wichita, Kansas • April 1996 – July 2000

Programmer/Software Updates Specialist

- Performed remote updates/upgrades of property management systems
- Setup and installed Windows based workstations and Microsoft Office products
- Designed and developed software for property management systems using Delphi3.0/4.0
- Performed test procedures on newly developed and changed programs for property management systems

Lodgistix (International) Inc. • Wichita, Kansas • February 1992 – March 1996

Quality Assurance Analyst

- Designed user interfaces for and performed test procedures for property management systems.

Fred Hackett

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fred.hackett@hamiltontel.com

Education

University of Iowa, Iowa City, IA

Masters in Business Administration, May 1995

Minnesota State University, Mankato, MN

Bachelor of Science (Double Major) - Computer Science and Electronic Engineering Technology, June 1984

Experience

Hamilton Telecommunications, Aurora, NE • May 2003 - Present

Information Technology Services Director

- Currently a director overseeing a department of 13 full time (three remotely) and 3 part time IT staff providing services to 5 business lines.
- Routinely acted as interface between non-IT employees and IT Services at all levels.

Independent Contractor • January 2002 - May 2003

- Performed a review and analysis of an Internet Service Provider's help desk and developed and implemented improvements to better their customer service.
- Performed a risk analysis and documented an initial business continuity plan.
- Analyzed, developed and implemented plans to deploy a value added service to the ISP subscribers including developing marketing and informational documentation.
- Performing the requirements analysis and preparing a detailed project plan with cost estimates to publish an accounting and service tracking application executing on an AS/400 using Citrix MetaFrame XP.

Mutual of Omaha, Omaha, NE • January 2000 - January 2002

Senior Project Manager

- Developed new processes, procedures and testing that reduced the failure rate of automated software deployments from 30% to less than 2%.
- Created new processes to manage the migration of software into a 6,000 machine environment reducing errors by more than 80%.

- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Manage projects utilizing formal project management methodologies.
- Instrumental in developing standards for hardware and software.

ConAgra Foods, Omaha, NE • December 1997 - February 2000

Information Technology Manager

- Managed the team responsible for 60 NT file, print and application servers and 2,000 Windows 95 and NT machines at numerous remote sites. This included responsibility for a 13-server farm running Citrix Metaframe to provide application services to 400 internal and dial up users.
- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Negotiated and approved purchases of computer equipment and consulting services ensuring conformance to corporate and business standards.
- Planned and implemented infrastructure upgrades, changes and new installations to meet the computing needs of the business.
- Integrated two division technical support staffs and their functions into one department as part of a corporate wide re-organization.

NCS - Pearson, Iowa City, IA • June 1984 - December 1997

Technical Support Manager, 1994 - 1997

- Managed teams ranging from one to 22 technical and clerical people providing opportunities for their professional growth, assessment of performance as well as hiring and termination.
- Held full “red line” responsibility and kept within budget for budgets to nearly three million dollars.
- Coordinated support team and Ethernet conversion project activities and managed migration issues and problem resolution between conversion team, support staff, network staff, contractors and non-IS employees.
- Routinely acted as interface between non-IT employees and IT Services at all levels.
- Negotiated and approved purchases of computer equipment and consulting services ensuring conformance to corporate and business standards.
- Planned and implemented infrastructure upgrades, changes and new installations to meet the computing needs of the business.

*Programmer, Senior System Analyst, Database Administrator,
1984 - 1994*

- Database Administrator providing support, consultation and training for more than 40 DB2 and IMS databases including logical and physical modeling and standards.
- Introduced the use of PC based modeling tools to design, document and manage databases.
- Developed logical and physical schemas for new database applications.
- Developed internal training for database access and design, ER modeling and normalization SQL programming, database security and application coding to access databases.
- Analysis, design, implementation, maintenance, support and consultation for assembler and Cobol programs written for real-time, batch and online systems in the operational, development, financial and customer service areas in a mainframe environment.

Position title: Vice President of Relay

Department: Relay

Reports to: President of Hamilton Relay

Position Summary: Responsible for the management of all areas of the Relay business line, including operations, marketing, account management, and technical services. Responsible for the overall financial results of this corporate entity.

Essential Functions:

- Responsible for financial outcome of this business line, including profit and loss for its operations.
- Develops operating budget each fiscal year.
- Manages expenses within the fiscal year's budget.
- Directs operational manager to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs technical manager to ensure operational 24 hours a day and that competitive products are released to the market place in a timely fashion to increase overall usage of Hamilton Relay.
- Directs marketing manager to ensure fulfilling all state outreach requirements and to ensure that national marketing efforts increase overall usage of Hamilton Relay.
- Directs account manager to ensure all FCC and state contract requirements are met.
- Provides timely, concise and accurate reports to senior management and the Company's Board of Directors.
- Manages the overall business line in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers.
- Performs corporate development activity to continue the growth of the division. Researches and recommends new features and services.
- Develops effective compensation plans and strategies for relay management and ensures the same is carried out throughout the division.

- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.

Other Requirements:

- Develops strategic plans making use of company-wide input mechanisms.
- Actively participates in company-wide strategic and long term planning efforts.
- Demonstrates a high level of leadership and visibility in relay management and Hamilton Telecommunications management.
- Performs similar work related duties as assigned.
- Hold a valid driver's license and have the ability to travel alone.

Preferred education, experience and knowledge:

- Bachelors degree in business, marketing, telecommunications or related field.
- Two to three years experience in relay management or related field preferred.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Ability to handle multiple projects and meet multiple deadlines.
- Strong computer skills including knowledge of computer networks, word processing software, spreadsheet software, and telecommunications networks.

Position title: National TRS Contract Manager

Department: Relay

Reports to: Vice President of Relay

Position summary: Position is responsible for the development and coordination of internal and external communication within Hamilton Relay Service.

Essential functions:

- Responsible for editing all external communication. Edits presentations to prospective clients using presentation skills, visual aids and written proposals.
- Will provide support and direction to account managers to ensure contract compliance.
- Will act as the primary contact with all intrastate telecommunications relay service contract decision-makers. Will keep abreast of RFP activity in all states as well as work to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Edits bid packages. This includes coordinating the bid process and completing bid documents within the designated time constraints.
- Will assist the Vice President of Relay and Director of Marketing in marketing Hamilton Relay Service to other states, along with its national services.
- Writes, designs, and/or edits internal and external company newsletters, brochures, and other related communication, including videos. Participates in product testing and development of product literature.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Shares responsibility for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Assists Director of Marketing and Vice President of Relay with the design and implementation of advertising efforts through the proper forms of media to insure maximum results.
- Assists Director of Marketing and Vice President of Relay in defining and targeting potential customer groups to help focus communication efforts.
- Project coordination of special communication projects.
- Communicates with employees and relay users on new development and service enhancements.

- Edits web page content and design for relay services.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Other responsibilities:

- Provides direct assistance to the Director of Marketing and Vice President of Relay.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing marketing skills.
- Performs other work-related duties as assigned.

Preferred education, experience and skills:

- Bachelor's Degree in Business Administration, Communications, Marketing, Public Relations or related field or two to three years related work experience is required.
- Strong communication skills, including outstanding writing skills are required.
- Strong knowledge and or experience working with individuals or organizations within the deaf, hard of hearing and/or speech impaired community is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Experience and knowledge of American Sign Language is desirable.
- Ability to understand and carry out instructions.
- Ability to communicate in English well.
- Proficiency with computer terminals and keyboards.
- Knowledge of software such as Microsoft Word and Microsoft Publisher.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Hold a valid driver's license and have the ability to travel alone.

Position title: National Outreach Manager

Department: Relay

Reports to: Director of Marketing

Position summary: This full-time position is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. This position is responsible for increasing minutes for all relay products and services. Individual will be required to travel as needed.

Essential functions:

- Manages designated outreach personnel and coordinates their activities in each applicable state. Monitors and evaluates the performance of designated outreach personnel.
- Increases outreach activities and effectiveness of marketing programs in all Hamilton states to the end goal of increasing the number of relay minutes for the states served by Hamilton.
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitor financial reports.
- Works with outreach staff to develop and give effective programs on how to access and use the relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.
- Works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states.
- Works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.
- From time to time, along with each state outreach person, attends and represents the relay service at meetings of the Public Utilities Commission, relay advisory board, and appropriate state and national associations related to relay services.
- Works with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.
- Assists outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to Hamilton to assist them in the development of new features for traditional relay, video relay and internet relay service.
- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.

- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Other responsibilities:

- Effectively organizes and prioritizes multiple deadlines and projects.
- Performs other work related duties as assigned.
- Travels to current and potential customer locations to promote all relay products and services offered by Hamilton.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing marketing skills.

Preferred education, experience and skills:

- Communicates fluently through the use of American Sign Language and written English.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

Position title: Director of Marketing

Department: Relay Service

Reports to: Vice President of Hamilton Relay, Inc.

Position summary: Directs and oversees Hamilton Relay's marketing objectives and initiatives. Responsible for product development from the users' perspective. This position also assists with Regulatory Affairs management. Individual required to travel as needed.

Essential functions:

- Responsible for establishing marketing direction and leading team toward results.
- Reviews changes to the marketplace and industry and adjusts marketing plan accordingly. Position is responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing.
- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services through the development of new relay features, enhancements, and services, which meet the demand of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services through communicating and interacting with all required departments, including but not limited to technical, marketing and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communication Assistants and Video Interpreters.
- Responsible for monitoring competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.

- Monitors and assesses reports on relay service quality from users.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

Other responsibilities:

- Performs other work-related duties as assigned.
- Travels to current and potential customer locations.

Preferred education, experience and skills:

- Outstanding communication skills required.
- Communicates fluently through the use of American Sign Language and written English.
- Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

Position title: Assistant Relay Center Manager

Department: Nebraska Relay Center

Reports to: Senior Relay Center Manager

Position Summary: Assists in the management of Supervisors and Communication Assistants within the Nebraska Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and Communication Assistants to ensure the needs and desires of individuals who are Deaf, Hard of Hearing or Speech Disabled are met. Has responsibility for insuring that the Communication Assistants are skilled to meet the expectations of relay users.

Essential Functions:

- Assists the Senior Relay Center Manager in developing and fostering a positive, energetic, enthusiastic work atmosphere that stresses team above self. Actively participates on the relay floor.
- Oversees quality on the relay floor. Assists and supports all related Quality Programs. Is responsible for assuring that each Communication Assistant has the needed skills (strong verbal skills, typing skills, spelling, procedures, language, etc.) to meet the needs of relay users. Cultivates an environment that expects quality.
- Identifies problems and areas of weakness on the relay floor and in call processing for individual Communication Assistants and for the entire team. Communicates these issues with the appropriate administrative staff and implements solutions.
- Manages all personnel issues in a manner that follows center policies and procedures. Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.
- Provides on-going training and supervision to improve Supervisors and Communication Assistants abilities. Encourages individuals to continue to develop their skills and knowledge and assists Communication Assistants in reaching the next skill "level."
- Responsible for ensuring all Communication Assistants are trained on new technical enhancements as implemented.
- Manage, mentor and coordinate supervisory staff. Trains supervisors and provides them with additional educational opportunities.
- Assists Customer service personnel and oversees the customer service database.

- Conduct performance evaluations for Supervisors. Computes raises for all personnel reporting to the Assistant Relay Center Manager and does so in a highly confidential manner.
- Oversees the Supervisors to ensure that performance evaluation and monitoring for CAs are completed in a timely fashion.
- Assists Senior Relay Center Manager in setting “rules” of decorum, etc. on the relay floor and for general activity within the center.
- Provides input into programs designed to reduce absenteeism and continuously makes suggestions to improve these policies. Assist Senior Relay Center Manager in developing programs that decrease employee turnover.
- Reviews and analyzes state reports on a monthly basis.
- Reviews relay statistics on a daily basis to monitor compliance with federal and state requirements related to relay system performance and assists the Senior Relay Center Manager in developing corrective actions in areas that are in noncompliance.
- Reviews and analyzes a variety of reports on a daily basis to monitor CA activity, quality and productivity. Makes suggestions for improvement as necessary.
- Assists Senior Relay Center Manager with assessing and meeting staffing requirements including forecasting human resource needs.
- Continuously develop contingency staffing plans to meet peaks and valleys of relay traffic.
- Presents a professional image to customers, clients, and co-workers on and off the telephone.
- Participates in outreach activities to gain feedback from relay community.
- Participates as an active team member with other Senior Relay Center Managers and with other company leadership.

Other responsibilities:

- Provides direct assistance to the Senior Relay Center Manager
- Performs other work-related duties as assigned.
- Ability to work a flexible schedule.
- Makes efficient use of technology for optimum production results.
- Works consistently with minimal supervision.

Preferred education, experience and skills:

- Associate or Bachelor's Degree in Business Administration or two to three years work experience at a relay center or comparable management work experience.
- Experience and knowledge of Deaf Community is helpful.
- Ability to organize and prioritize work.
- Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Ability to stand, sit and walk for extended periods of time.
- Hold a valid driver's license and have the ability to travel alone.

Position title: CapTel Product Manager

Department: Relay

Reports to: Director of Marketing

Position summary: Manages Hamilton Relay's strategy for CapTel service.

Essential functions:

- Perform product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- Serves as local liaison to CapTel, Inc.
- Develops and coordinates marketing strategies for all national markets and executes said strategies with the end goal of increasing the number of CapTel minutes.
- Responsible for finding ways to enhance the overall quality of CapTel relay services by making suggestions that improve call experiences for relay users.
- Responsible for developing and recommending to the Senior Relay Manager new features, enhancements and services desired within the relay community through involvement with CapTel users on a nationwide basis.

Preferred education, experience and skills:

- Bachelor's Degree or comparable work experience or two to three year's related experience.
- Direct work experience with a Telecommunications Relay Service or knowledge of CapTel preferred.
- CapTel users are encouraged to apply.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong analytical and interpersonal and presentation skills.
- PC literate
- Hold a valid driver's license and ability to travel alone.

Position title: Internet Based Relay Services Product Manager

Department: Relay Service

Reports to: Director of Marketing

Position summary: Responsible for product management of Hamilton Relay Internet-based products/services.

Essential functions:

- Manages Hamilton Relay's Internet-based product/service portfolio to the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.
- Participates in the development of product strategy, product specifications, positioning and marketing messaging.
- Coordinates product development activities between departments/staff/contractors as a key member of a cross-functional team translating customer needs and technology directions into product definitions.
- Conducts marketing research.
- Responsible for understanding the competitive landscape and evaluating competing products/services within the relay industry and providing detailed comparative analysis to Management, Marketing, Outreach and Technical teams.
- Responsible for understanding current FCC rules and regulations as related to product/service use and development.
- Supports Operations and Technical in improving workstation functionality for Communication Assistants and Video Interpreters.
- Monitors and assesses reports on relay service quality.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Stresses quality in all work situations.

Preferred education, experience and skills:

- Familiarity with technology along with an interest in building a bridge between consumers and technology development.
- Bachelor's Degree in related field along with a minimum of three years product development experience.
- Direct work experience with a Telecommunications Relay Service preferred.
- Attention to detail and accuracy.
- Ability to manage multiple projects, organizing and prioritizing work to consistently meet deadlines.
- Commitment to clear communication demonstrating strong written, analytical and interpersonal skills.
- Communicates fluently through the use of American Sign Language and written English.
- Deaf or hard of hearing individuals are encouraged to apply.
- Hold a valid driver's license and have the ability to travel alone.

Position title: Human Resource Manager

Department: Human Resources

Reports to: President of Services and Corporate Development

Position Summary: A management position which will coordinate, plan and implement human resource activities. Position is responsible for all functions within the human resource area including payroll and employee benefit administration; recruiting, screening, hiring and evaluation functions and systems; oversight of educational programs and resources including coordination and development of on-site educational opportunities for personnel; and supervises personnel within the Human Resources department.

Essential functions:

- Recruits, interviews and recommends for selection, applicants to fill vacant positions. Plans and conducts new employee orientation to introduce new employees to company policies and practices.
- Oversees management of insurance, defined benefit and defined contribution plans such as 401(k) and assures compliance with regulations relating to these items.
- Investigates industrial injuries and prepares reports for insurance carriers, oversees safety and loss programs and compliance with any regulatory or legal requirements.
- Conducts salary surveys within defined labor markets; develops salary structures and related job descriptions in cooperation with department managers.
- Prepares and monitors human resource budget.
- Counsels employees and managers on employee relations issues and problems; ensures terminations are carried out legally and conducts exit interviews.
- Prepares related statistical reports on turnover, absenteeism and recruitment costs; reports results to top management and recommends methods and procedure to improve the statistics.
- Prepares or oversees the preparation of any and all necessary reports to government relating to human resources, payroll administration and benefits.
- Provides planning, coordination, direction and implementation for company education programs and assists departmental managers with the provisioning of specialized educational programs, both on and off site.
- Plans and leads effective meetings.

