

The Old Pueblo Relay Informer

A publication of Arizona Relay Service

7-1-1

Statewide service

1-800-367-8939

For TTY users

1-888-842-3372

For ASCII users

1-800-842-9818

For VCO users

1-800-842-4681For Voice
(Standard Telephone) Users**1-800-842-2088**

Espanol (Voz. TTY)

1-800-842-6520

Speech to Speech

402-631-4412

Inbound International Relay

**ARIZONA RELAY
CUSTOMER SERVICE**1400 W Washington, Room 126
Phoenix, AZ 85007**TTY:** 1-800-347-1695**Voice:** 1-866-259-1768**Fax:** 1-866-519-8277**E-mail:** info@azrelay.org**Website:** www.azrelay.org

Count on Change, Count on Us!

Although we have settled into a new year, I look back on the past year and find myself in awe of all the change that has happened around us. For our country, we have seen a change in leadership, our economy, technology, and the list could go on. Even our communication habits continue to change as new forms of communication and technology flourish, including cell phones, computers, video phones and social websites. Not only have our habits changed, so has our vocabulary. Now we surf, blog, Tweet, follow, become fans, and a host of other options available through social networking sites such as Twitter® and Facebook®.

With so much change, I am thankful that I can count on Hamilton's commitment to continue to develop new services and improve its existing services. You, too, can count on Hamilton, AZRS's service provider, to work towards satisfying your relay needs through all forms of Traditional Relay Service, as well as through Web and Instant Relay using a Hamilton HomeTown Number™, and Mobile, Web, and Traditional Captioned Telephone services.

As a company, Hamilton works to provide products and services that are fast and easy to use. In addition, Hamilton has many individuals working every day for you. Their commitment to serving each of you is constant and unending. Our operations and account management teams work to ensure high quality call processing that is consistent, fast and efficient while our outreach and marketing teams work to keep you well educated and well informed. Our technology team works to ensure your service is always available and rich in features. Together,



these teams produce outstanding results that you can consistently count on.

Hamilton Relay wishes to express our gratitude for the opportunity to serve the relay users of the State of Arizona and we thank you for your business. In a time of constant change, Hamilton will continue its efforts to be your constant high quality relay provider, bringing you many ways to communicate.

Dixie Ziegler

Vice President of Hamilton Relay

*Twitter is a registered trademark of Twitter, Inc.
Facebook is a registered trademark of Facebook, Inc.*



Arizona Relay Service 7-1-1

May/June Event Calendar

May 21:

New Horizons
Independent Living Center
Presentation: What AZRS is All
About with Michele Michaels,
ACDHH Hard of Hearing Specialist,
10 am - 12 pm
8085 East Manley Drive
Prescott Valley, AZ

May 21:

Prescott Adult Center
Joint Presentation: Can You Hear Me?
with Michele Michaels, ACDHH Hard
of Hearing Specialist, 1-3 pm
1280 East Rosser Street
Prescott, AZ

May 22:

Prescott HLAA Chapter
Joint Presentation: Just can't hear
on the phone? With Captioned
Telephone, you can "see what they
say" and What is the ACDHH and
What Does It Do for the Deaf and
Hard of Hearing in Arizona?
with Michele Michaels, 10-11:30 am
215 East Goodwin Street
Prescott, AZ

May 27:

Hard of Hearing Training for
Professionals
Topic: Just can't hear on the phone?
With Captioned Telephone, you can
"see what they say"
Presentation/Exhibit, 8 am - 5 pm
Bio5 Institute
University of Arizona
Tucson, AZ

June 23:

La Posada
Topic: Just can't hear on the phone?
With Captioned Telephone, you
can "see what they say"
Presentation, 10-11 am
El Dordado Room, La Perla building
635 S Park Centre Avenue
Green Valley, AZ

ACDHH is on Facebook and Twitter!

We want you to be our fan!

With all the buzz happening around social media, ACDHH has decided to become a part of the action. We started the new year with a stronger presence on the Internet and launched our Facebook and Twitter accounts. These social media sites will allow ACDHH to keep our consumers and the community up-to-date on the latest news, information and upcoming events.

To become a fan of ACDHH on Facebook, visit www.facebook.com/AzCDHH, or type "Arizona Commission" into the search bar. Once you are on the ACDHH page, click "Become a Fan" and you will begin to see page updates in your news feed.

