

Relay North Carolina NEWSLETTER

FALL 2009



relaync.com



Welcome Tom Galey!

Please join RelayNC in giving a warm welcome to the new Telecommunication Resources Program Manager, Tom Galey. Please note that Telecommunication Access of North Carolina is now called the Telecommunication Resource Program under the Division of Services for Deaf and Hard of Hearing. Prior to his new position, Tom was Executive Director of Georgia Council for Hearing Impaired in Atlanta.

His extensive experience in the telecommunication world includes having been the Telecommunication Relay Service (TRS) Account Manager with Sprint in Colorado, Nevada and California. Historically, he was the very first deaf TRS account manager to work with Sprint many years ago. He was also TRS operation manager with Sprint in California and TRS Call Center Manager with MCI in Wisconsin and Massachusetts.

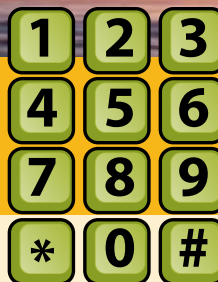
His vision for the Telecommunication Resources Program, Division of Services for the Deaf and the Hard of Hearing is to ensure that all North Carolinians who are deaf, hard of hearing, late-deafened, deaf-blind and with a speech disability have equal access to telecommunication systems by means of the telephone relay and equipment distribution program.

Tom is currently involved in a variety of deaf and professional organization including NAD (National Association for the Deaf), NASRA (National Association of State Relay Administrator) and TEDPA (Telecommunication Equipment Distribution Program Association).

Tom Galey is a native of Portland, Oregon. He was born deaf and is the only deaf member in his family. He has a Bachelors degree in Psychology from Portland State University at Portland and a Masters degree in Rehabilitation Counseling from the University of Arizona at Tucson. He currently resides in Raleigh and is the proud owner of one dog and one cat. His hobbies are RV-ing, traveling, hiking and wine-tasting.

His favorite quote "Treat others as you will have them treat you" and "Carpe Diem".

He is looking forward to meeting with you all. Feel free to reach him at tom.galey@dhhs.nc.gov or 919-874-2252 TTY.



What is 10-digit Numbering?

The Federal Communication Commission (FCC) ordered a system for assigning 10 digit telephone numbers for video relay service (VRS) and Internet relay service. The purpose of this new system is to allow hearing persons to call just one number when placing a call through the relay service. The hearing person will no longer have to remember two numbers - the relay number and the number of the person they are calling. Another important purpose for this new system is to determine your location when contacting 911 in an emergency.

You can simply contact any VRS and internet relay provider to obtain a 10 digit number through their website or through their customer service. It is pretty easy. All you have to do to fill out your name, address, and few other important pieces of information. The provider will then give you several phone numbers for you to pick one from by email. Please note that you must have a separate 10 digit number for both VRS and internet relay. Meaning one number for VRS only and one number for internet relay only.

You can have as many 10 digit numbers you want. YES, you can! You are not restricted to one number from one provider. You can have as many as you want meaning one 10 digit number from each provider. You may want to make a note of which phone number is from which provider so you will not be confused. However, you must pick one provider for as your default provider meaning that number is set up for E911 purposes. You can change to a different default provider at any time.

The deadline for obtaining 10 digit numbers was previously on June 30, 2009 but it is now extended to **November 12, 2009**. If you did not obtain a 10 digit number before November 12, 2009, you will NOT be able to make any call through VRS or internet relay.

Here is the link to get more information about 10 digit numbering.
<http://www.fcc.gov/cgb/consumerfacts/tendigit-faqs.pdf>

Here is the link for listing of all of the different VRS and internet relay providers or companies.
www.ncdhhs.gov/dsdhh/services/what_technology.htm

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A Message from RelayNC Manager

Greetings North Carolinians!
North Carolina, what a beautiful state!

Welcome to our first RelayNC/CapTelNC newsletter. We are excited to launch this fun, educational newsletter.