- Obtains schooling and attends seminars relating to human resources, customer service skills and management skills.
- Establishes and implements related methods, procedures, controls and the documentation of the same.
- Recruits, screens and hires necessary personnel for human resources department.
- Supervises, coaches, motivates, trains, evaluates, and generally guides the development of all personnel in the human resource department.
- Organizes and prioritizes multiple deadlines and projects.
- Interfaces with managers from other departments and senior management on a regular basis, participates in staff meetings, company meetings and planning sessions for the company.
- Communicates with internal and external customers as necessary to resolve questions and service concerns.
- Participates and develops understanding of quality concepts in conjunction with overall company continuous improvement efforts.

Other responsibilities:

- Performs similar work related duties as assigned.

Preferred education, experience and skills:

- Bachelors Degree in Human Resources, Organizational Management or Business Administration or related field.
- Two to five years experience in human resources, business management or related area with some experience in a supervisory role.
- Ability to read, write, speak and understand English well, with strong verbal, written and interpersonal communication skills.
- Knowledge of payroll administration, benefits and other human resource related legislation, regulations and reporting procedures.
- Thorough understanding of all human resources functional areas.
- Proficiency at computer terminals, keyboards, spreadsheets and word processing programs plus a basic understanding of computer technology.

Position Title: Accounting Operations Manager

Department: Accounting

Reports to: President of Nedelco Services Corporation

Position Summary: A management position which will provide direction and coordination of financial and accounting functions for a group of related companies. Direct and supervise assigned tasks which accomplish the department's goals and objectives including the internal financial reporting and budgeting processes, general and property accounting, payroll and benefits accounting, accounts receivable and accounts payables, internal auditing, cost accounting and budgetary controls.

Primary Responsibilities:

- Establish reporting procedures for financial reporting needs of business lines and internal support departments.
- Direct and coordinates the preparation of budgets, financial statements and all related activity
- Oversees the preparation of statistics for financial statements, including the analysis and reporting of results to provide forecasts and identify problem areas.
- Supervise the documentation of accounting policies and procedures.
- Oversee year end financial audit preparation working with accounting staff and other internal parties.
- Maintain inter-company accounting transactions including reconciling inter-company receivables and payables and eliminations.
- Recruits, screens and hires necessary personnel for accounting department with assistance of human resource department and Tax and Compliance Manager.
- Supervises, coaches, motivates, trains, evaluates and generally guides the development of personnel in the accounting department.
- Interfaces with managers from other departments, the business lines and senior management on a regular basis
- Establishes and implemented related methods, procedures, controls and the documentation of the same.

Additional Responsibilities:

- Other duties as assigned.

Preferred education, experience and skills

- Bachelor or Associate Degree in Business Administration or Accounting, or possess equivalent work experience for the duties described.
- Proficiency with computer terminals, keyboards and calculator.
- Ability to organize and prioritize work and to meet deadlines.
- Proficiency with computer spreadsheet programs (e.g. Microsoft Excel).
- Strong written, verbal, analytical and interpersonal skills.
- Ability to read, write, speak and understand English well.

Title: Relay Technical Manager

Reports to: Vice President of Relay

Location: Aurora, Nebraska

Position Summary:

Relay is a service for deaf, hard of hearing, and speech impaired individuals that enable them to communicate with standard telephone users. This new position will become an integral part of the Relay management team. With general guidance, the incumbent will be responsible for technical operations at assigned Relay locations. Technical operations include application support, information security, networking and desktop support. The incumbent will direct and coordinate activities of the Relay Information Technology Department and be responsible for providing effective computer service to all Relay employees. This position will be responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

The incumbent will:

- Lead, train and assign work to technical personnel.
- Recommend operating policies and procedures.
- Manage exempt and nonexempt employees, contractors and consultants working for Relay Information Technology.
- Resolve technical support issues.
- Maintain hands-on involvement in the day-to-day operations ensuring timely and effective support for all information systems.
- Develop technical and personnel performance standards.
- Evaluate the IT team and encourage individuals to grow in their skills and knowledge.
- Participate in ongoing training to improve own skills and skills of department.
- Analyze report data and recommend improvements or the development of new programs.
- Coordinate with corporate IT management on product development and acquisition.
- Ensure complete and accurate documentation of all Relay technical systems and procedures.
- Must be willing to be on call on a scheduled and unscheduled basis.
- Facility and network planning and documentation including facility maintenance (electrical power backup, phones PCs, fax machines, etc.) and security systems.
- Must be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.

- Responsible for monitoring all technical related line items on the financial statement and adhering to budgetary constraints as it relates to the technical management of all centers and specific projects.
- Assume other duties and responsibilities as assigned.
 - Hold a valid driver's license and have the ability to travel alone.

Supported systems and services include:

- Hardware and software for Excel Telephone Switching equipment or a telephony environment.
- PC's (Windows 95B, 98SE, XP Pro) and servers (NT, 2000, 2003, SCO Unix, and Sybase SQL).
- Data and voice transmission lines.

Minimum Qualifications:

1. Bachelor degree, preferably in Computer Science or Management Information Systems or closely related field.
2. Progressive experience in information technology including two (2) years in a supervisory or management capacity.
3. Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.
4. Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.
5. Must have the ability to communicate effectively in both oral and written English.

Physical Requirements:

1. Ability to lift and move a minimum of 50 pounds up or down a flight of steps.
2. Ability to stand, crouch and kneel for long periods of time.
3. Ability to manipulate and use hand tools.

Position title: Programmer/Analyst

Department: Information Technology Services

Reports to: IT Services Director

Location: Aurora, NE

Position summary: Develop and maintain applications for a variety of PC and server platforms in support of multiple businesses. Activities include application enhancements and problem fixes, writing, testing, implementing and documenting applications, requirements analysis and systems design. Work is in a professionally challenging telecommunications environment and involves extensive interaction with IT and business area employees. The industry is highly competitive; innovative solutions and time to market are crucial to successful implementations.

The position will develop using Visual Basic, ASP.NET Java, C#, or C++ executing under Windows 98/XP operating systems utilizing database management systems, IIS and Apache Tomcat web servers. Primary support will be of systems that provide communication solutions to hearing and speaking impaired individuals, interfacing LAN, Internet and telephone networks, including voice and video applications (TTY, IP Relay, wireless Relay, IM Relay and VRS).

Essential Tasks and Duties:

- Assist with the maintenance and continuing development of in-house and vendor applications. Primary support will be for systems written in Visual Basic utilizing COM objects, API's and relational databases. Other systems supported are in Java, C# and C++.
- Identify and implement new technologies for multiple lines of business. Applications include telephony, multimedia and Internet deployments using a variety of protocols, telecommunication services and other functions.
- Support multiple remote locations during and outside of normal work hours, traveling to these locations as needed.
- Interact effectively with internal and external customers to resolve service concerns and questions.
- Communicate technical concepts clearly with technical and non-technical personnel as well as senior management.
- Range of projects requires the ability to work both collaboratively with a multi-discipline team and independently.
- Ability to conceive and/or develop creative solutions and upgrades.

- Strong problem solving skills

Other responsibilities:

- Perform other work related duties as assigned.
- Possesses the ability, willingness, and desire to stay current with existing and new technologies appropriate for the position and the businesses supported.
- Must have the ability to act promptly and consistently in accomplishing assigned responsibilities.

Preferred education, experience and skills:

- Required: Two or more years experience with Visual Basic
- Desired: ASP.NET, Java, JavaScript
- Desired: Administration and development of Sybase, MS SQL and/or MySQL databases
- Desired: Chat Server, Application Server, Database Server experience or administration
- Required: BS degree in Computer Science or related field or equivalent experience
- Required: Proven application development skills
- Desired: Experience developing applications in a telephony and Internet environment including protocols for data, audio and video
- Required: An understanding of data communications including telephony concepts
- Required: A willingness and ability to work outside of or beyond normal hours depending on circumstances, such as deadlines, problems or testing
- Required: The ability to organize and prioritize work in order to meet deadlines
- Desired: An understanding of wireless, Internet capable device protocols.
- Required: Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other Hamilton employees.
- Required: Must have the ability to communicate effectively in both oral and written English.

Physical Requirements:

- Ability to hear and see auditory and visual signals and commands from equipment and co-workers.
- Ability to hear and understand audio and video transmitted electronically, both digital and analog

Position title: Information Technology Services Director

Department: Information Technology Services

Reports to: President of Services and Corporate Development

Position summary: Manages personnel and projects of the Information Technology Services Department. Acts as primary contact with Senior Management and Business Line Managers on major Information Technology projects and services and Information Technology strategic direction. Is responsible for managing financial aspects of Information Technology Services department including overseeing project management of major Information Technology projects. Recommends to Senior Management and Business Line Managers, with assistance from management or supervisory personnel and staff members, system modifications, enhancements, software/hardware solutions and integration of technology solutions into the business strategy.

Essential functions:

- Management of Information Technology Services personnel, including recruiting, hiring, reviewing, mentoring and coaching of personnel except as appropriately delegated to other management or supervisory personnel within the department
- Develops and prepares Information Technology Services budget(s) which includes budgeting for the various areas of responsibility within the department as well as assisting business line managers with developing the Information Technology Services line items in their respective business line budgets
- Develops with the appropriate input from Information Technology Services personnel project plans for major Information Technology projects which include appropriate action items, timelines and cost budgets
- Monitors and reports progress on all Information Technology Services financial budgets, including regular operating budgets for corporate operations, the Information Technology Services budget for individual business lines and Information Technology projects
- Interfacing with business line managers and senior management on business strategy as it relates to Information Technology Services or where appropriate delegating that function to designated IS personnel in order to insure inclusion of the appropriate technical resources to fully evaluate the alternatives
- Works with business line managers in evaluating and forming recommendations for systems solutions and where appropriate delegates that function to other Information Technology Services personnel
- Oversees the preparation of appropriate documentation of Information Technology Services procedures, including backup procedures and technical personnel responsibilities and on call procedures
- Responsible for making sure systems are in place to document and protect the intellectual property of the company and its affiliates
- Responsible for making sure appropriate security measures are established for Information Technology throughout the company and its affiliates including securing such audits as may be advisable from time to time

- Responsible for making sure that all software licensing requirements are being met. Evaluates with the assistance of technical personnel all contract proposals and verifies appropriate provisions are included
- Coordinates the usage of technical resources between areas of responsibility within the department as needed on major projects
- Secures the necessary qualified consulting or contracting resources as required to complete the work or special projects of the department or assists personnel within the department in doing so, as may be appropriate
- Works with the Human Resources Department to develop and secure the adherence to all policies for confidentiality, protection of company intellectual property and security of technology systems
- Insures that there is an appropriate interactive process for assessing, requesting and approving software and hardware modification and upgrades throughout the company to insure appropriate and efficient use of Company technology expenditures
- Takes such other actions as may be reasonably required to continue to grow the technology competence of the company and it's affiliates

Other responsibilities:

- Oversees the maintenance of adequate technical systems and resources
- Performs similar work related duties as assigned

Preferred education, experience and skills:

- Bachelors or Associates of Art Degree in Business Administration, Business System Management or Computer Science
- Five plus years experience in Information Technology Services Management
- Information Technology Services project management experience
- Significant experience in multiple technology environments
- Familiarity with basic networking concepts
- Basic software programming skills or strong conceptual understanding of programming methodology
- Ability to read, write, speak and understand English well
- Strong verbal and interpersonal skills

Attachment B

Subcontractor Information



Tennessee CTRS

Relay



CapTel, Inc.

Hamilton will subcontract all aspects of Captioned Telephone Service including the technology, equipment, and needed captionists to CapTel, Inc. (CTI) of Madison, Wisconsin.

Hamilton is the prime contractor and will be responsible for its subcontractor's performance.

Subcontractor's Staff Qualifications

CapTel, Inc. Key Personnel and Staff

Following is a list of the key CapTel, Inc. personnel who will be involved with the operation of Tennessee CapTel.

Person

Position

Pam Frazier

Call Center Director, CapTel, Inc.

Ms. Frazier joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Ms. Frazier worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with several TRS providers plus the CapTel trials on-going in 13 states, setting up call center operations, and training of all call center positions. In 2002, Ms. Frazier was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

Ms. Frazier received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in deaf culture.

Jayne M. Turner

Vice President, CapTel, Inc.

Ms. Turner joined Ultratec in 1983 as a sales representative. Promoted to Manager of Corporate Sales in 1986 and to Vice President of Corporate Sales in 1994. Responsibilities include: equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management. In 2000 she became the Vice President of CapTel, Inc. and currently is responsible for over-all operations of the captioning center, coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ms. Turner received a Bachelor of Science Degree in Secondary Education from the University of Wisconsin, Stevens Point.

Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800

Education

University of Wisconsin, Stevens Point, Wisconsin

Bachelor of Science, Secondary Education

Experience

Ultratec, Madison, Wisconsin

Vice President, CapTel, Inc, 2000 - Present

- Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin

Vice President of Corporate Sales, 1994 – 2000

- Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin

Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin

Sales Representative, 1986 - 1986

Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – pam.frazier@captelmail.com

Education

Ball State University, Muncie, IN

B.S. Marketing, 1990

Four year letter winner in collegiate athletics - softball

Experience

CapTel, Inc., Madison, Wisconsin

Call Center Director 2001 to Present

- Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Madison, Wisconsin

Marketing Manager 1996 to 2001

- Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Madison, Wisconsin

Customer Service Representative 1991 to 1996

- Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

Affiliations

Call Center Managers Association Wisconsin

National Association of the Deaf, corporate affiliate member

TDI, Organization member

Self Help for Hard of Hearing People, Corporate member annual, current.

Awards and Recognition

Fluent in ASL

Pamela Holmes

450 Science Drive, Madison, WI 53711 – 1-800-269-7477 – pam.holmes@captelmail.com

Education

Gallaudet University, Washington, D.C.

Bachelors Degree in English, 1974

Dean's List

University of Tennessee, Knoxville, Tennessee

Masters Degree in Deaf Education, 1976

Graduate Fellowship Award

Experience

CapTel, Inc., Madison, Wisconsin

Director of Consumer & Regulatory Affairs & CapTel Customer Service March, 1987 to Present

- As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.
- Since CapTel's beginnings, Pam has worked exclusively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin

Itinerant Teacher/ M-team Consultant, 1984 1987.

- Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia

Teacher of Middle School & High School Students, 1976 - 1984

- Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

Affiliations

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member Technology Committee, 2005 to present.

Attachment C

Disaster Recovery

Confidential Proprietary Information



Tennessee CTRS

Relay



Captioned Telephone Disaster Recovery/Continuity of Operations/Pandemic Plan

Hamilton and its Subcontractor, CTI, have developed contingency plans for maintaining 24/7/365 operational status.

CapTel Services will continue to be provided from the 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. Each center has the capability to house 200 CAs, Supervisors, Technicians and support staff and also provides as back-up for the other center.

Equipped with redundant systems for power, switching equipment, call processing servers, data network servers, and LAN gear, most equipment failures can be corrected quickly at both CapTel call centers avoiding complete loss of service.

In the event of a disaster affecting CapTel centers, Hamilton would follow the procedure that follows in which Hamilton will act immediately to restore service to CapTel users. As an added layer of protection, Hamilton will advise CapTel users to dial 711 to use their phone in VCO mode through CTS. Hamilton will notify the Tennessee Regulatory Authority immediately if a major problem occurs.

Hamilton would like to clarify that CTI's customer service hours are from 8:00 a.m. to 5:00 p.m. CT. However, customers can call Hamilton for any complaint or trouble reporting –24 hours a day seven days a week. We are ALWAYS available to customers. Some CapTel users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Relay Your Way®



Captel Inc. Captel Service Relay Center Disaster Recovery Plan

1. NOTIFICATION PROCEDURE

Captel, Inc. (CTI) will notify Hamilton immediately if there is any type of natural or man-made problem that causes complete (100 percent) loss of the Captel Service Relay Center.

Notification will occur after confirmation by CTI that the center is experiencing a problem of such magnitude. Performance at the Captel Service relay center is monitored continuously 24 hours a day, seven days a week.

CTI also will notify Hamilton immediately of any partial loss of service in excess of 10 minutes that is service-affecting. Examples of such a loss in service include an accidental switch rebooting, loss of transmission facilities either through the telephone network, terrorist attack, bomb threat or other Communication Assistant (CA) work stoppage, or sudden loss of CA position capabilities.

The Captel Service Relay Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

2. COMPLETE (100%) LOSS OF SERVICE PROCEDURE

CTI will assess the problem and Contact with Hamilton's Technical Representative will be made by telephone (CTI will leave a message for a call back if the Technical Representative is unavailable). After the incident, CTI's contract/program manager will send a follow-up letter and/or email to the Technical Representative to document the occurrence.

3. PARTIAL LOSS OF SERVICE PROCEDURE

In cases of partial loss of service, such as several inoperable CA positions, local area network outages, CTI's on-site technician will notify CTI's Captel Service relay center to schedule repair. Only those partial losses of service that are service affecting in excess of 10 minutes will be called into the TRS Provider's Technical Representative.

4 DISASTER RECOVERY FOLLOW-UP

If the problem is within CTI's relay center, maintenance can usually be performed by CTI's on-site technicians. CTI retains hardware spares at its Captel Service center to allow for the most common type of repair required without the ordering of additional equipment.