To follow ACDHH on Twitter, go to www.twitter.com/AzCDHH and click "Follow."

We encourage you to repost items and events to your personal Facebook page or re-tweet things you find interesting or useful.

Please share with us your ideas too; we want to make these sites as interactive as possible.

We look forward to seeing you online!



Find us on
Facebook

twitter

Sherri Collins, M.Ed

*Executive Director
Arizona Commission for the Deaf
and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, AZ 85007
Office: 602.542.3383
Fax: 602.542.3380*

Additional Leadership Recognition Award to be Presented in May

Hamilton and Arizona Relay Service (AZRS) are currently reviewing all nominations submitted for this year's Leadership Recognition Award which will take place during Better Hearing and Speech month in May. We are thrilled to have extended this award to include an individual who is hard of hearing and has proven to be a leader within the community. We thank you for your assistance in identifying your leaders by way of nomination, and we are grateful for your support. Be sure to watch for further information regarding when and where the winner will be announced.

This summer, we will be seeking nominations for an individual within the deaf community as we continue to recognize an outstanding leader during Deaf Awareness Week in September. Thanks again for being a part of the excitement!



Emergency 911 Calls

Not sure how to make emergency 911 calls? Here's an explanation of the options available to you for placing these important calls. You may choose to use your standard telephone line, Arizona Relay Service (7-1-1), Captioned Telephone, Internet Relay or Video Relay Service. Each call option is described below.

Direct Call

Whether you are at home or in your office, you may simply dial 911 through a standard phone line using your TTY. The Public Safety Answering Point (PSAP) is able to communicate with you directly using a TTY and they will automatically be able to view your location information and phone number on their screen. The PSAP will follow protocol immediately in order to handle your emergency quickly and accurately.

Standard Phone service with Traditional Relay

If you choose to make your 911 call through the Arizona Relay Service (7-1-1), a Communication Assistant (CA) will process your call. The CA will ask for your address information while dialing 911. A Relay Supervisor is always on hand to assist in processing emergency calls. As soon as your call is connected with a 911 call taker, also known as Call Operator, the CA will continue to relay your conversation throughout the entire call.

Captioned Telephone

If you are a Captioned Telephone user, you may choose to dial 911 with your specialized phone. If you use a one-line CapTel phone, the call will automatically be processed as a Voice Carry Over call where the PSAP Call Operator will type their responses to you. If you use a two-line CapTel phone, the call will be processed as a typical CapTel call, where captions

will be used and the PSAP Call Operator will speak directly to you.

Internet Relay

If you choose to use Internet Relay to place an emergency call, you will need to obtain a 10-digit number with your preferred Internet Relay Service provider. You may register with Hamilton Relay, AZRS's service provider, and call through AOL Instant Messenger®, Google Talk® or Hamilton Web Relay™. Upon registration, your location information will be registered in a database which will route your information to the appropriate PSAP in the instance of an emergency. This way, your location information and 10-digit number will be available to the PSAP Call Operator. You must keep your account updated with your current address/location.

If you have not registered with Hamilton Relay and need to place an emergency 911 call, the CA will ask for your location information and route the call through a third party database to find the appropriate PSAP as quickly as possible. Upon connection with the PSAP, the CA will continue to relay the call.

Video Relay Service (VRS)

If you choose to use Video Relay Service (VRS), you will need to register to obtain a 10-digit number with your preferred VRS provider, which will become your default provider. Upon registration, your location information will be stored with your VRS provider. When calling 911, you will be routed to the appropriate PSAP and your location information and 10-digit number will be available to PSAP personnel. Once the call is connected, the Video Interpreter (VI) will relay the conversation for the duration of the call. You must keep



your account updated with your current address/location.

If you choose to place an emergency call with a provider other than your default provider, you will be asked to provide your location information to the VI. Your call will then be routed through a database to find the appropriate PSAP as quickly as possible. Once the call is connected to the PSAP Call Operator, the VI will relay the conversation for the duration of the call.

Completing your Emergency 911 call

Simply follow the instructions of the PSAP Call Operator. The Operator will keep you informed on the status of your request, and will let you know when it is ok to hang up. The Call Operator will also instruct you to call back immediately if anything changes prior to the arrival of emergency responders.