Allowed me to introduce myself, my name is Bola Desalu. I am honored to be your new account manager. Kudos to Kevin Earp who worked tirelessly promoting NC relay services to the entire NC community. Now I will try to fill his big shoes. I am committed to continue to carry out the best outreach as ever. Coming from up north, I look forward to reaching out to you and getting acquainted with you all.

Feeling frustrated about not being able to communicate with anyone by phone? We do have solutions. We have numerous relay services to pick from. Feel free to check out www.relaync.com to check what works for you. If you need assistance, please do not hesitate to reach me.

I look forward to serving deaf, dead-blind, hard of hearing, speech disabled and the hearing population with the highest quality of relay services. Should you want an information packet about RelayNC or want to invite me to give a presentation, please feel free to contact me at bola.desalu@sprint.com. Or even drop me a line to make a comment.

Always remember, relay calls are FREE, anytime and anywhere!

Enjoy and read on!

RelayNCly,

Bola Desalu, RelayNC Manager



A Message from CapTelNC Manager

It has been a wonderful 5 years working for the CapTelNC program. Since its implementation in 2004, we have seen a tremendous amount of growth in the usage of Captioned Telephone. There are just over 3,000 phones that have been distributed statewide since the beginning of the program. Consumers have commented how CapTel has changed their lives, now that they can make calls independently without having to get help from another person. Having the feeling of freedom to communicate with any one at any time is very empowering. It is rewarding to be part of this program that has touched so many people.

In this newsletter, you will read about the CapTel service, information that might interest consumers, spotlight on a CapTel user as well as a focus on one of my CapTel Consultants. These Consultants work with the program to promote awareness about CapTel, provide training to people who get this phone, and give presentations to agencies and organizations about the service. We also work hand in hand with the Division of Services for the Deaf and the Hard of Hearing to educate North Carolinians about CapTel. The CapTel Consultants provide demonstrations to people who are interested in obtaining the phone. So there are many people involved with making this program a success!

We look forward to continuing serving you, our consumers, who help make our jobs worthwhile. From CapTelNC, thank you!

Kim Calabretta, CapTelNC Manager



RelayNC Administrative Assistant

Tina Spearman is our fabulous RelayNC administrative assistant. Kim and Bola wouldn't survive without her. She is the person who greets people when entering the office, sets up the appointments, answers the phones, coordinates payments for different vendors and the list goes on forever. Feel free to contact her at 919-719-2726 or email her at Tina.Spearman@sprint.com if you want to be on the newsletters distribution list or if you know someone who would like to receive our newsletter.





Interview with a TTY User

Kathy Wayne

Her first experience using a TTY was like she can now talk with her friends at last. She said, "So nice to have my own phone and not to depend on other!". Her first TTY was the "post office box". Her kids complaining that her TTY was LOUD when she typed. She said, "My kids hated it because it was distracting the kids while they were watching TV." She had to paint the post office box TTY red over grey to make it look nice and to fit interior design of her room. Who would have thought of that? She depended on her TTY a lot and it changed her life.



She currently has a more updated TTY model and does not use it as much as she had in the past. She said, "I need to buy TTY paper and then I will be using it more

often!" She uses her TTY for calling the doctor to make an appointment or calling another place where she needs a printed copy of the conversation.

When she first heard about RelayNC four years ago, she thought it is wonderful. She said, "It is a big help. If it were not for RelayNC, how can we communicate? It is unthinkable". She noticed that the relay service is much faster than it was in the past. She loves reading and typing on her TTY. She gets thrilled seeing the message go back and forth. She feels that she can now talk more and making sure the information is accurate. She said, "I now can see everything, word by word and not missing anything!" It is better than depending on a hearing person to make calls for me and when I had to do that the person gave me very limited information.

Kathy was born and grew up in Atlanta, GA. She worked at an Air Force Base for 8 years in California, and later worked with deaf children at Fremont School for the Deaf for 15 years until she retired. After her retirement, she headed to warm and sunny Hawaii for 4 years. She enjoyed spending quality time with her son. Now she is happily residing in North Carolina to be close to her daughter. She is a proud grandma with 3 granddaughters, 2 grandsons and 1 grandbaby girl. She currently has a dog and a cat to play with named Jordan and Kula respectively. She is busy with her hobbies of quilting, watercolor arts, calligraphy and still yearning to learn new hobbies.