Tennessee CTRS

Relay

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(Confidential Proprietary Information)

Relay Your Way®



5. TIME FRAMES FOR SERVICE RESTORATION

Complete loss of service

Due to CTI Equipment-

- *Normal business day* - A technician is on site during the normal business day. The technician will provide parts and / or resources necessary to expedite repair of the most common problems within TWO hours.
- *Outside of the normal business day* - A technician (either CTI's or a contractor) will be on-site within FOUR hours. The technician will then provide parts and /or resources necessary to expedite repair of the most common problems within TWO hours.

Due to Utilities or Disaster at the Center - Service will be restored as soon as the utility is restored provided the CTI Equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to CTI Equipment).

Due to Telco Facilities Equipment - It will be at CTI's discretion to dispatch a technician. The normal Telco escalation procedures will apply:

- two hours at first level,
- four hours at second level, and
- eight hours at third level.

These hours of Telco escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service

Due to CTI Equipment –

- *Normal business day* - A technician is on site during normal business hours. The technician will provide parts and / or resources necessary to expedite repair of the most common problems within FOUR hours.
- *Outside of the normal business day* - A technician (either CTI's or a contractor) will be on-site within EIGHT hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within FOUR hours.

Due to CTI Position Equipment - A technician (either CTI's or a contractor) will be on-site within EIGHT hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and /or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic the equipment will be repaired at CTI's discretion.

Tennessee CTRS

Relay

C-3

(Confidential Proprietary Information)

Relay Your Way®



Due to Telco Facilities Equipment - It will be at CTI's discretion to dispatch a technician. The normal telco escalation procedures for a partial outage will apply:

- eight hours at first level
- and twenty-four hours at second level.

These hours of telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

Trouble Reporting Procedures

The following information will be required by when reporting any trouble to the CTI Customer Service, during normal business hours:

- a. Callers Name
- b. Contact Number
- c. Calling to / Calling from if applicable
- d. Description of the trouble

Non-service affecting trouble calls. Report non-service affecting trouble to CTI Customer Service during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday. This does not include Saturday, Sunday, and holidays.

Hours outside the normal business day are 5:00 p.m. to 8:00 a.m., Monday through Friday. This does not include Saturday, Sunday, and holidays.

CTI Escalation (during regular business hours) of trouble reports is as listed below:

Level 1: CapTel Customer Service at 1-888-269-7477 (Voice), 1-800-482-2424 (TTY) or 1-866-670-9134 (Spanish) or captel@captelmail.com.

Level 2: CapTel Customer Service Supervisor, Pam Holmes at 1-888-269-7477 or Pam.Holmes@captelmail.com.

Level 3: CTI's Call Center Director, Pam Frazier at 1-608-441-8800 or Pam.Frazier@captelmail.com.

Level 4: CTS's Call Center Vice President, Jayne Turner at 1-608-441-8800 or Jayne.Turner@ultratec.com.

All calls concerning service issues should be placed by dialing the CapTel Customer Service Agent at 1-888-269-7477. A CTI Customer Service agent will take information concerning the callers' location, telephone number; number caller is attempting to dial, and any recorded messages that might have been played. The CTI Customer Service agent will generate a trouble ticket to track the issues.

For service affecting issues, the Call Center Director will then coordinate with any of the CTI CapTel Service Relay Center Supervisors and the CTI Relay On-site Technician.

Relay Your Way®



For issues affecting service as defined in Section 1. NOTIFICATION PROCEDURE, the CTI Call Center Director will contact the TRS Technical Representative.

The same notification process will remain in place when the service is restored.

After business hours and on holidays a recording will play and consumers can leave a message for customer service to return their calls on the next business day. The recording is as follows:

Thank you for calling CapTel customer service. Our hours are Monday through Friday from 8 AM to 5 PM central time. You may try again during business hours or leave a voice mail message by pressing 3 now.

When a customer presses 3 they will hear the following:

Thank you for calling CapTel customer service. We are unable to take your call at this time. Please leave a detailed message with your name and phone number with area code or email address and a reason for your call and one of our representatives will return your call as soon as possible.

After Hours CapTel Trouble Reports

As stated above, Hamilton can handle all CapTel trouble reports even after hours and will act immediately to restore service to CapTel users. Hamilton offers this as an added layer of protection to its CapTel customers. As an example, Hamilton's procedure follows:

A CapTel user contacts Hamilton Customer Service at 10:00 p.m. to report they are unable to connect to CapTel or they are receiving a message stating "DUE TO AN EMERGENCY, CAS NEED TO LEAVE THE CENTER. PLEASE HANG UP AND TRY YOUR CALL LATER OR DIAL 7-1-1 TO USE TRS VCO".

Hamilton Customer Service would inform the customer that the matter will be investigated immediately. Customer Service would also explain that in the interim, the customer can use Voice Carry Over (VCO) by dialing 7-1-1 or the toll free TTY access number for CTS. The CapTel user will need to inform the CA that s/he would like to use VCO.

Hamilton Relay Customer Service staff would immediately contact Barb Handrup and/or Diane Taylor.

Barb Handrup Senior Relay Manager Office: 402-694-3656 Cellular: 402-694-1195 Home: 402-XXX-XXXX Address: This information has been redacted. City, State, Zip: This information has been redacted.	Diane Taylor Assistant Relay Manager Office: 402-694-3656 Cellular: 402-631-3135 Home: 402-XXX-XXXX Address: This information has been redacted. City, State, Zip: This information has been redacted.
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Tennessee CTRS

Relay

C-5

(Confidential Proprietary Information)

Relay Your Way®



Barb and/or Diane would contact the CapTel Call Center to determine the cause and expected duration of the problem in the following order of escalation:

Pam Frazier
Director – Call Center Operations
608-441-8800 office
608-516-7517 cell
Pam.frazier@captelmail.com

Bob Lansing
Captel Platform Manager
608-957-6636 – cell
Robert.lansing@ultratec.com

Jayne Turner
Vice President – Captel, Inc.
608-441-8800 or 608-238-5400 office
Jayne.turner@ultratec.com

Immediately after contacting CTI, Hamilton would contact the State 911 Department to notify them of the outage. All Hamilton call centers would be notified of the outage and warned that they may receive an increase of VCO calls and possibly confused customers.

As demonstrated throughout this section, CTI has a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

Attachment D

Sample Outreach Materials



Tennessee CTRS

Relay

Connecting you with important people in your life.

Kentucky Relay is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

CapTel® greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations.
- People who use hearing aids or assistive listening devices.
- People who are Deaf or Hard of Hearing with understandable speech.

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

CapTel user uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.



Family, friends and businesses use a standard telephone to communicate freely.



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



Required Equipment

To make a *CapTel* call, you will need a Captioned Telephone. This unique equipment, which makes use of voice recognition technology at the captioning center, allows you to simultaneously read telephone conversations on a screen and respond using your own voice. The Kentucky Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Kentucky Relay Customer Service: **1.888.662.2406** Voice or TTY.

How *CapTel* Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center, using voice recognition technology, converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone. All conversations are kept confidential.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Making a *CapTel* Call

- Make certain that captions are turned “on” on your *CapTel* phone.
- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller’s voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

Receiving a *CapTel* Call as a *CapTel* User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.
- If you have 1-line *CapTel*, people wanting to reach you should be directed to call the *CapTel* captioning center at **1.877.243.2823**. The caller will then provide the *CapTel* operator with your phone number, and the call will be connected—with captioning available.
- If you have 2-line *CapTel*, people can reach you by calling your personal phone number directly and captions will automatically be available.



Calling a *CapTel* User

- Dial toll free **1.877.243.2823**.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

Receiving a Call from a *CapTel* User

- There may be a slight delay in the *CapTel* user's response as they read captions.

2-Line *CapTel*

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line *CapTel*. For a comparison of features, please refer to the chart below.

	1-Line <i>CapTel</i>	2-Line <i>CapTel</i>
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversation 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 <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a <i>CapTel</i> User	People calling the <i>CapTel</i> user must first dial the toll free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> 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.
911* Calls	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the <i>CapTel</i> call 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 <i>CapTel</i> display screen. You speak directly into the handset, as you would with any other <i>CapTel</i> call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line. *Note that <i>CapTel</i> call centers are not 911 centers and do not assume responsibility for the call.

How to connect with Kentucky Relay

To place a call through Kentucky Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ASCII:** 1.800.648.6056
- **Voice:** 1.800.648.6057
- **Speech-to-Speech:** 1.888.244.6111
- **CapTel®:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.490.4403 (Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Kentucky para obtener más información sobre la repetición telefónica en español:

- **CapTel®:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.490.4403 Voz/TTY (incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service

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

Kentucky Relay Customer Service

9107 Bluebonnet Centre Blvd.

Baton Rouge, LA 70809

Voice or TTY: 1.888.662.2406

Fax: 1.225.293.3583

E-mail: kyrelay@hamiltonrelay.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov/cgb/complaints.html

Kentucky Relay 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 or Speech Disabled. 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

The logo for Hamilton Relay, featuring the word "HAMILTON" in a bold, blue, sans-serif font, with a stylized blue wave graphic underneath. Below "HAMILTON" is the word "relay" in a smaller, blue, sans-serif font.



THE CAPTIONED TELEPHONE

The Amplified Telephone that Includes Written, Word-for-Word Captions of Everything the Caller Says

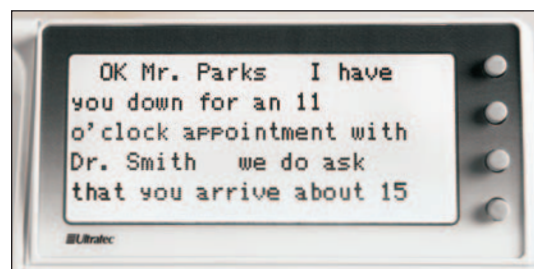


Who Benefits from CapTel?

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

"I love being able to hear the person's voice because I can understand a lot of what they say... but the captions are there for me to see if I did not understand."

Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel™) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions for added clarity.

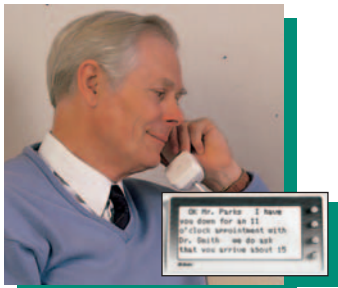


Written captions of everything the caller says appear in the CapTel phone display screen.

Benefits of CapTel

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use the CapTel phone – simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- CapTel includes an amplified handset and tone control for clarity

CAPTEL USER



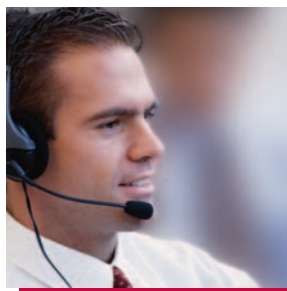
1 You talk to the other party...

2 ...who talks back for you to hear.

OTHER PARTY



CAPTIONING SERVICE



5 ...for you to read on the CapTel display.

3 Everything they say also goes through a Captioning Service...

4 ...which transcribes their words into captions...

How Does CapTel Work?

CapTel users place a call in the same way as dialing a traditional phone. As they dial, the *CapTel* automatically connects to a captioning service. When the other party answers, the *CapTel* user hears everything that they say, just like a traditional call.

At the same time, a specially trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in computerized voice-recognition technology. The text appears on a bright, easy-to-read display window built into the *CapTel* phone. The captions appear almost simultaneously with the spoken word, allowing *CapTel* users to understand everything that is said – either by hearing it or by reading it.

What Equipment/Services are Needed?

1. A Captioned Telephone (*CapTel*)

A special telephone that interacts with the captioning service to display captions. The telephone does not translate spoken words into written captions all by itself. It can also be used as a traditional amplified telephone.

2. Captioning Service

Captions are provided by the captioning service throughout the conversation at no cost to the *CapTel* user.

The CapTel phone is currently available in states that offer CapTel service as part of their relay service.

Specifications

- Powerful amplification with maximum volume boost (up to 35dB)
- Adjustable tone & volume control for optimum sound clarity
- Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- 5-line, contrast-controlled liquid crystal display (LCD) screen
- Speed dialing (3 programmable numbers)
- Last number redial
- Adjustable ringer pitch
- Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- 2.5 mm & 3.5 mm audio jacks for use with a neckloop, cochlear implant patch cord, headset/microphone, & other types of assistive listening devices
- Spanish to Spanish captioning available
- Amplify always "ON" option
- "Over the wire" software updates (updates can be transmitted over your phone line)
- Easy access to voice mail & interactive telephone menu systems
- Ability to caption your external voice answering machine messages
- Optional USB port available to view captions on a computer monitor (USB option must be specified at time of order)

Specifications subject to change. One-year limited warranty.

1-888-269-7477 (VOICE/CAPTEL)

Ultratec ■ 450 Science Drive ■ Madison, WI 53711 ■ www.captionedtelephone.com

1-800-482-2424 (Voice/TTY) ■ (608) 238-5400 (Voice/TTY) ■ (608) 238-3008 (FAX)

CapTel@CapTelMail.com (EMAIL)

 **Ultratec**®



Frequently Asked Questions

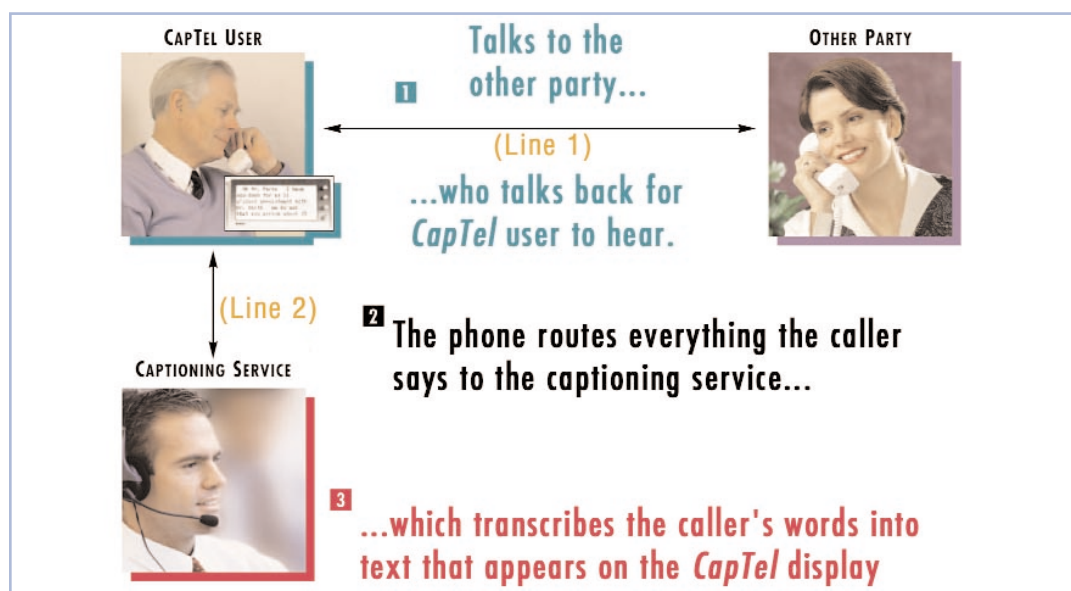


Q. What is 2-Line CapTel?

A. Like standard *CapTel*, 2-line *CapTel* gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With 2-line *CapTel*, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line *CapTel* users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line *CapTel* also supports enhancements that users have purchased from their telephone service, including call-waiting.

Q. How does 2-Line CapTel work?

A.



Q. What are the benefits of 2-Line CapTel?

A.

- You receive captions on all incoming calls – your caller dials you directly, instead of placing the call through the captioning service.
- You can turn captions on (or off) at any point during a conversation.
- There is no separate telephone number for callers to remember – they just dial you directly.
- Captioning is available for every type of call, including emergency calls and calls through relay.
- Others can pick up an extension line and share the call without interrupting captions.
- Enjoy call-waiting feature without interrupting captions (including getting captions of the second call).

CapTel is an exciting new service that lets telephone users enjoy phone conversations complete with captions of everything their caller says. *CapTel* operates in two different modes: standard *CapTel* (1-line) or 2-line *CapTel*. Here are some commonly asked questions about 2-line *CapTel*.

Q. What are the differences between 1-Line and 2-Line *CapTel*?

A.

Standard <i>CapTel</i> (1-Line)	2-Line <i>CapTel</i>
Captions and voice are provided across one telephone line.	Conversation is carried on one line, captions are provided on a second telephone line.
Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
Your callers must first dial the toll-free captioning service, then enter your number, in order for you to receive captions of their call.	Incoming calls are automatically captioned. Your callers simply dial your phone number directly.
Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and relay directly. The 9-1-1 or relay operator's typed messages appear on the <i>CapTel</i> display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the Captioning Service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.
Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.

Q. What is required for 2-Line *CapTel*?

- A.**
- Your state relay service must offer 2-line *CapTel* as part of its *CapTel* service.
 - You must sign up for 2-line *CapTel* service through *CapTel* Customer Service.
 - A *CapTel* telephone (Model 200).
 - Two analog telephone lines with separate telephone numbers are required in your home or office. The second line cannot merely be an extension line.