Note: Video Relay Service and Internet Relay may be used to make 911 calls but may not function the same as traditional 911 services. For more information about the benefits and limitations on using these services, visit www.hamiltonrelay.com.

Outreach Focuses on Relay Friendly Business Program

As a relay user, you may have experienced being hung up on when trying to call to a place of business. AZRS is working to contact businesses that are not familiar with relay services in order to assist them in understanding why it's important to remain on the line when a relay user is calling. Many businesses and organizations have never experienced relay and as a result do not understand the proper etiquette involved in placing or receiving AZRS calls. We are focusing our outreach efforts on letting businesses know that answering all types of relay calls better serves their potential customers and can even increase their business, increase their referrals and generate customer loyalty. As part of the

Relay Friendly Business Program, AZRS provides training so businesses can become familiar with relay, and see how easy it is to use AZRS. We encourage business owners to train their employees to be "Relay Friendly" by including it as part of their new employee orientation and refresher courses. Upon completion of the training, a business becomes a "Relay Friendly Business" and receives the following:

- A poster for use in their break room, encouraging staff to engage in relay calls.
- A window decal to display near their entrance and a web bug for use on their company website indicating they are a Relay Friendly Business.

- A listing on the AZRS website.

Our goal is to make it easy for you to communicate with any type of business or agency over the phone. If you know of a business, agency or organization that could benefit from our involvement, please contact AZRS at info@azrelay.org.

We are focusing our outreach efforts on letting businesses know that answering all types of relay calls better serves their potential customers and can even increase their business, increase their referrals and generate customer loyalty.

Recordings and More Recordings!

Often times, when calling businesses such as phone companies, government agencies, medical facilities, and grocery stores, you can be taken through a series of long winded recordings before you actually connect with the person you intended to reach. It may seem that there is no simple way to get to the person or department with which you wish to connect. Unfortunately, when placing such calls through the relay there are no special buttons that Communication Assistants (CA) can use to process your calls any faster. So, in order to process your calls smoother, here are some helpful tips to keep in mind before you place your call:

1. Provide direction for the CA: If you know you want to speak with someone in the bakery department, type to the CA, "live person bakery department". Specific information like this can help speed up the processing time.

2. Supply account information: Often times, a recording will ask that account

information be entered in order to direct you to the appropriate department. When contacting a telephone company or credit card company, provide the CA with your account number, date of birth, or other pertinent information related to your account.

3. Provide your menu options: If you frequently call a place of business and are familiar with their menu options, let the CA know that you would like to, "press 1 for electronics" and then "press 2 for technical support".

We recognize that your time is valuable and trust that these suggestions will assist you in navigating through menu options and recordings more efficiently.



The Arizona Telecommunications Equipment Distribution Program Adapts to Change in 2010

The Arizona Telecommunications Equipment Distribution Program (AzTEDP) is a state-funded program which loans telecommunications devices, free of charge, to eligible Arizonans who are Deaf, Deaf-Blind, Hard of Hearing or Speech Disabled.

AzTEDP would like to report that as a result of a cutback in this year's budget, the approach to serving applicants has slightly changed. In the past, brand new devices were issued to all approved applicants while this year, refurbished devices will be considered and fitted to applicants first. There are a variety of reasons why AzTEDP clients return equipment and the goal is to maximize the use of returned equipment that operates and functions properly.

There have been several changes to embrace and with a little flexibility on everyone's part, AzTEDP will be more efficient and just as effective in 2010.

Additionally, voucher program choices have been reduced to one amplified phone and one Teletypewriter (TTY). The reason for this reduction in choice is because AzTEDP is no longer able to partner with demonstration sites. Previously, clients were offered individualized assistance in choosing a device and experiencing the phone and its features prior to making a final choice. At this time, a single device with the most variable amplification and widespread functionality is offered.

With the budget reduction, former staff positions remain vacant. As a result, AzTEDP has worked to alleviate some of the challenges posed to the one remaining staff person, Vicki Thompson, by enlisting the help of Lisa Furr, Outreach Coordinator for Arizona Relay Service (AZRS) and Michele Michaels, ACDHH Hard of Hearing Specialist. Since Lisa's primary role is to be out in the field educating and empowering people, she has received additional training in how to assist individuals in better understanding the requirements set forth in the AzTEDP application packet.

There have been several changes to embrace and with a little flexibility on everyone's part, AzTEDP will be more efficient and just as effective in 2010.