Interview with a CapTel User

Michael Militello

Michael Militello has enjoyed using his CapTel phone he received through the Equipment Distribution Program from DSDHH., "I have had several problems in my 73 years of life. Two separate open heart operations, a pacemaker-



defibrillator, a bypass and stint eye lens replacement to name a few. But nothing as bad as one morning when I awoke and could not hear a sound." Michael said. After much testing and trials it was decided that only a cochlear implant could restore sound. He had it done and do now hear sounds but not clearly. When asked about how its made impact on his life, he replied "I could not use the phone at

all. Until I acquired a CapTel phone. Now I can use the phone and if I can't hear I can read the printed word as my party speaks. It even prints the background noises, male or female, laughter all the sounds are printed for me to read. It has made my life so much better, thank you!"



Is TTY Fading Away?

Some people say the TTY is old fashioned and some say no one is using them today. Believe or not, the TTY is still out there and many, many, many people are still using them. The TTY may not be the most popular piece of equipment to make phone calls to deaf people because of emerging technologies. However, the TTY is not fading away. Here is a list of how the TTY is beneficial.

1. Some people live in a rural area with no internet service available in their area. (You would be amazed that there are many rural areas in NC!) The TTY is the telecommunication solution for them.
2. Some people cannot afford the monthly charge for internet services that is necessary to use a video phone or computer. Owning a TTY is low cost and a landline phone service is cheap.
3. The TTY is an awesome piece of equipment for many workplaces where they can't provide a video phone due to a complex internal internet system and network security. It's a good thing to have a TTY to help people be productive.

4. Using a TTY is a faster way to communicate when calling 911. Just pressing any keys automatically connect to the nearest 911 center and help will arrive at your home almost immediately. Just a key away.
5. Some people are terrified with all the new technology and are just merely comfortable with old equipment. And as some people say old equipment lasts longer than new equipment.
6. Some people love using a TTY because it can print their conversation immediately, especially important information such as doctor appointments or to build a case for a court situation. A videophone can not record a signing conversation and many steps are required to save the conversation from an internet relay services. Printing the conversation is easy with those TTY paper rolls.
7. The TTY is an excellent piece of equipment to serve as a back-up in case the video phone, pager or computer breaks down or needs repair. Imagine that.

I welcome any of your comments whether you are a TTY-supporter or not. Feel free to send comments to the RelayNC Manager at bola.desalu@sprint.com.



Customer Database Profile

Customer Database Profile is designed to help you speed up your TTY calls by having all of your information stored in the customer service system.

- Are you getting tired of having to give the Relay Agent the most frequently dialed phone number over and over?
- Are you getting tired of explaining to the Relay Agent every time you dial 711 that it is VCO or HCO or TTY user or even Spanish? (Branding)
- Are you getting tired of informing the Relay Agent which long distance carrier you prefer?
- Are you getting tired of telling the Relay Agent "special" instructions, such as to type fewer words per minutes?

Simply fill out the Customer Database Profile Form to meet your needs and the Customer Services staff will take care of it. The next time you call, it will be a smooth transition. Here are the following instructions.

For frequent calls:

Just write down or type all the phone numbers that you use often when filling out the form. The next time you call, you

can tell the Relay Agent a code. He or she will have that phone number in the system ready to dial. It is a faster way to connect and makes a smooth call for you.

For branding:

- Put a check on one or more that apply to your needs.

For long distance carrier:

- Put a check on one or more for your long distance preference.

For special instruction:

- Fill out the note section for all of your specific need that are not listed at above.

You can get this form by downloading it from the RelayNC website at www.relaync.com/database. Fill it out and then either:

fax it to Sprint Relay Customer Service at 877-877-3291(fax) or

mail it to Sprint Relay Customer Service, P.O. Box 29230, Shawnee Mission, KS 66201-9230

Or if you are internet savvy, you can fill out the form online on the RelayNC website.

CapTel Page

What do you need to know...