Q. What type of telephone lines are required?

- A.** Telephone lines for *CapTel* must be analog, the same type of line that is used by a standard telephone or a stand-alone fax machine.

Q. Are digital telephone lines compatible with 2-Line *CapTel*?

- A.** No. Digital telephone lines are not compatible with the *CapTel* phone and may damage the telephone or telephone network. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure that an analog port is available. A digital subscriber line (DSL) may be used with an appropriate analog filter.

Q. How do I get a second telephone line in my home?

- A.** If you don't already have a second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

Q. If there are two phone jacks in my *CapTel*, do I have to use 2-Line *CapTel*?

- A.** No. *CapTel* can be used in standard (1-line) mode. Using two telephone lines with your *CapTel* phone is optional. When using *CapTel* with one phone line, some of the features listed above do not apply. (See the chart listing the differences between 1-Line and 2-line *CapTel* above.) With one line, your incoming calls will only be captioned if your caller first dials the toll-free captioning service to reach you.

Q. Are there any costs involved with 2-Line *CapTel*?

- A.** If you do not already have two analog telephone lines in your home or office, your telephone service provider may have fees for setting up a new line, and/or monthly charges on that line. Otherwise, there are no separate costs associated with 2-line *CapTel*.

Q. How do I update my current *CapTel* phone to 2-Line?

- A.** If your state supports 2-line *CapTel*, first apply with *CapTel* Customer Service for 2-line *CapTel* service. Upon acceptance, you will receive instructions for enabling your *CapTel* phone to support two lines.

Q. Can I just plug an extension line in my current *CapTel* phone?

A. No. Although your current *CapTel* phone includes two telephone jacks, it is not automatically configured for 2-line use. Your state relay service must support 2-line *CapTel* and you must apply with your state for 2-line *CapTel* to be enabled. Upon acceptance, you will receive instructions on how to enable this feature.

Q. Can I use Call-Waiting with 2-Line *CapTel*?

A. Yes. Call-waiting is supported by 2-line *CapTel*. When you hear (or read in the captions) the "beep" telling you a second call is coming in, simply press the FLASH button on your *CapTel* phone. Your second caller will be on-line, and you will receive captions of the conversation. You will still receive captions of your first conversation, if/when you return to the first caller by pressing the FLASH button again.

Q. How do I get captions with 2-Line *CapTel*?

A. You can turn the CAPTION feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature ON or OFF while on a call. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned. (The default setting is "ON".) There will be an initial delay before captions begin as the Captioning Service is connected to the call.

Note: 2-line *CapTel* must be enabled to use this feature.

Q. How are incoming calls captioned?

A. When a caller dials your phone number, they connect directly to your *CapTel* on line 1. As soon as you answer, the phone automatically dials the Captioning Service on line 2 to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.



■ Give the following “Call Me” cards to the people who call you often, in order to receive captions during their incoming calls. If you need more cards, please contact *CapTel* customer service at service@ultratec.com or call 1-888-269-7477 (CapTel/Voice).



<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>
<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>	<p>To call me, first dial TOLL FREE</p> <p>1-877-243-2823</p> <p>then, enter my phone number</p> <p>My phone number:</p> <p>(____) ____ - _____</p> <p><i>CapTel</i></p>

RESETTING THE *CAPTEL* PHONE

Use these steps if your *CapTel* phone seems locked up, if electricity was disrupted and has affected your phone's performance, or as a general step to restore functionality.

Physical Soft Reset

This should restore general functionality of your *CapTel* phone.

1. Unplug the phone's black AC adapter from the wall outlet/electrical source.
2. Wait one (1) minute, then plug the AC adapter back in.
3. Make sure the AC adapter cord is securely plugged into the bottom of the *CapTel* phone.
4. Try a captioned call.

TIP: It is important to make sure that "Dialing Prefix" and "Call Waiting Block" settings are appropriately set in the *CapTel* menu for the way you plan to use the phone. Please refer to pages 18 -19 of "Using Your CapTel" manual for more information.

Electronic Hard Reset

This will restore all the original factory settings to the *CapTel* phone.

An Electronic Reset removes any special programming you have done in the *CapTel* menu system, including programming a Dialing Prefix for outside-line dialing, Call Waiting Block, Speed dial numbers, Re-dial number, Caption On/Off default setting, and Save Conversation setting. After you have electronically reset the *CapTel* phone, you may need to go back and re-program these menu settings in order for your *CapTel* phone to function appropriately.

To do an Electronic Reset:

1. With the handset hung up, open the panel that is located directly below the number keypad of your *CapTel* phone to reveal a small keyboard. The panel has the "*CapTel*" logo printed on it, and there is a small tab along the right edge of the *CapTel* phone that you can use to open it.
2. With the cover open, look for the SHIFT key in the lower left corner of the keyboard. Press and hold down the SHIFT key.
3. While still holding down the SHIFT key, press the large asterisk "*" key on the telephone dialing keypad of the *CapTel* (located to the left of the "0" key).
4. You will see "Reset Machine?" in the *CapTel* display window. Press the grey button next to "Yes". This will reset your *CapTel* phone and return all settings to their original factory defaults.

Please contact *CapTel* Customer Service if this procedure does not resolve the difficulties you are experiencing. Kindly keep us updated on the performance of your *CapTel* phone, as our goal is to ensure your complete satisfaction with the phone and the service.

CapTel Customer Service

Ultratec, Inc.

450 Science Drive

Madison, WI 53711

1-888-269-7477 Voice/*CapTel*

1-800-482-2424 TTY

(608) 238-3008 FAX

Email: CapTel@CapTelMail.com

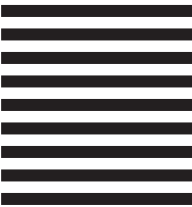


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1146 MADISON WI

POSTAGE WILL BE PAID BY ADDRESSEE

CAPTEL CUSTOMER SERVICE
450 SCIENCE DR
MADISON WI 53711-9906




Fold this card, tape, and mail. 

Fold this card, tape, and mail. 

People Who Call You Via Long Distance

■ If people frequently call your *CapTel* phone via long distance, encourage them to register their long distance service/calling plan with *CapTel* Customer Service, too. This will ensure their long distance captioned calls to you are billed correctly under their existing long distance company/calling plan on their phone bill. Please call or visit the *CapTel* website for details.

 *To make sure your long distance charges are handled correctly, and to receive the latest news and helpful tips – **please fill out the reverse side.***



Tell Us Your Preferred Long Distance Company

Ensure that long distance charges are handled correctly on your phone bill.

If you make long distance captioned calls with your new *CapTel* phone, please let us know what long distance company or calling plan you want your charges to be billed under, so that it appears correctly on your phone bill (under your existing long distance service or calling plan).

If you do not indicate which long distance service should be used, long distance captioned calls placed on your *CapTel* phone will be billed under the same long distance service/company that your state uses for Relay calls (varies by state).

Indicating a carrier of choice ***only*** affects captioned long distance calls made on your *CapTel* phone. Local calls and calls to toll-free numbers are not affected. You are never charged a fee for using the *CapTel* captioning service.

It's easy to indicate your long distance carrier of choice:

- Online at www.captionedtelephone.com
- Email at CapTel@CapTelMail.com
- Toll-free: 1-888-269-7477 (V/CapTel); 1-800-482-2424 (TTY)
- Fax or mail the form below (Fax: 1-608-238-3008)

Name: _____

CapTel Serial Number: _____
(located on the bottom of your *CapTel* phone)

Telephone Number for your *CapTel* Phone: (_____) _____

Long Distance Carrier of Choice: _____

Please note: Indicating a carrier of choice does not obligate you in any way to a particular long distance service or phone plan, nor does it "switch" your long distance service. It merely lets us know how you want any captioned long distance charges to be handled on your phone bill.

Register for the *CapTel* Newsletter

Get helpful tips and the latest news about CapTel technology.

Yes! I'd like a FREE subscription to the *CapTel* newsletter, to receive:

- Helpful tips for using the phone
- Latest news about *CapTel* technology
- Answers to frequently asked questions
- First to learn about free updates

Name: _____

Mailing Address: _____

Would you prefer to get the *CapTel* newsletter via email? ☐ YES ☐ NO

If yes, please indicate your email address: _____

April Campbell

From: "Hamilton Relay" <tina.hunt@hamiltonrelay.com>
To: <april.campbell@hamiltonrelay.com>
Sent: Thursday, July 30, 2009 05:05PM
Subject: Captioned Telephone Service to begin in Louisiana August 1st

For Immediate Release

Contact: Tina Hunt, 402-694-3656 v/TTY
Marketing Communications Manager
Hamilton Relay, Inc.

Captioned Telephone: New Service Implemented in Louisiana for People with Hearing Loss

AURORA, NE, July 30, 2009 – Hamilton Telephone Company, d/b/a Hamilton Telecommunications, today announced an agreement with The Louisiana Relay Administration Board to provide Captioned Telephone service in Louisiana beginning August 1, 2009. Similar to closed captioning provided on most television programs, Captioned Telephone service is designed for individuals who have difficulty hearing on the telephone.

Captioned Telephone (CapTel®) technology, developed by Ultratec, Inc. of Madison, Wisconsin, allows individuals with hearing loss to view word-for-word captions of their telephone conversations using a CapTel phone. This device is ideal for individuals who use their own voice while conversing on the telephone but may have trouble deciphering the words of the other party.

Through the efforts of the Louisiana Relay Administration Board (a board created by the Louisiana Public Service Commission to administer the state-wide program that provides access to telecom services for people who are hard of hearing, deaf, deaf-blind and speech disabled), Louisianans now have a new option available for communicating via the telephone. "We are thrilled to provide CapTel service to the residents of Louisiana as many across the state have expressed interest in the service," says Dixie Ziegler, Vice President of Hamilton Relay. "Hamilton's goal is to provide its customers with the latest developments in telecommunications technology, resulting in services that are functionally equivalent to traditional telephone services."

Individuals with hearing loss in Louisiana have looked forward to the availability of captioned telephone. Ann Boyd, who has lost her hearing, has been active in expressing her desire for the service and is excited about the startup on August 1st, "You could not have given me any better news! I was just thrilled to learn that Louisiana will be offering CapTel services beginning in August to its citizens who are hard of hearing. As you know, it is the news I've been waiting to hear! I am really looking forward to being able to use CapTel when making and receiving calls. With both volume control and captions, the CapTel phone is an effective and comfortable way for those with mild to profound hearing loss to make phone calls to businesses, doctors, dentists, family members, grandchildren and friends with greater ease and understanding."

To make a call, the CapTel user dials the number of the person they wish to call on the CapTel phone. The call is then connected to the service which provides the captioning. Using state-of-the art voice-recognition technology, a specially trained operator "re-voices" everything said by the standard telephone user, converting speech into text. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said by listening along with reading the CapTel phone's screen. The CapTel phone features adjustable levels of amplification which extend to an additional 35 dB and works in conjunction with a hearing aid's telecoil. CapTel is a telephone designed to allow the user to have natural back and forth conversations with the support of captions.

Residents of Louisiana are invited to attend a 60 minute demonstration of the Captioned Telephone service on Saturday, August 8, 2009 at 10:00 AM in the Louisiana Relay Service Center's training room,

9107 Bluebonnet Centre Blvd, Baton Rouge, LA. If you are unable to attend this event, information about the service and how to obtain a CapTel phone will be available at the 2nd Annual Summer Picnic at Highland Road Park on Saturday, August 8, 2009 from 10:00 AM – 3:00 PM.

Hamilton has arranged, for a limited time only, to make the CapTel phone available for \$99.00 (retail value of \$495). This offer comes with a 90-day trial period, which guarantees that if the customer is not entirely happy with the CapTel phone, s/he can return the phone for a full refund within 3 months.

For more information about CapTel, including how to obtain a CapTel phone, please contact:

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Voice/TTY: 1-866-560-1452
Fax: 225-293-3583
E-mail: larelay@hamiltonrelay.com

About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Services, Captioned Telephone (CapTel®), and Internet Relay. Hamilton provides traditional relay and/or CapTel services to 17 states, the District of Columbia, the Island of Saipan and the Virgin Islands. All services are available at www.hamiltonrelay.com.

CapTel is a registered trademark of Ultratec, Inc.

This message was sent from Hamilton Relay to april.campbell@hamiltonrelay.com. It was sent from: Hamilton Relay, 1001 12th St., Aurora, NE 68818. You can modify/update your subscription via the link below.

Email Marketing by

 iContact - Try It Free!

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Attachment E

Sample Reports CapTel Relay



Tennessee CTRS

Relay

mmmm dd, yyyy

TRS Administrator

Department

Location Address

Mailing Address

City, State nnnnn-nnnn

xxxxx Relay Service Invoice

mmmm yyyy

Billable minutes	nnn,nnn.nn
------------------	------------

Less interstate minutes	<u>(nn,nnn.nn)</u>
-------------------------	--------------------

Net billable minutes	nnn,nnn
----------------------	---------

Rate	\$ n.nn
------	---------

Total usage billing	\$ <u>nnn,nnn.nn</u>
---------------------	----------------------

Total billing	\$ <u><u>nnn,nnn.nn</u></u>
----------------------	------------------------------------

Run Date: mm/dd/yy
Confidential & Proprietary

XXXXXX CAPTEL SERVICE
CapTel Jurisdiction Summary

Report A
Data Month: mmm yyyy

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
General Assistance	nn,nnn.nn		nnnnn	nnn.nn
Local	nn,nnn.nn		nnnnn	nnn.nn
Intrastate	nn,nnn.nn		nnnnn	nnn.nn
Interstate	nn,nnn.nn		nnnnn	nnn.nn
International	nn,nnn.nn		nnnnn	nnn.nn
2 Line	nn,nnn.nn		nnnnn	nnn.nn
Toll Free	nn,nnn.nn		nnnnn	nnn.nn
900 Info Service	nn,nnn.nn		nnnnn	nnn.nn
Total Outbound	nn,nnn.nn		nnnnn	nnn.nn
Month Total	nn,nnn.nn		nnnnn	nnn.nn

Complete Calls

Local	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Intrastate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Interstate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
International	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
2 Line	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Toll Free	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
900 Info Service	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Month Total	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn

Busy / No Answer

Local	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Intrastate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Interstate	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
International	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
2 Line	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Toll Free	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
900 Info Service	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn
Month Total	nn,nnn.nn	nn,nnn.nn	nnnnn	nnn.nn

Total Minutes with 2 Line, 900,TF Allocation

Intrastate + xx% TF, 900 + xx% 2 Line	nn,nnn.nn	nn,nnn.nn
Interstate + xx% TF, 900 + xx% 2 Line	nn,nnn.nn	nn,nnn.nn
Month Total	nn,nnn.nn	nn,nnn.nn

Run Date: mm/dd/yy

XXXXX CAPTEL SERVICE

Report B

Confidential & Proprietary

CapTel Daily Summary Report

Data Month: mmm yyyy

<u>Day</u>	<u>Voice Inbound</u>	<u>CapTel Inbound</u>	<u>Total Inbound</u>	<u>Conv Min</u>	<u>Avg Min / Call</u>
01 Sun	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
02 Mon	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
03 Tues	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
04 Wed	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
05 Thu	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
06 Fri	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
07 Sat	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
08 Sun	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
09 Mon	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
10 Tues	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
11 Wed	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
12 Thu	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
13 Fri	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
14 Sat	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
15 Sun	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
16 Mon	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
17 Tues	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
18 Wed	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
19 Thu	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
20 Fri	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
21 Sat	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
22 Sun	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
23 Mon	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
24 Tues	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
25 Wed	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
26 Thu	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
27 Fri	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
28 Sat	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
29 Sun	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
30 Mon	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
31 Tues	nn,nnn	nn,nnn	nn,nnn	nn,nnn.nn	nn.nn
<u>Total</u>	<u>nn,nnn</u>	<u>nn,nnn</u>	<u>nn,nnn</u>	<u>nn,nnn.nn</u>	<u>nn.nn</u>

CapTel Report

Tennessee

Mmmm yyyy

Total Number of Valid CapTel Phones
CapTel CA Statistics
Call Statistics
Customer Service Contacts

Total Number of Valid CapTel Phones

As of mm, dd, yyyy

- nnn – CapTel phones available for use (not all may have been distributed)

CapTel CA Statistics

- Average Word Per Minute (WPM) = nnn wpm
- Average Rate of Accuracy = nn.nn %
- Average Rate of Error = nn.nn%

Monthly Call Details					
Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
mm/dd/yy	nn	nn	n.nn	n.nn	n.nn
TOTALS:	nn.nn%	nn.nn%	n.nn	n.nn	

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxxx	nnnn	nnnn	xxxxxxxxxx	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	mm/dd/yyyy hh:mm	within nn hours	XX

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	n	nn%
Phone calls	n	nn%
Email	n	nn%
NA	n	nn%
Support Type		
Service	n	nn%
Technical	n	nn%
Product	n	nn%
Billing	n	nn%
Other	n	nn%
Resolution		
Within 24 hours	n	nn%
Within 48 hours	n	nn%
Exceed 48 hours	n	nn%

Customer Service Report – SAMPLE 2010

Tennessee Captioned Telephone Relay Customer Service Department responded to XXX inquiries, concerns, complaints and compliments.