"See What They Say" with Captioned Telephone

More than 55 million people in the United States experience some degree of hearing loss and many are not familiar with the exciting services available to assist in communicating over the phone. Captioned Telephone is one of those services and is growing in use!

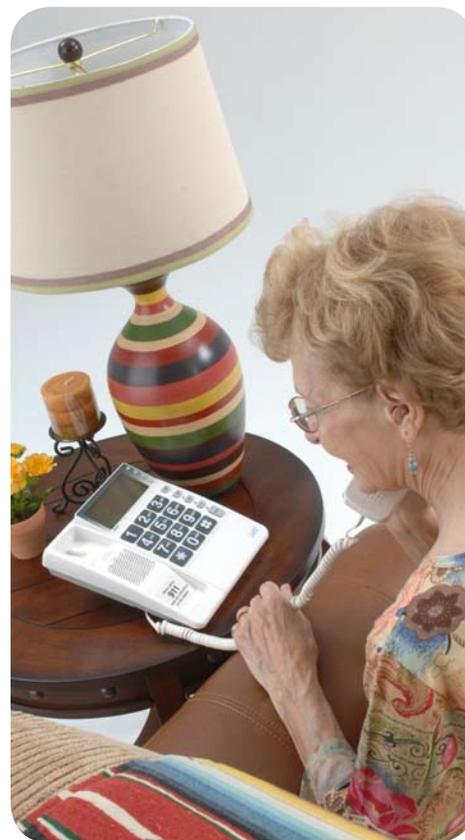
Captioned Telephone is similar in concept to the captioning you see on a television. Through the use of specialized equipment, Captioned Telephone users can listen to the other party while reading captions of what is being said on a CapTel® device. This device is ideal for those who prefer using their own voice while conversing on the telephone, and who may have trouble deciphering the words of the other party. Captioned Telephone works using a phone line and a captioning service where a specially trained operator "re-voices" everything said by the other party

through state-of-the-art voice-recognition technology. The operator and service remain completely confidential and invisible to the other party and users can feel confident that nothing is missed throughout their calls.

Captioned Telephone is similar in concept to the captioning you see on a television.

Captioned Telephone service is available through Arizona Relay Service (AZRS). While the Captioned Telephone service is free, a special CapTel phone is required. For more information, call AZRS Customer Service toll free at 1-866-259-1768 Voice, 1-800-347-1695 TTY, or visit <http://www.azrelay.org>.

CapTel is a registered trademark of Ultratec, Inc.





Arizona Relay Service 7-1-1

How do you want your copy of the AZRS Newsletter?

We thank you for making the decision to “Go Green” with us by receiving *The Old Pueblo Relay Informer* via e-mail. If you do not have convenient access to the internet, AZRS will continue to provide a printed version of our Newsletter to those who request it. Please fill out this form to let us know how you prefer to receive future newsletters, and return via mail, e-mail to info@azrelay.org, or submit your request online at www.azrelay.org.

Name: _____

Company Name: _____

Address: _____

City: _____

State, Zip: _____

E-mail: _____

- Yes, please e-mail me the newsletter
- I prefer a printed version of the newsletter
- I prefer a large print version of the newsletter
- I prefer a Braille version of the newsletter
- I want a newsletter specifically for CapTel®

Please Mail to:

Attn: Arizona Outreach Coordinator
Arizona Relay Customer Service
1400 W. Washington, Room 126
Phoenix, AZ 85007

Arizona Relay Service Newsletter is “Going Green”

The AZRS Newsletter, *The Old Pueblo Relay Informer*, is distributed twice a year to a growing number of consumers. In order to reduce the amount of supplies, cost and time required to distribute the newsletter, we have decided to go green and produce and distribute via e-mail. We trust this will also help in saving you clutter and provide more immediate access to news regarding AZRS. By switching over, you will have the advantage of searching for articles with ease and forwarding them on to your family and friends. We will continue to print and mail a limited supply for those with no internet access. Let us know how you prefer to receive your future newsletters by completing the form found on this page. Please send your request via e-mail or standard mail, or you may also log on to www.azrelay.org, click on the Newsletter tab, and submit your request online. Contact information can be found at the bottom of the form. We look forward to helping you and the environment by “Going Green.”

E-mail addresses will be kept private and will not be shared with other individuals/agencies.