Call Breakdown:

- XX – General Information
- XX – Equipment
- XX – Customer Profile
- XX – Outreach
- XX – Service Complaints
- XX – Long Distance/Billing Issues
- XX – Features
- XX – Technical Issues
- XX – Technical Complaints
- XX – Compliments

Total XXX

General Information:

- XX – Explanation of Relay/Phone Numbers
- XX – Wrong Number/Hang Up
- XX – Request Telephone Service
- XX – Directory Assistance
- XX – Relay Information/Brochures/Materials
- XX – Deaf/HH Services
- XX – Request Other States Relay Number
- XX – Miscellaneous
 - XX – Customers calling to say that they had not received a copy of the survey
 - XX – Customer calling to clarify why he had received a check from SAI
- XX – Policy/Procedure
- XX – Access Related

Total XXX

Equipment:

- XX – Request Information on Equipment Resources
- XX – Request Information on Equipment Procedures
- XX – Test Customers TTY
- XX – Test Customers TTY
- XX – Test Customers PC Connection

Total XX

Customer Profile:

- XX – Update/Change
- XX – Clarification

Total XX

Outreach:

XX – Presentation
XX – Publication
XX – Requests - Presentation

Total XX

Service Complaints:

XX – Ringing/No Answer
XX – Didn't Follow Policy/Procedure
XX – CA Accuracy/Spelling/Typing
XX – Customer Dislikes Policy/Procedure

Total XX

Long Distance/Billing Issues

Total X

Features:

XX – VCO
XX – 2-Line VCO
XX – HCO
XX – Speech to Speech
XX – Spanish

Total XX

Technical Issues:

XX – Miscellaneous
XX – Phone system compatibility issue
XX – Customer wants 2-line VCO profile to automatically call voice number
XX – System did not recognize ANI of cell phone user
XX – PC Settings

Total XX

Technical Complaints:

XX – Line Disconnected
XX – Garbling

Total XX

Compliments:

XX – CA Praise

Total XX

Actual Number of Calls:

TTY – xx
VOICE – xx

SAMPLE Outreach Activities:

Presentations & Workshops:

DATE	Norfolk User Group Meeting
DATE	St. Paul User Group Meeting
DATE	Alma Senior Citizens Group Meeting
DATE	Hamilton Telecommunications Open House
DATE	Red Cloud User Group Meeting
DATE	NeAD Conference
DATE	NeAD Conference
DATE	NeAD Conference
DATE	Deaf Senior Citizens
DATE	Lincoln Association of the Deaf Meeting
DATE	Sidney User Group Meeting
DATE	Technology Fair – University of NE @ Kearney
DATE	Columbus Senior Citizens Meeting

Booths:

DATE	Texas State Telecommunications Associations Convention. 1,000 hearing employees from telephone companies statewide.
------	---

Home Visits:

DATE	One-on-One Home Visit
DATE	One-on-One Home Visit

Media Exposure:

DATE	.
DATE	

Outreach Materials:

- XXX – Brochures
- XXX – VCO Brochures
- XXX – HCO Brochures
- XXX – Speech to Speech Brochures
- XXX – Newsletters
- XXX – Magnets
- XXX – “Call Me Cards”
- XXX – Pencils
- XXX – Pens
- XXX – Pads
- XXX – Pay phone cards
- XXX – Speech Videotapes

Tennessee Captioned Telephone Monthly Inquiry Report

1-01-10 to 12-31-10

Organization

Name

John Doe

VCO

Address

City/State/Zip

Phone Number

Email

Fax

Commendations--

Compliments

Complaint, Praise or Question goes here

Inquire Date 1/01/09

Record ID

Call Taken

Operator Number

Responded

Answer to complaint or comment goes here

Response Date 1/01/09

Resolution

Organization

Name

Jack Doe

HCO

Address

City/State/Zip

Phone Number

Email

Fax

Commendations--

Compliments

Complaint, Praise or Question goes here

Inquire Date 1/01/09

Record ID

Call Taken

Operator Number

Responded

Answer to complaint or comment goes here

Response Date 1/01/09

Resolution

Organization

Name

Jane Doe

TTY

Address

City/State/Zip

Phone Number

Email

Fax

Commendations--

Compliments

Complaint, Praise or Question goes here

Inquire Date 1/01/09

Record ID

Call Taken

Operator Number

Responded

Answer to complaint or comment goes here

Response Date 1/01/09

Resolution

Attachment F References



Tennessee CTRS

Relay



List of References of State TRS Administrators

Following is a complete list of Hamilton's TRS customers. All of these customers procured some form of Telecommunications Relay Service and thus are very similar to the services requested in the State of Tennessee's RFP.

The name and phone number of the contact person in the contracting entity for each of Hamilton's customers are listed below. The contact person is followed by the average number of outgoing calls for each customer.

Idaho Relay Service

Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.

Hamilton has provided CapTel Service to the State of Idaho since June 1, 2006.

The name and phone number of the contact person in the contracting entity follows:

Mr. Bob Dunbar Idaho TRS Administrator 2545 N. Waggle Pl. Meridian, ID 83642 Voice/Fax (208) 846-8371 E-mail: bdunbar2@mindspring.com	(Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)
---	--

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mr. Wes Maynard, MBC, CI/CT 1720 Westgate Drive, Suite A Boise, Idaho 83704 Voice (208) 334-0879 TTY (208) 334-0803 Fax (208) 334-0952	(Executive Director Idaho Council for the Deaf and Hard of Hearing)
---	--

Mr. Jonas (Sonny) Cabbage 668 W. Waterbury Dr. Meridian, ID 83642 TTY (208) 888-2385	(Relay user)
---	--------------

Mr. William Andrew P.O. Box 112 Gooding, ID 83330 TTY/Voice (208) 934-4457	(Superintendent, School for the Deaf also Co-Chairman for the Idaho State Council)
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Louisiana Relay Service

Hamilton has provided Relay Services to the State of Louisiana since January 15, 1998.

Hamilton has provided CapTel Service to the State of Louisiana since August 1, 2009.

The name and phone number of the contact person in the contracting entity follows:

Ms. Bonnie Eades
365 Canal Street Room 3000
New Orleans, LA 70130
Voice (504) 528-2090
Fax (504) 528-9427
E-mail: bonnie.eades@att.com

(Chair of the Louisiana Relay
Administration Board and Regulatory
Manager for AT&T in Louisiana)

Thelma Covello
205 Herring Street
Leesville, LA 71446
TTY (337) 239-7056
Fax (337) 239-3817
E-mail: Lsucajunlady@aol.com

(Vice President of the Louisiana Relay
Administration Board)

Naomi DeDual,
Executive Director
Louisiana Commission for the Deaf
P.O. Box 91297
Baton Rouge, LA 70821-9297
Phone: (225) 219-2404
V/TTY Toll-Free: 1-800-256-1523
VP: 1-866-515-9928
Fax: (225) 219-2949
E-mail: ndedual@dss.state.la.us

(Secretary of the Louisiana Relay
Administration Board)

Julia Thornton
19475 Kelly Wood Court
Baton Rouge, LA 70809
Voice: (225) 751-6651
Email: julia.thornton@centurytel.com

(Member of the Louisiana Relay
Administration Board)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Relay Your Way®



Mr. Larry Henning
Louisiana RAB
7266 Tom Drive, Suite 205
Baton Rouge, LA 70806
Voice (225) 927-1377
FAX (225) 927-1378
E-mail: larryh@ltassn.org

(Former President of the Louisiana Relay
Administration Board, the regulatory
Body over the relay in Louisiana,
and Former Member of NASRA)

Ms. Peggy Thompson
LA Self Help for Hard of Hearing
Louisiana State Coordinator
517 Oriole Lane
Shreveport, LA 71105
Phone (318) 868-2983

(State Coordinator for the LA Self
Help for Hard of Hearing and
primary contact for public
relations)

Mr. John Bowman
B.R. Speech and Hearing Foundation
535 West Roosevelt Street
Baton Rouge, LA 70802
Phone (225) 343-4232

(Director Baton Rouge Speech and Hearing
Foundation)

Daphne R. Washington, M.A., CCC/SLP
Louisiana Tech University
711 South Vienna
Ruston, LA 71270
Phone (318) 257-4562

(Deputy Assistant Director Center for
Biomedical Engineering and Rehab Science
Louisiana Tech University)

Kentucky Relay Service

*Hamilton has provided Relay Services to the State of Kentucky since September 20, 1998.
Hamilton has provided CapTel Service to the State of Kentucky since October 2004.*

The name and phone number of the contact person in the contracting entity follows:

Jim Stevens
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
Voice (502) 564-3940
Fax (502) 564-7279
E-mail: wjstevens@ky.gov

(Primary staff person responsible for
relay, member of NASRA)

Tennessee CTRS

Relay



Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Betty Timon (Member Kentucky Relay Advisory Board)
630 Truman Lane #512
Bellvue, KY 41073
Phone: (859) 261-2221

Rhode Island Relay

*Hamilton has provided Relay Services to the State of Rhode Island since August 1, 2001.
Hamilton has provided CapTel Service to the State of Rhode Island since November 2006.*

The name and phone number of the contact person in the contracting entity follows:

James E. Lanni (Oversees relay contract for State of RI)
Associate Public Utilities Administrator
for Operations and Consumer Affairs
State of Rhode Island, Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
VOICE (401) 780-2120
Fax (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Pam Zellner (Coordinator RI Commission on the Deaf
and Hard of Hearing)
RI CDHH
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice (401) 222-1204 / TTY (401) 222-1205
Fax (401) 222-5736

Relay Your Way®



Jan Luby
Goodwill Industries
Coordinator of Deaf Services
100 Houghton Street
Providence, RI 02904-1014
Voice (401)-861-2080 or TTY (401)-331-2830
Fax (401)-454-0889

(Acting Chairperson
Rhode Island Commission
on the Deaf and Hard of Hearing)

Maria Okwara
Rhode Island Association of the Deaf
100 Houghton Street
Providence, RI 02904
TTY (401) 431-0465 (h)
V/TTY (401) 222-3525 (w)

(President Rhode Island Association
of the Deaf)

Maine Relay Service

*Hamilton has provided Relay Services to the State of Maine since April 20, 2004.
Hamilton has provided CapTel Service to the State of Maine since July 2004.*

The name and phone number of the contact person in the contracting entity follows:

William Black, Counsel
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice (207) 287-2445
Fax (207) 287-4317
E-mail: william.c.black@maine.gov

(Oversees relay contract for State of Maine)

William H. Nye
253 Bruce Hill Road
Cumberland Center, ME 04021-9714
Voice/Fax (207) 829-3051
Email: wpnye@maine.rr.com

(Chair Maine Relay Service Advisory
Council)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:



Barbara Keefe
63 Applegate Lane
Falmouth, MA 04105
Voice (207) 781-6209
Email: barbara.keefe@mecdhh.org

(Maine Relay Service Advisory
Council)

Wyoming Relay Service

*Hamilton has provided Relay Services to the State of Wyoming since August 1, 2004.
Hamilton has provided CapTel Service to the State of Wyoming since August 2004.*

The name and phone number of the contact person in the contracting entity follows:

Lori Cielinski
Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
(800) 452-1408 Voice/TTY
Fax: (307) 472-5601
Email: lcieli@wyo.gov

(Contract Administrator for WYRS)

Saipan Relay Service

Hamilton has provided Relay Services to Saipan since October 1, 2004.

The name and phone number of the contact person in the contracting entity follows:

Tess Masga
Micronesia Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: 670-682-2614
Email: tess.masga@corp.pticom.com

Libby Carpenter
Micronesia Telecommunications Corporation (d/b/a the PTI)
P.O. Box 306
Saipan, MP 96950
Email: libby.carpenter@corp.pticom.com



Relay Iowa

*Hamilton has provided Relay Services to the State of Iowa since January 1, 2005.
Hamilton has provided CapTel Service to the State of Iowa since January 1, 2007.*

Joni Nicoll
Iowa Utilities Board
350 Maple Street
Des Moines, IA 50319-0069
(515) 281-6441 Voice
Email: joni.nicoll@iub.state.ia.us

(Project Manager for Relay Iowa)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Nancy Brady
PO Box 130
Johnston IA 50131
Phone: (515) 242-5357
Fax: (515) 242-5471
Email: Nancy.Brady@iowa.gov

(Telecommunicator Training Coordinator
Iowa Law Enforcement Academy)

Betty Hebard
2909 Woodland Ave., #215
Des Moines, IA 50312
Phone: (515) 279-5248
Email: Achebard@hotmail.com

(Hearing Loss Association of Central
Iowa President)

Wendie Solomon
Email: Solomon1@Iowatelecom.net

(Hamilton Relay Consumer)

Renee Coppock
6925 Hickman Road
Des Moines, IA 50322
Phone: (515) 282-5099
E-mail: Teleiowa@aol.com

(Telecommunications Access Iowa)



Virgin Islands Relay Service

Hamilton's Contract with the Virgin Islands became effective on August 25, 2005.

The name and phone number of the contact person in the contracting entity follows:

Dave Sharp (Oversees Relay for the Virgin Islands)
President, Innovative Solutions
PO Box 6001, 26A Charlotte Amalie
St. Thomas, USVI 00804
Phone: (340)-715-8907

Montana Relay Service

*Hamilton has provided Relay Services to the State of Montana since February 28, 2006.
Hamilton has provided CapTel Service to the State of Montana since February 28, 2006.*

The name and phone number of the contact person in the contracting entity follows:

Connie Phelps (State Contract Manager/Project Manager)
MTAP Executive Director
PO Box 4210
Helena, MT 59604
(406) 444-4290 voice
Email: cphelps@mt.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Ron Bibler (Montana Telecommunications Access Program Committee)
518 Deer Drive
Great Falls, MT 59404
Phone: (406) 727-7814 TTY
Email: ron@biblerfinancial.com

Char Harasymczuk (Montana Telecommunications Access Program Committee)
1950 Phoebe Drive
Billings, MT 59105
Phone: (406) 248-7064 TTY
Email: charh@liftt.org



Julie Saylor
554 3rd Street
Helena, MT 59601
Phone: (406) 461-6233 (leave a message)
Email: jmsay1@gmail.com

(Montana Telecommunications Access Program
Committee)

Alice and Derald Guilbert
5404 6 St S
Great Falls, MT 59405
VP (406) 452-1882
Email: daguilbert@bresnan.net

(Hamilton Relay Consumer)

Betty Van Tighem
5309 7 Ave S
Great Falls, MT 59405
VP (406) 761-0769
Email: vantighembe@bresnan.net

(Hamilton Relay Consumer)

Bev LeMieux
3424 12 Ave S
Great Falls, MT 59405
VP (406) 761-3962

(Hamilton Relay Consumer)

Brenda LeMieux
4024 4 Ave N
Great Falls, MT 59405
VP (406) 761-3962

(Hamilton Relay Consumer)

Theresa Dubois
1155 Pinebutte Rd
Bozeman, MT 59718
(406) 599-6044

(Hamilton Relay Consumer)

Georgia Relay Service

Hamilton has provided Relay Services to the State of Georgia since April 1, 2006.

Hamilton has provided CapTel Service to the State of Georgia since January 1, 2008.

The name and phone number of the contact person in the contracting entity follows:



Michael Russell (Contract Administrator for Georgia Relay Service)
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701
(404) 656-0995 Voice
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Henry Carter (TEDP Outreach Specialist)
GACHI / GATEDP
4151 Memorial Drive, Suite 103-B
Decatur, GA 30032
(404) 297-9461 V/TTY (Front Desk)
(888) 297-9461 Toll Free V/TTY (Front Desk)
(866) 915-1682 Direct VP & Direct Voice
(404) 297-9465 Fax
<http://www.gachi.org/gatedp>

Arizona Relay

*Hamilton has provided Relay Services to the State of Arizona since February 1, 2007.
Hamilton has provided CapTel Service to the State of Arizona since February 1, 2007.*

The name and phone number of the contact person in the contracting entity follows:

Sherri Collins (Contract Administrator for Arizona Relay)
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, AZ 85007
(602) 542-3383 Voice
(602) 364-0128 TTY
Fax: (602) 542-3380
Email: sherri.collins@acdh.state.az.us



Sherry Appleby (Chairperson, Board of Commissioners)
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, AZ 85007
(602) 542-3323 Voice
(602) 364-0990 TTY
Fax: (602) 542-3380
Email: sappleby@digitaldune.net

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Jeanne Hollabaugh (Hamilton Relay Consumer)
Secretary, Arizona Hands & Voices
Guide By Your Side-Program Coordinator
(520) 407-1464
toll free 1-866-685-1050
FAX (520) 843-2070
Email: jeanehollabaugh@gmail.com

Kansas Relay Center

*Hamilton has provided Relay Services to the State of Kansas since May 1, 2007.
Hamilton has provided CapTel Service to the State of Kansas since June 1, 2007.*

The name and phone number of the contact person in the contracting entity follows:

Joyce Hightower (Contract Administrator for Kansas Relay Center)
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0200 Voice
(785) 234-0207 TTY
Fax: (785) 234-2304
Email: jhightower@kstelecom.com



David Rosenthal (President Kansas Telecommunications Industry Association)
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0307 Voice
(785) 272-0002 TTY
Fax: (785) 234-2304
Email: drosenthal@kstelcom.com

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Dick Hosty (KRSI Advisory Council Member)
11917 W 109th St. Apt #208
Overland Park, KS 66210
Phone: (913)322-1213
Email: dhosty@kc.rr.com

Austin (Gene) Norris (KRSI Advisory Council Member)
16117 W. 153rd Terrace
Olathe, KS 66062
Phone: 785-883-3983
Email: GKNorris@gmail.com

Pam Spohn (KRSI Advisory Council Member)
3115 Clark
Parsons, KS 67357
Phone: (620)421-6152
Email: pspohn@cableone.net

Maryland Relay

*Hamilton has provided Relay Services to the State of Maryland since May 31, 2007.
Hamilton has provided CapTel Service to the State of Maryland since May 12, 2007.*

The name and phone number of the contact person in the contracting entity follows:

Relay Your Way®



Brenda Kelly-Frey (Contract Administrator for Maryland Relay)
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-5891
Fax: (410) 767-4276
Email: Brenda.Kelly-Frey@doit.state.md.us

Pam Stewart (Project Manager for Maryland Relay)
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-6970
Fax: (410) 767-4276
Email: Pam.Stewart@doit.state.md.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Rebecca Ladew (Governor's Advisory Board for Telecommunications Relay)
1608 Round Road
Baltimore, MD 21218-2213
Email: rebecca.ladew@verizon.net

James A. Stevenson (Governor's Advisory Board for Telecommunications Relay)
108 Washington Street
P.O. Box 1724
Cumberland, Maryland 21501-1724
Phone: (301) 759-2047 Voice
Fax: (301) 759-2014
Email: james.stevenson@acps.k12.md.us

Paula Holbrook (Hamilton Relay Consumer)
9487 Cameldriver Ct
Columbia, MD. 21045
Email: paulaholbrook188@hotmail.com



Debbie Ropiski
708 MacPhail Court North
Bel Air, MD 21014
Email: debropiski@yahoo.com

(Hamilton Relay Consumer)

Massachusetts Relay

Hamilton has provided Relay Services to the State of Massachusetts since July 1, 2008.

The name and phone number of the contact person in the contracting entity follows:

Monna R. Wallace
Massachusetts State
9-1-1 Department
1380 Bay Street
Taunton, MA 02780
508-828-2911 Office
Email: Monna.Wallace@state.ma.us

(Contract Administrator for Massachusetts Relay)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

David W. Swanson
101 Depot Street
Dennisport, MA 02639
Email: davew.swanson@verizon.net

(Hamilton Relay Consumer)

Lenore R. Hill
1111 Avalon Drive
Sharon, MA 02067

(Hamilton Relay Consumer)

Anne Marie Killilea, MSN, RN
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129
Email: amkillilea@hotmail.com

(Hamilton Relay Consumer)

Jayne Badore
344 Washington Street
Whitman, MA.02382
Email: roger1944@comcast.net

(Hamilton Relay Consumer)



District of Columbia Relay Service

Hamilton has provided Relay Services to the District of Columbia since July 13, 2008.

Hamilton has provided CapTel Service to the District of Columbia since November 17, 2008.

The name and phone number of the contact person in the contracting entity follows:

Dave Rolka
Rolka Loube Saltzer Associates
12th Floor
One South Market Square
Harrisburg, PA 17101
(717) 231-6661 Voice
Email: drolka@r-l-s-a.com

(Contract Administrator for DC TRS)

Ellen Brown
D.C. Public Service Commission
1333 H Street NW
Suite 200 West
Washington, D.C. 20005
202-626-5146 Voice
Email: ebrown@psc.dc.gov

(Chief Finance and Accounting for DC PSC)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

David J. Nelson
909 F Street NE
Washington, DC 20002
Email: deafdavid@sprint.blackberry.net

(Hamilton Relay Consumer)

Relay New Mexico

Hamilton began providing Relay Services to the State of New Mexico on July 1, 2009.

Hamilton began providing CapTel Service to the State of New Mexico on July 1, 2009.

The name and phone number of the contact person in the contracting entity follows:

Relay Your Way®



Shannon E. Smith, MBA/HRM (Contract Administrator for Relay New Mexico)
Director of Technology, Training, Information & Referral
New Mexico Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
Office Phone: V/TTY/VP: 505.881.8824
Mobile/Text: 505.795.0301
Fax: 505.881.8831
Direct VP: 505.881.1007
Email: shannons.peinado@state.nm.us
Website: www.cdhh.state.nm.us

Relay Utah

*Hamilton began providing Relay Services to the State of Utah January 27, 2010.
Hamilton began providing CapTel Service to the State of Utah January 27, 2010.*

The name and phone number of the contact person in the contracting entity follows:

Julie Orchard
Public Service Commission
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (Voice)
Email: JORCHARD@utah.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mary Beth Green
TRS Specialist
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
(801) 530-6713 (Voice)
Email: Mbgreen@utah.gov



Kelli Toohill
Telecommunications Consultant
124 Wyoming Ave.
Billings, MT 59101
Email: Kellitoohill@hotmail.com

Nebraska Relay Service

*Hamilton provided Relay Services to the State of Nebraska from January 1, 1991 to July 1, 2009.
Hamilton provided CapTel Service to the State of Nebraska from October 2004 to July 1, 2009.*

The name and phone number of the contact person in the contracting entity follows:

Mr. Gene Hand (Primary staff person responsible
Director of Telecommunications for relay, member of NASRA)
Nebraska Public Service Commission
300 The Atrium, 1200 N Street/ P.O. Box 94927
Lincoln, NE 68509-4927
Voice (402) 471-3101 / TTY (402) 471-0213
Fax (402) 471-0254
E-mail: gene.hand@psc.ne.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Kim Remington (Nebraska TRS Advisory Committee member
Nebraska Telecommunications Association Representing: Telephone Industry)
121 South 13th Street
Lincoln, NE 68508
Work: (402) 476-2423
Fax: (402) 476-2453

Arthur G. Nelson (Nebraska TRS Advisory Committee member
Representing: Speech-Impaired)
5255 Oak Hills Drive
Omaha, NE 68137-3339
Home: (402) 895-7476

Tami Richardson – Nelson (President Nebraska TRS Advisory Committee
Representing: Deaf)
5255 Oak Hills Drive
Omaha, NE 68137-3339
Home: (402) 895-7476



Through the detailed information above regarding Hamilton's organization, personnel, experience and references, Hamilton has demonstrated its qualifications and capabilities to perform the services required by this RFP.

Letters of recommendations received from a variety of State regulators and customers served by Hamilton are included in this Attachment. **We encourage the Evaluation Committee to contact any of our references about the quality of relay service provided to each of the states we serve.**

Janice K.
Brewer
Governor



Sherri L.
Collins

Arizona Commission

for the deaf and the hard of hearing

1400 W. Washington * Room 126 * Phoenix, AZ 85007
acdhh.org

June 3, 2010

Miki Murphy Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms Klein:

Hamilton Relay has been providing relay services for the State of Arizona since February 1, 2007. Their service has been top-notch. Commission staff have mentioned that it has been a pleasure to work with Hamilton personnel, who are very friendly and easily accessible. Hamilton has done a wonderful job in ensuring that the Arizona Relay Service (AZRS) maintains its identity and branding. Outreach efforts have been tremendously effective in promoting AZRS and its services throughout the state.

Per the above comments, I wholeheartedly endorse Hamilton Relay as a wonderful TRS provider for your state's consideration.

Sincerely,

Sherri Collins

Sherri Collins, Executive Director

602-364-0990 TTY * 602-542-3323 V/VP * 800-352-8161 V/TTY * 602-542-3380 FAX * info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf and the hard of hearing to improve their quality of life.

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

June 13, 2010

Dear Ms. Klien;

It is with pleasure to submit this letter of support for Hamilton Relay. I am the Director of the Kansas Commission for the Deaf and Hard of Hearing (KCDHH) and a frequent relay user. I use the CapTel and the Inspire Chat most of the time. I shall offer two-prong reference in this letter, one as a consumer and the other as the State Director of the KCHH.

I am able to speak well and have a severe hearing loss so using the Cap Tel and the Inspire Chat fits me to a "T". I rather use my computer to make phone calls either at work or for personal. I have found the CapTel beneficial, as I know people prefer to hear me speak and I find myself articulating better this way. As a consumer, I find Hamilton Relay to be courteous and willing to serve me in the best way possible.

As director of the KCDHH, I travel across the state and I meet many deaf or hard of hearing constituents across the State. In my meetings with these people, I often hear about issues or concerns regarding telecommunications, emergency preparedness, and/or their rights. I recall in the summer of 2007 after Hamilton took over the contract with the State of Kansas many folks were dealing with a learning curve and of course, I had to field the complaints but not once did I have issues or concerns because Hamilton demonstrated a strong will to 'fix' the problems! They even took the time to listen to the customers, attended the Kansas Relay Service Advisory Council meeting and as a result they made appropriate changes to rectify the concerns.

It is my job to focus on improving services to the Deaf or hard of hearing and it is comforting to know that Hamilton's primary program is the Relay it is not a small program within a huge corporation! This means the Relay customers will and always be their first priority!

Please consider this when you are looking for a new provider for your State, as it is not only important to save on cost but to receive quality services!

Sincerely,

Rebecca J. Rosenthal

Rebecca J. Rosenthal,
Executive Director



STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor
ANTHONY BROWN
Lieutenant Governor

ELLIOT SCHLANGER
Secretary

June 23, 2010

To Whom It May Concern:

Hamilton Relay was awarded the Maryland contracts for the provision of both traditional Telecommunications Relay (TRS) and Captioned Telephone Service through the competitive sealed proposal process. Service for both contracts began on or about June 1, 2007 and will conclude on May 31, 2012.

Hamilton Relay has demonstrated exemplary ethics and service to the state of Maryland. We have found that they truly live up to their motto of, "Relay Your Way." and provide quality relay services to our citizenry.

They remain on time, within scope, and on budget for both contracts.

Sincerely,

A handwritten signature in black ink that reads "Brenda Kelly-Frey". The signature is written in a cursive, flowing style.

Brenda Kelly-Frey, Director MD Relay
State of Maryland, Dept. of Information Technology
Telecommunications Access of MD
410.767.5891 (V/TTY) or 800.552.7724 (V/TTY/VP)
Brenda.Kelly-Frey@doit.state.md.us

Dear Ms. Klein,

I am writing to provide supportive reference for Hamilton Relay as service providers in the state of Tennessee.

Many, many people I know in the hearing loss communities rely on Hamilton Relay for their wonderful equipment and their very qualified and dedicated employees.

Personally I know the service reps at Hamilton Relay have stepped up countless numbers of times in support of our own efforts within our foundation to help people learn about and get access to services and equipment that help them to hear better and function as easily as possible in the "hearing" world.

I highly recommend Hamilton Relay as carriers of captioned telephone services, because as mentioned -- you can be sure their staff will see to it that the maximum number of citizens in Tennessee with hearing loss will get access to the service.

Thank you for your time and consideration.
Sincerely

Eileen Jones
President, Founder
The Gift of Hearing Foundation (Boston, MA)
www.giftofhearingfoundation.org

Let me introduce myself.
My name is Lenore R. Hill a profoundly
Hard of Hearing Adult, and have been involved
with "SHHH" (Self-Help-for-Hard of Hearing People)
for some Twenty Five years. I was
President of the Cape Cod MA Chapter
of SHHH for over eighteen years.
In addition, I am ^{an} Advocate
for ALL Deaf and HOH persons throughout
the years. My use of MA Relay has
been extensive for the past Twenty-
Three years, actually since its conception.
Mass Relay Powered By Hamilton
is a most welcome service for the
people of MA, Hamiltons work is
excellent and professional, Beginning
with a very prompt answer to my
"CALL IN" for VCO (voice carry over)
service, and also includes a Superior
Software Computer and Technical Staff
to man these complicated computers.

This is ALL Top Notch!

Further, as Mass. Relay Powered By
Hamilton began their MA Relay Service
they engaged the Home Office in
NEBRASKA of experienced and

Excellent OPERATORS, TO ANSWER
The MA Relay CALLS UNTIL
The MA Relay Powered By
HAMILTON TRAINEES WERE
CAPABLE ENOUGH TO HANDLE
The CALLS THEMSELVES.

TO CONCLUDE, WE HERE
IN MA ARE BEING SERVICED VERY
WELL BY MA Relay Powered By
HAMILTON, AND I DO INDEED
LOOK FORWARD TO MANY MORE
YEARS WITH HAMILTON.

Very Sincerely,

Gene R. Hill

January 11, 2009

To Whom It May Concern;

I am writing this letter in support of Hamilton Relay Services. The organization of which I am a member is the Hearing Loss Association of Central Iowa, a Chapter of the National Hearing Loss Association of America.

Within our HLA-CI membership we have persons with all types of hearing loss, from mild to severe/profound. The Hamilton Outreach Manager provided for the State of Iowa provides information, education, and hands-on training in the use of technology appropriate for our needs. The current Outreach Manager is Lori Sporrer, and she attends our meetings frequently, alerting us to ways we can enhance our daily lives through telecommunications. The Capitel phone, for example, allows the person with hearing loss to communicate by reading the text of the conversation.

The Capitel phone does require education and training. The multi-media approach used by Lori Sporrer and her colleague from the Telecommunications Access for Iowa, is very successful. Using power-point, captioning, and interpreters, all persons in attendance are able to understand the information presented.

In the State of Iowa, Hamilton Relay Services are under the jurisdiction of the Iowa Utilities Board. Those of us in the Deaf, and Hard of Hearing community, have found the services outstanding. There are many other services provided by Hamilton Relay other than the phone above mentioned, and we are truly grateful for those who work on our behalf.

Sincerely,



Betty Hebard

Member of Hearing Loss Association of Central Iowa
Consumer

Rebecca Ladew
1608 Roundhill Road
Baltimore MD 21218-2213
rebecca.ladew@verizon.net

May 10, 2009

To Whom It May Concern:


I am Rebecca Ladew, an advocate for the speech disabled community and a speech disabled representative on the Maryland Governor's Advisory Board for Telecommunications Relay. My speech disability is unintelligible to most people. People with speech disabilities were not able to communicate outside of their world until Telecommunications Relay Services came along, and made the use of the telephone possible for them. Now they can take care of routine matters such as making doctor's appointments, making business calls, calling friends and relatives, etc. Hamilton Relay provides two excellent services (STS & HCO) which enables me to effectively communicate with others. These two services have made a difference in my life, as well as other individuals with speech disabilities. It has definitely broadened our world.

By being on the Maryland Governor's Advisory Board, I have come to, personally, know and work with the Hamilton Relay staffers in the state of Maryland. They are the most friendly people oriented group that I know. They care about their relay customers and listen to their suggestions to try to see what will work and won't work. Whenever there is a problem Hamilton Relay staffers troubleshoot for a solution to the satisfaction of their relay customers.

I know you will not be disappointed should you select Hamilton Relay to provide relay services for the deaf, hard of hearing, and speech disabled in communicating with standard telephone users in your state.

I am one highly satisfied Hamilton Relay customer.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca Ladew". The signature is written in dark ink and is positioned below the word "Sincerely,".

Rebecca Ladew



6925 Hickman Road • Des Moines, Iowa 50322

515.282.5099 Voice/Relay • 515.282.5130 TTY • 1.800.606.5099 Toll-Free

TELEIOWA@aol.com • www.relayiowa.com/tai • FAX 515.237.3917

May 19, 2009

April Campbell
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818

Dear April:

I am writing this letter in support of Hamilton Relay TRS in the State of Iowa.

As Program Manager for the Telecommunications Access Iowa (TAI), the telephone voucher program within the State of Iowa, I work very closely with Lori Sporrer, Hamilton Relay Iowa Outreach Manager.

Together, in the past year, we have done tremendous outreach statewide to various agencies/organizations/businesses and to the deaf and hard of hearing population. At the same time, we have educated the general (the hearing community) on how to communicate with the deaf and hard of hearing citizens. Jointly, we have done presentations and exhibits on the Relay Iowa services and the Telecommunications Access Iowa program.

Lori Sporrer has been exceptional to work with in educating and supporting "every" Iowa citizen by either teaching businesses how relay services work or by providing one-on-one consultation on a piece of telephone equipment out in the rural counties.

She has definitely opened up the world of communication in the State of Iowa. Her ambition and willingness to make sure everyone's communication needs are met are very impressive.

It's been a pleasure partnering with her and Hamilton Relay.

Sincerely,

A handwritten signature in cursive script that reads "Renee M. Coppock".

Renee M. Coppock
Program Manager
Telecommunications Access Iowa

cc: Lori Sporrer, Relay Iowa Outreach Manager

105 Pleasant St
Northborough, MA 01532
May 21, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Re: Hamilton Relay

Dear Ms. Klein:

I am writing in regard to Hamilton Relay who is being considered as the CapTel service provider for the State of Tennessee. I am person with hearing loss and have had opportunities to work with Hamilton Relay in both Massachusetts and Rhode Island.

Hamilton Relay provided quality service and performance in providing the relay services in both states. In addition, the outreach coordinators in both states also provide superior customer services in sharing information of their products. In Rhode Island, I provide assistive technology demonstrations to various groups and businesses and Sean Gill, the RI's outreach coordinator also accompany me in this venture. Mr. Gill provides important information regarding the relay service particularly to businesses that may not be aware or have a full understanding and importance of this service. The Deaf and Hard of Hearing who rely on relay can be the "forgotten or underserved" market to these businesses. In addition to businesses, we also provide demonstrations to human services agencies and various consumers groups. I have also had the opportunity to interact with Karen Keefe, the former Massachusetts's Outreach Coordinator (MASS Relay powered By Hamilton who also provided similar services in that state as well. Mrs. Keefe had been highly successful in making important connections to different sectors in educating and providing information and technical support. Both MA and RI's Hamilton Relay have been quite successful in reaching out to the Deaf, HOH, Hearing and Speech disabled groups.

I strongly recommend for the State of Tennessee to consider Hamilton Relay to be the provider for its consumers and businesses.

Should you require any additional information, feel free to email me at cthom27062@aol.com

Sincerely yours,

Christine Thompson, MSW

June, 2009
531 E. Roger Road
Tucson, AZ 85705

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien:

As mother of two children who are deaf, I rely on Hamilton Relay service to call my sons: one away at college; the other in high school. They, in turn, use the relay service to call me. We have been very pleased with the service that Hamilton has provided.

In addition, through our state chapter of Hands & Voices, I organize events for families of children who are deaf and hard of hearing. Hamilton has always been willing to participate and provide information to families and answer questions. Hamilton has provided this wonderful public service for our families and the professionals who serve them.

I wholeheartedly recommend Hamilton as a company to provide relay service along with its excellent customer support and community involvement

Sincerely,

Jeanne Hollabaugh
Secretary, Arizona Hands & Voices
Guide By Your Side-Program Coordinator
(520) 407-1464



**VALLEY
CENTER
of the DEAF**

P.O. Box 62284
Phoenix, AZ 85082-2284
Voice (602) 267-1921
TTY (602) 267-9122
fax (602) 273-1872
www.vcdaz.org

Agency Director
Cindy Walsh

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**CATHOLIC
COMMUNITY
SERVICES**
of Southern Arizona, Inc.

**Miki Murphy Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505**

RE: Reference for Hamilton Relay

June 4, 2010

To Whom It May Concern:

Valley Center of the Deaf is an agency which provides services for individuals who are Deaf, Hard of Hearing, and Deaf Blind. Our agency is the only not for profit organization serving the Deaf community in the Phoenix metropolitan area, and we serve the most needy of the Deaf community. Our clients are customers of Arizona Relay service as provided by Hamilton Relay.

Our experience with Arizona Relay Service has been positive. AZRS seems to have a strong commitment to provide outreach to its customers. AZRS has been a valued supporter of Valley Center of the Deaf, as well as other Deaf organizations in the Valley. AZRS outreach staff are friendly and highly visible within the Deaf community, demonstrating support to diverse groups within the Deaf and Hard of Hearing communities. AZRS makes the effort to be in touch with its consumer base to be aware of its needs and concerns.

Valley Center of the Deaf has not experienced any problems or concerns with AZRS. If you have any questions, please do not hesitate to contact me.

Sincerely,

Cindy Walsh
Agency Director

June 4, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Hamilton Telecommunications
Attention: April Campbell
1001 12th Street
Aurora, NE 68818
april.campbell@hamiltontel.com

Dear Ms. Campbell:

As a totally deaf telephone user, I do recommend Hamilton Telecommunications for your TDD/TTY Relay.

I moved to Arizona from California. I was looking for TDD/TTY, so I can reach my friends and family who still use the TDD/TTY in their home. I learned that Arizona Hamilton Telecommunication has the service. What a great blessing to receive the TDD/TTY.

I am involved in the Deaf Community Center, and among deaf people. I often see deaf people need communicate with their love ones and friends via TDD/TTY. They feel so lost without it, but feel blessing when they learned that Arizona Hamilton Telecommunication provide that service.

I love our Arizona Hamilton Telecommunication representative, Lisa Furr because she is always there for everyone. She would show Hamilton's support to our Deaf Community. She is so amazed lady to work for Arizona Hamilton Telecommunication.

Not only that but I strongly believe that you would be doing the people of your state to choose Hamilton to handle your relay service. There are amazed deaf people who can work well with your deaf community like our Lisa Furr. (No, you may not steal our Lisa.)

If you have any questions, please do not hesitate to contact me at ni7@tmail.com or Bluelali@aol.com.

Cordially,
Larry DeVenny
Phoenix Association of the Deaf President
Ni7@tmail.com
Bluelali@aol.com



Connecting Arizona Advocates, Inc.

Michael N. Ubowski, President
P.O. Box 50007
Phoenix, Arizona 85076-0007

president@cazad.org *www.cazad.org*
(480) 496-8140 TTY/TDD Only - For Voice, Call 711 to give my #

June 8, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien:

My organization is an umbrella organization working with some venues that includes business, education, government, non-profit professional organization and organization such as clubs. As best to my recollection, I had some working relationship with all seven relay services from my days in here, Oregon and then back here, again. Here are as follows with same privacy protocol by not seeing the working site at all seven places:

- 1) Arizona Relay Service through Valley Center for the Deaf (VCD)'s independent service and I happened to have my office in VCD, so I had some business contacts and ideas with what they are doing. We were satisfied with their quality of service with my own usage experiences.
- 2) Oregon Relay Service through Tri-Counties Service for the Deaf and Hard of Hearing (TCSDHH, a Portland based independent relay services whose director happen to be from VCD as she moved several months to Oregon before I did for unrelated job). Eventually I was elected President of TCSDHH where I had a direct involvement with ORS by overseeing them. Same quality of service were satisfied by the communities except for billings part which was somewhat problematic due to phone company that billed us which conflicts with our long distance billing claims.
- 3) Oregon Relay Service through Sprint -- this one Oregon's PUC decided to hand over relay's contract to Sprint with strong disagreement from the communities and TCSDHH because our state money would go out of the state (going to the national service in Kansas) not going back to our local community. Also, because local people usually knew local wordings whereas national relay operator do not. At first, my own experiences showed that Sprint started off fairly okay as expected, and then improved to satisfactory level. Although I did not have a direct relationship with Sprint when my presidency term with TCSDHH was over, but TCSDHH's hired Executive Director during my time shared in general with me his experiences and that was how I knew their serving quality.
- 4) Arizona Relay Service through MCI -- I happen to know a local guy who is now a director of AzRS and visited local relay center in Tempe, AZ from time to time when I was President of Arizona Association of the Deaf. Same expected quality of services from them.

Connecting Arizona Advocates, Inc.

501(c)(3) nonprofit umbrella organization • Promoting Teamwork Among Organizations

5) Arizona Relay Service through Sprint -- We were surprised when ACDHH decided to award Sprint despite fine service by MCI including extending another 2 years of their service to us. This time Sprint has a relay center in Tucson which is good because it remains in the state of Arizona. Again, Sprint started off slowly (just same experiences we had in Oregon), and steadily becomes good again. We were satisfied with them that ACDHH also extended another 2-year extension on their contract. However, just before I joined ACDHH as its Commissioner (Board), ACDHH now award to next and different vendor. That was when Sprint had resisted in surrendering its service and tried to employ me in giving testimony before legislators in opposite to this transition. Although I am comfortable with their overall services, has friends from there, I walked fine line in worming myself out of this hassle because I am also friend of MCI's folks so I remains neutral by offering third options which never fly.

6) Arizona Relay Service through MCI (and then latter Verizon bought MCI's relay rights) -- This time I am now ACDHH board member and eventually becomes its Chair for next 2 years after freshman year. During that time, MCI's service from Chandler, AZ was very satisfactory after delayed start due to #5's slow transition and same slow start as expected with any new shift. We also granted MCI's contract with another 2-year extension.

7) Arizona Relay Service through Hamilton -- As an ACDHH member, based on my personal experiences with local vs national services, I was not too happy about granting Hamilton the contract because it now no longer hires local people to keep the local economy flowing from within. I still carry same philosophy about caring for local and then globally afterward. However, on other hands, I used to sit on the board with another national organization and happen to have a fellow from Louisiana who often rave about Hamilton's service. So I had a mixed feeling about it, but decided to give Hamilton a try by supporting the transition as a test-see. Indeed, from time to time as expected from Sprint experience in Kansas City, Hamilton has same poor local wordings knowledges with some misspelled due to what they hear on the phone, although I know it is no fault of their own. However, honestly, I am VERY IMPRESSIVE with their overall quality.

Of all my past seven relay services, I can claim giving Hamilton an A for caring about service to us among others. Why, even the founder of Hamilton personally came to ACDHH to address us. Never have I seen this being done by any other companies who tends to send someone else expert in relay service on their behalf. Not Hamilton! Founder knows his stuff about relay and asks us to please if we need anything to contact him. That is kind of respect I easily bought especially when they backed-up with actions through charts that shows they are within or exceeds contract expectations. If he is slick-speaker and his actions through charts fails him, I would easily resist and downgraded him, but not this one. I gave Hamilton my kudos other than nuisance non-localized wording problems which I can live with. We really do need to look for QUALITY of service and I rank Hamilton up there.

Worthy note: This letter is directly out of my own observation rather than in response to CAZAD members' request for the support which Hamilton is not part of us yet but probably will soon. Now that you know my past experiences with relay services, my current relationship with Hamilton and hopefully you can justify and safely depend on my letter of recommendation that I do think highly of Hamilton's quality of service. Moreover, I have not heard any complaints from CAZAD members about Hamilton's so it lends itself about their service as a good one!

Sincerely,

A handwritten signature in dark ink, appearing to read "Michael N. Ubowski", with a long horizontal flourish extending to the right.

Michael N. Ubowski

Angelina Ortiz
P. O. Box 1715
Lake Havasu City, AZ 86405

June 11, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Using Hamilton Relay services has been a spiritually and physically liberating experience for me because as a Deaf consumer I find Hamilton services customized to my needs.

As a Deaf Advocate, I am constantly on the go and having readily accessible services to facilitate my needs has freed me from the chains of a landline telephone and TTY. Because of this positive experience I have encouraged many Deaf that I provide services for to register for Hamilton's excellent services.

I feel that Kentucky will benefit 100% from Hamilton services. Not only that, but its representatives are one of the best, very knowledgeable, efficient, understanding and friendly but also technologically savvy. Lisa Furr has been one of our strongest advocates as she leads us into the next technological age as technology changes faster than we can keep up. Thanks to her, we are at the top of our game as much as we can.

The fact that I can call at any hour of the day or night for assistance or more information makes Hamilton one of the top Relay Services.

Feel free to contact me at t_ortiz@yahoo.com if you have any further questions or need more information.

Sincerely,

Angelina Ortiz
Colorado River Association of the Deaf and Hard of Hearing
President

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

June 12, 2010

Subject: Reference Letter – Hamilton Relay/Arizona Relay Services

Dear Ms. Klien:

My name is Louis A. Touchette. I am on the board of the Adult Loss of Hearing Association (ALOHA) in Tucson Arizona. We've had an excellent working relationship with Arizona Relay Service 7-1-1 and Hamilton Telecommunications over the past years. In our 25-years in operation, we have seldom worked with any company with such high professional etiquette.

ALOHA has a satellite chapter in Green Valley, 25 miles south of Tucson. In addition to giving frequent presentations to the Tucson group, Hamilton/Arizona Relay Service has given two professional presentations to the Green Valley Chapter in the past 12-months. The presentations are directed toward educating the public on how Hamilton Relay provides traditional relay services for the state of Arizona including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech, Spanish-to-Spanish and CapTel. There is nothing more effective than actual hands on demonstrations using Analog and Internet communications.

I can only offer the highest of recommendations for this company.

Sincerely,

Louis A. Touchette
Member of BOD/Leader Green Valley Chapter
Adult Loss of Hearing Association (ALOHA)
2255 S. Buried Rock Place
Green Valley, AZ 85614

June 12, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien,

I first used Hamilton Relay Service in Minneapolis, MN when I was in a trial for the CapTel Phone about ten years ago. I could not believe how much less stressful it was for me to make a phone call. The captioning was good at that time, but today it is even better. I had a severe to profound hearing loss and Relay was the only option I had to communicate on the telephone. I retired to Arizona and they did not have CapTel here, but I was one of the first to get it when it became available.

I now have a Cochlear Implant and can use a phone without captioning, but Hearing Loss is Prevalent in my family and they will benefit greatly with Hamilton Relay. I cannot say enough for this company. I am a Leader of a local Hearing Loss Association of America Chapter in Fountain Hills, Arizona. Recently, we had Lisa Furr, AZRS Outreach Coordinator present the CapTel Phone with Hamilton Relay to our chapter. At that meeting people were able to experience CapTel . To see the smile on the face of a man who had not been able to understand on the phone call his wife using CapTel says it all. We need CapTel and we are happy to have the quality of captioning with Hamilton Relay.

Rosemary Tuite, Co-Leader
HLAA Fountain Hills Chapter

June 15, 2010

Dear Ms. Klien,

Arizona's hard of hearing and Deaf populations have been well served by Hamilton Relay Service. As a hard of hearing woman who is active in issues concerning hearing loss, I have encountered many people who without Hamilton's well run relay service would not be able to make appointments or keep in contact with family and friends therefore, I highly recommend Hamilton Relay Service for the state of Tennessee.

Sincerely,

Susan Vardon

Former Commissioner, Arizona Commission for the Deaf and the Hard of Hearing (11/03-9/09)
Facilitator, Desert Cochlear Connections
Bilateral Cochlear Implant Recipient

Ann Boyd
P.O. Box 61743 Lafayette, LA 70596
337-235-5804 boydea@cox.net

June 15, 2009

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien,

I am an oral deaf individual unable to use a regular telephone for correspondence therefore I require the assistance of a telecommunications relay service. Through the years as I have become acquainted with Louisiana's Hamilton Relay services and staff, I feel like one does when doing business with a familiar small family type owned business who really care about their customers. Hamilton Relay has consistently performed exceptional relay services for me since I first began using their services in 2003.

I learned firsthand their genuine desire to provide the best possible services available to meet each customer's needs shortly after I moved to Louisiana from a state with a different relay provider. Much to my surprise, I was contacted by Hamilton Relay's Outreach Specialist offering an opportunity to visit to review my needs, provide education on services available and to review the equipment I had to assure I was receiving the best service available for my degree of hearing loss. This is an opportunity I did not receive in the state I had moved from. The visit with the specialist is one that proved to be very beneficial for me as a hearing impaired customer in more ways than expected. Meeting the outreach specialist in person, who was professional, warm and friendly, put a positive face to a business I use every time I make a call and receive a call which created a feeling of confidence in using the company for my personal and business calls. I also was educated about different possible options available. I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet. Their assessment of my special needs equipment put me at ease knowing I was using what was best for me.

Hamilton Relay has shown they are willing to go above and beyond the normal routine. They will assist clients who are having difficulty with businesses in accepting relay calls. When a large medical clinic often made it difficult to call through relay to make medical appointments, Hamilton Relay Outreach specialist offered to provide a training session with the clinic to help them understand how to communicate with the various methods of relay service.

Since I first began using Hamilton Relay using the TRS VCO option, technology has become more advanced. Hamilton Relay has stayed on top of it by expanding their services to include Captioned Telephone services, internet relay and mobile relay. Hamilton Relay's operators have always performed in a courteous, professional, helpful and effective manner during the calls I make and receive. When I received my CapTel phone, their Outreach staff was very supportive by being on sight to set it up and to test the service. They also used this opportunity to immediately help raise awareness to let Louisiana citizens know CapTel is now offered in our state. Their informative newsletters are also another way they help keep customers up to date. With their proven consistent dedication to delivering professional quality service, I know I can rely on Hamilton Relay to assist me with my telecommunication needs. Therefore, I can confidently say Hamilton Relay is a solid and reliable relay service to use.

If you have any questions, please feel free to contact me anytime.

Sincerely,

Ann Boyd

June 17, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien:

Members and clients of Adult Loss of Hearing Association, Inc. (ALOHA) are happy with the relay services in Arizona provided by Hamilton Relay.

Lisa Furr, the Arizona Relay Outreach Coordinator located in Tucson, has given three presentations about Arizona Relay services at ALOHA in the past year. One was open to the public, and the other two were at our sign language class and at a cochlear implant support meeting. We enjoyed the DVD presentations that describe the newer communication technologies. We are glad to have Lisa nearby in order to contact her for any questions about relay services.

ALOHA signed up to receive *The Old Pueblo Relay Informer* newsletter, and Lisa brings extra copies for visitors to take.

We at ALOHA have received no complaints about Hamilton Relay or the relay services it provides to the deaf and hard of hearing in Arizona.

Sincerely,

Loretta Butler, Office Director
Adult Loss Of Hearing Association (ALOHA)
4001 East Fort Lowell
Tucson, AZ 85712
Tel: 520-795-9887
Fax: 520-795-9887
TTY: 520-795-9585

E-mail: info@alohaaz.org
Web Site: <http://www.alohaaz.org>

Dick

*11916 West 109th Street -
Apartment 208
Overland Park, Kansas 66210
dhosty@kc.rr.com 913-322-1213*

June 18, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

To Whom it May Concern:

I am an user of Hamilton Relay Services through the Kansas Relay. My usage is because of my speech impairment. The staff and the CAs are all very professional and they make every effort to provide the highest service. In matter of fact, they are working on a statewide marketing of SPEECH TO SPEECH program. The staff at Hamilton Relay want to serve as many as possible.

This is letter of support of Hamilton Relay to be use by your state. You will receive a complete and professional package. The state of Tennessee will be delighted with the services of Hamilton Relay. If I can be of further information for you in making this decision, feel free to contact me at the above numbers, emails, or address. Thank you!!

Sign of,

Dick Hosty



STATE OF IOWA

CHESTER J. CULVER
GOVERNOR

IOWA LAW ENFORCEMENT ACADEMY
E. A. "PENNY" WESTFALL, DIRECTOR

PATTY JUDGE
LT. GOVERNOR

June 19, 2008

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services. Over approximately the past four years, the Iowa Law Enforcement Academy has enjoyed an outstanding partnership with Hamilton.

At that time, former Hamilton's Relay Iowa Outreach Project Manager Sam Costner, contacted me to see if we would be willing to allow him to come to the Academy to provide training to Iowa's 9-1-1 dispatchers about the Relay Iowa Program. Our joint effort evolved into a program that not only provided about the Relay Iowa Program, but also about Deaf culture, TTY use, and CapTel. We also incorporated a presentation by a deaf presenter who could explain the information through an interpreter. This addition provided students with more insight about use of interpreters, as well. Most 9-1-1 centers in Iowa do not receive many TTY calls or Relay Iowa calls, so there is great appreciation for the opportunity to learn this information.

Today, Outreach Project Manager Lori Sporrer continues this work through her coordination of this component of Iowa's 9-1-1 dispatcher training program.

The Iowa Law Enforcement Academy looks forward to our continued work with Hamilton Relay Telecommunications Services.

Sincerely,

Nancy Brady,
Telecommunicator Training Coordinator
Iowa Law Enforcement Academy

6/22/10

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Ms. Klien:

I was on the RFP selection committee when the state of Kansas was in the process of choosing the next provider for its relay service. I was very impressed with Hamilton Relay from the beginning of the search. The staff with Hamilton are very professional, knowledgeable about their business and truly care about their customers and the services they are providing them. I am a part of the KS Relay Service Advisory Board. When we have those board meetings we invite the public (relay users) to join us so that they may express concerns or praises regarding the provider &/or their services. Once the change over to Hamilton was complete and customers became used to the change I have heard very few negatives about the company or their service.

Yours truly,

Pam Spohn
3115 Clark
Parsons, KS 67357

To Whom It May Concern:

I commend the people at MD Relay who have helped me receive service for the Cap Tel Phone. They were personable, informative, and very helpful with the process of having the phone set up in my home to the operators allowing me to read the captions. The evaluation process was easy and they were very helpful with trying to find a phone to meet my needs. My phones were installed at my house and any questions that I had were answered. We tried out the phones to be sure that they were working and I was shown how to use them. I received written information and was encouraged to call if I had any questions.

The Cap Tel Phone has been wonderful for me. I have a mild hearing loss with my hearing aid and cochlear implant. My former employer expressed concerns about my hearing capabilities. To satisfy their concerns I contacted state agencies seeking assistance in finding technologies that would assist me in the workplace. Over the years the sound quality of telephones has diminished due the increased use of inexpensive cell/cordless phones. People who wear hearing aids frequently hear background noise when others call them. I think the Cap Tel Phone is great because it is easy to use and provides real-time text of the caller's spoken word. The Cap Tel Phone has help to alleviate me from frustrations of trying to understand important conversations on the phone. I can now read the captions on the phone while the caller is talking so that I can completely understand them.

The Cap Tel Phone has empowered me by giving me confidence in making important phone calls for my family or myself. I am confident that I will not miss any information relayed to me. Even after I hang up the phone, I can scroll back on the caption and read over the conversation that I had to make sure that I did not miss anything. If I receive a call late at night, I now have a lamp connected to the phone at my bedside that will wake me up so that I will not miss an important call.

The most important thing that the Tel Cap Phone has provided for me is connecting with my family and friends. I can call them at any time and engage in a conversation that is meaningful to me.

My sincere thanks and appreciation to MD Relay for helping people like me with hearing loss.

Sincerely,

Debbie Ropiski
708 MacPhail Court North
Bel Air, MD 21014

Dear Ms. Klein,

I am writing to provide supportive reference for Hamilton Relay as service providers in the state of Tennessee.

Many people in the hearing loss communities rely on Hamilton Relay for their wonderful equipment and their very qualified and dedicated employees.

I highly recommend Hamilton Relay as carriers of captioned telephone services, because their staff will see to it that the maximum number of citizens in Tennessee with hearing loss will get access to the service.

Thank you for your time and consideration.

Sincerely,

Howard Samuels

2982 Deerwood Circle
Dubuque, Iowa 52003

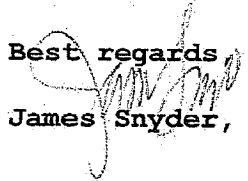
May 14, 2010

To Whom It May Concern:

I want to offer my enthusiastic endorsement of Hamilton Relay Communications Services. Over the past several years I have observed an improvement in services with the Iowa Relay. As a Deaf Iowan who lives practically entirely in the "hearing world" as a health practitioner, educator, and community activist communication is especially important to me.

Recently, I had installed the Captel Hamilton Relay choosing Hamilton because of their excellent service with Iowa Relay. Their Outreach Project Manager, Ms Lori Sporrer, was exceptionally capable, patient and cooperative in this endeavor. I cannot imagine any other company surpassing the excellent record Hamilton has had the past several years with the Iowa Relay when they employ such dedicated individuals such as Ms. Sporrer.

Best regards,


James Snyder, D.D.S., F.A.G.D.

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

June 13, 2010

To Whom it May Concern:

My name is Jean Kalman. I have been deaf since birth and have relied on TTY and Relay services ever since they became available to me. I rely on relay services both in my career and my personal life.

In Massachusetts, Hamilton Relay operates as MassRelay. I use their services whenever I need to contact a business or organization where a direct TTY call would not be possible. From calling the IT help desk at work, to making personal appointments, the service Hamilton Relay provides allows have this communication without the need to rely on others.

Recently my company began looking into their emergency communication plans, and how they would notify me should an emergency impact operations at work. My company did not completely understand the relay process. When I reached out to MassRelay, they sent someone over to explain the process, and then introduced us to a representative from the Massachusetts Commission for the Deaf and Hard of Hearing to further assist us.

I have been very happy with the MassRelay / Hamilton Relay. Whenever I have used their service, I have had no trouble getting through to an operator. With so many companies using computerized switchboards to direct calls, the relay operators have been great at helping to navigate through the menus and entering the appropriate information.

I believe that if you were to use Hamilton Relay for your relay services, you will be very happy with your choice.

Sincerely,

Jean Kalman

June 14, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien,

I am a resident of Arizona and I have been using the relay service for years. Hamilton Telecomm is the relay provider for Arizona and I have been very impressed with their service. I can confidently recommend Hamilton as the relay provider for Tennessee.

Sincerely,

Michele Michaels
4250 E. Jicarilla St.
Phoenix, AZ 85044
MMichaels1@aol.com
480-248-9318

6/14/10

Rae Henson
2420 E. Jagerson
Kingman, AZ 86409

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klien,

I am please to do a reference for Hamilton Relay. As a Deaf person myself, I use relay to avoid any misunderstandings over the phone. Consumers in the State of Tennessee would want quality services like Hamilton Relay. People who work for Hamilton Relay are there to help any Way they can to bring gaps from two worlds. The Hearings and the Deaf and Hard of Hearing world

You and I are aware that we, humans are social animals. That means communication is crucial for us. Wouldn't you want to have access to communication that can bring joy to both sides? For example, a parent of a Deaf child who doesn't sign fluently can communicate with their child thru the help of the relay.

Yes, you would think why wouldn't this parents sign fluently if having a deaf child. In reality, 95 percent of them don't sign. Sad, yes but Hamilton Relay would help ease the communication Barriers.

I am sure you'll be satisfied with their services they provide for people with all kinds of hearing loss. Should you have any further questions, please feel free to contact me.

Warmly,

Rae Henson
rhenson@tmail.com

David L. Duffy
2430 Muscatine Avenue #40
Iowa City, IA 52240
(319) 351-3488
davidlduffy@hotmail.com

June 15, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klein:

As I understand, the Tennessee Regulatory Authority has posted a "Request for Proposals" from companies who provide state relay services. As such, this is a letter of support for Hamilton Relay, who is the current relay provider for Iowa. And in particular, Lori Sporrer, who is the current Outreach Project Manager for Hamilton Relay.

It wasn't too long ago, that the deaf and hard of hearing lived as outcasts in society, of which I once was a member of. Today, the opportunities for the deaf, has made tremendous strides. Advancements in technology has been the forefront in this change. I have worn numerous hearing devices from the age of three. And after almost fifty years, I have been an active participant in this change.

But how do these outcasts participate? How do they take advantage of the technology? Do they know how to receive services? Do they even know of the services? That is why outreach services are so valuable. Lori Sporrer, the Outreach Project Manager for Hamilton Relay, has been instrumental for me personally. I am now a user of the CapTel 800i through a voucher program of Access Iowa Telecommunications. Previously, I used a VCO telephone, I used it reluctantly. Then I heard of the CapTel products, and now I am not afraid to answer the telephone. I even had a telephone job interview two weeks ago.

The deaf and hard of hearing people of Iowa need these services. These technological devices are very expensive and few of us are able to attain through our own pockets. The services I have received and continue to receive through Hamilton Relay and Lori Sporrer will be repaid with my tax dollars when I am an employed and productive member of society. And that will be through Hamilton Relay.

Thank you,

David L. Duffy
A deaf (and blind) member of society.

June 15, 2010

101 Depot Street
Dennisport, MA 02639

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Ms. Klein,

As a user of the Massachusetts Relay System, powered by Hamilton Relay, I was asked if I would write a letter of reference regarding the quality of service provided to the citizens of Massachusetts by Hamilton Relay.

My hearing degradation started at age 28 after a bout with the flu, and since age 35 have been trying to get by with hearing aids. Trying to communicate over the phone had been extremely difficult both for me and the party I was trying to communicate with. About ten years ago I joined SHHH (Self Help for Hard of Hearing) and found out about the Relay System for the deaf and hard of hearing; the use of this system has completely changed all my frustrations about communicating via the phone using the Voice Carry-Over System provided by the relay operators.

I have a background somewhat similar to the deaf inventor of the TTY, Robert Weitbrecht, he was also a amateur radio operator who used Morse code but unable to have voice communications and this problem led to his invention, which today is a very sophisticated communication system which should not be denied to anyone in this country with a hearing or speaking problem.

I have had a very positive experience with Hamilton Relay's operation of the Massachusetts Relay System. Hamilton appears to have all the resources necessary to provide your citizens with hearing impairments, the latest in Relay technology. One problem that relay users frequently experience is having business calls especially, hanging up on them and Hamilton is now making serious efforts to educate the business community on this mode of communication which not only helps us hard of hearing users but also benefits the business.

Sincerely,

David W. Swanson

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

June 16, 2010

RE: Hamilton Relay

To Whom It May Concern,

My name is Anne Marie Killilea. I am a late-deafened adult and have been also a nurse for over 30 years. I became profoundly deaf 10 years ago and am unable to clearly communicate using a regular telephone. While I have bilateral cochlear implants to hear with most phones, either because of their make or model, are totally useless to me to hear with. Being a nurse, I need to accurately communicate with my nursing faculty, nursing students, and various hospitals that I teach the clinical portion of nursing education in.

The TTY system of communication is the best way that I can manage my life as a nursing professor. I have taught many nursing students how to use the TTY and also my co-workers. I also have taught the support staff at Bunker Hill Community College to use the TTY because we are also having an increase in enrollment of students who are mild to profoundly deaf and will be using this TTY throughout their education.

Hamilton Relay service provides me with the extra support when I need it. For instance, I was hung up on by a person who works at BHCC who did not understand what the TTY system is and how it works. I made a few calls and contacted the Massachusetts Commission for the Deaf and Hard of Hearing seeking to orchestrate a seminar to teach this person and others how to use the TTY. Within a very short period of time I was connected to Karen Keefe, Community Relations Manager for Hamilton Relay, who set up the power point slides and provided information to hearing people on how to respond to deaf and HOH people using the TTY. We set a date for this seminar and she was excellent in her approach to the audience. I could not have done have made a better presentation without her. This is just one way that Hamilton Relay supports the deaf and HOH population.

I strongly support the nod towards Hamilton Relay and know that Tennessee deaf and HOH people will greatly benefit by their service in providing excellent communication assistance for all disabled people.

Sincerely,
Anne Marie Killilea, MSN, RN
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129

June 16, 2010

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services on behalf of my mom who is a new user of a Captel phone. My mom has worn bilateral hearing aids as long as I can remember and has always had difficulty hearing well enough to talk on the phone. She is now 81 years old and over the past 10 years or so she has only been able to carry on limited phone conversations where she asked questions and we would know to answer only yes or no which is all she could hear and understand. It got to the point where she no longer even tried to talk on the phone because it was so hard and frustrating for her.

About 6 months ago, a relative mentioned that the State of Iowa had services and aids that might help my mom. I called and was put in touch with Relay Iowa. Everyone was very helpful and told me exactly what services were available.. The entire process worked very well! The Weitbrecht Company that sells the Captel phones also provided excellent customer service!

When my mom first got her Captel phone, she said, "I don't even know how to talk on the phone anymore—it's been so long." She is now able to talk on the phone and even is starting to make her own phone calls. We also purchased a feature that makes a lamp flash when the phone is ringing so she is notified of an incoming call. The other day we were talking on the phone and laughing about something and she said, "It says you're laughing!" I realized then how much my mom had been missing out on and how much your services have improved her quality of life. Thanks again for everything!

Sincerely,

Wendie Solomon.

This letter of recommendation can be copied and used by Hamilton Relay from May 2009 to May 2012

June 18, 2010

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

To Whom It May Concern;

My name is Jayne Badore, I live in Whitman, Massachusetts. This is in regards to my full support for Hamilton Telecommunications Relay Service in their bid to provide relay services in your state.

A very brief but important factor why I feel so strongly to keep these relay services available to the hearing impaired individuals of all levels of issues, that without this service there is no way to communicate with security and all other reasons to be in contact with family, friends, business, and for other independent reasons why the hearing world needs the phone privileges as well.

I myself grew up hard of hearing and used hearing aides which I could hear very well on phone, television, and other hearing situations. I had progressive hearing loss and over time knew I would not be in this hearing world eventually. However, it happened sooner than I had hoped, so by the age of 40, I was not able to communicate on the phone without having someone do the relaying for me. A not so good feeling to have and like those that never had the privilege like I did for the most part of my young life, I accepted it as gracefully as possible.

With the help of counselors with advise on what I could do, I was informed about TTY's relay services, closed caption boxes, and other assistive listening devices. It was wonderful to know that they were available.

Needless to say, even though I hold onto the time of once talking with those whose voices I loved to hear, when I first experienced how this relay service worked I was so pleased and the Relay Operators are absolutely wonderful. Now having the conversations that I do with anyone and the way they came through very patiently for both parties, and now with the (VCO) and seeing the responses from those that I speak with is a remarkable experience. The first time using this service and all this time, it still amazes me and I know what it does for others as well.

So please keep this relay services available for the deaf and hard of hearing, it is very much important to us and necessary as we have just the same needs of the hearing world.

Thank you for reading my letter of support for Hamilton Relay Service. Every one that works for the company has been very professional and helpful for both the deaf and the hearing worlds, that we communicate with because of this wonderful support system.

Sincerely,

Jayne Badore
344 Washington Street
Whitman, MA.02382

June 18, 2010

Jack Clevenger
483 Miracle Rider Road
Prescott, Arizona 86301

RE: Reference Letter

To:

Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

To Whom It May Concern:

It is a privilege to write this reference letter on behalf of Hamilton Relay Service in Arizona. The person who represents it for our state has been Lisa Furr and she has done a phenomenal job with it helping the Arizona consumers get the best use of its services to the state consumers. Of particular note is how customer service is emphasized from Hamilton Relay Service to each individual in the state to meet the assistance needs as they come up.

If you have any questions or need more information, please do not hesitate to contact me and I will be happy to respond in a timely manner.

Thank you for your consideration of Hamilton Relay Service with your state.

Respectfully submitted,

Jack Clevenger