CapTel Service - Always Free ...But Remember to Register Your Long Distance Service!

CapTel Service is provided at no charge to the CapTel user and the people who call you. There are no monthly fees or hidden service charges. Long distance charges are incurred if you make long distance calls through CapTel, so it's important to register your long distance Carrier of Choice with CapTel Customer Service so your long distance captioned calls will be billed correctly. If you do not register with CapTel customer service, long distance calls will be billed to your state relay default carrier. Remind your callers to register online as well at www.captel.com

What should I do if I don't want CapTel anymore?

CapTel 200 phones: For people who have a CapTel 200 phone and have decided they no longer wish to use it can return it free of charge by contacting us at kim.m.calabretta@sprint.com or toll free at 866-545-4012. We will send you a UPS Slip to return the phone free of charge. These phones can be provided to other consumers who would benefit from having CapTel.

FREE Captel Training

Do you have a CapTel phone and feel you need to learn how to use the features again? Do you forget some of the basics and wish there was a "refresher course" to take? You can request a free training by contacting Kim Calabretta at kim.m.calabretta@sprint.com or call toll free at 866-545-4012.

Quarterly FAQ about CapTel

How does Captioned Telephone compare to Voice Carry-Over (VCO)?

CapTel phone users can simultaneously hear the voice over the phone and read captions of what is said. Current VCO technology allows only voice or text on the line at one time and does not allow the VCO user to hear the voice of the other party.

FUN QUESTIONS



- 1) When did North Carolina pass the law for NC Relay Services?
- 2) How much is surcharge for North Carolina phone bill?
- 3) Who does the Division of Services for the Deaf and the Hard of Hearing currently have a contract with to provide Relay North Carolina?
- 4) Who was the first Account Manager for Relay North Carolina?
- 5) Who is the Relay North Carolina for?

(1) July 7, 1989 (2) Nine cents (3) Sprint Relay (4) Bill Peace (5) Everyone

Speech-to-Speech Profile:

Dr. Bob Segalman



Bob Segalman, PhD, who has a cerebral palsy-related speech disability, envisioned Speech-to-Speech in November 1995 driven by his desire to find an easier way to make telephone calls. Dr. Segalman can hear but people sometimes have difficulty understanding his speech. Because he has some manual dexterity limitations, using a TTY (text telephone device) to make a telephone call was a slow and often frustrating process for Dr. Segalman. By addressing his own basic needs, Dr. Segalman successfully bridged a major communication gap for all individuals with speech disabilities.

Acting initially in his home state of California, Dr. Segalman persuaded state legislators, as well as the California Public Utilities Commission, to provide full telecommunications access for individuals with speech disabilities. Inspired by Dr. Segalman's vision of a liberating communication tool, Sprint developed Speech-to-Speech Relay, a free service that provides specially trained operators to assist customers with speech disabilities.

Speech-to-Speech Relay was first offered in June 1996 by the California Relay Service and is now offered in all 50 states. North Carolina is proud to offer this vital service.

Quoted from Dr. Segalman; "Daily independence is often taken for granted. To make a phone call and be understood by the person on the other end is a golden opportunity for someone with speech disabilities. Imagine all of the phone calls you have made in the last week. Now imagine that instead of just being able to plug in your blue tooth and go, you had to ask a friend to help you make every call. We all deserve a high quality of life even those of us with disabilities."

We appreciate Dr. Bob Segalman's work and efforts in helping us provide Speech to Speech services for consumers in North Carolina!

Community Happening Pictures



Bola Desalu,
RelayNC Account
Manager
**Summer Deaf
Jam 09**
Charlotte, NC

Jimmy Miller,
RelayNC Outreach
Specialist
**North Carolina
Registry of
Interpreters
for the Deaf
Conference**
Winston Salem, NC



**Bola Desalu, RelayNC
Account Manager &
Marilyn Edward,
Telecommunications
Consultant, Division
of Services for the
Deaf and the Hard of
Hearing**
Bele Cher Festival
Asheville, NC



Bobby Shealy,
RelayNC Outreach
Specialist
**Eastern North
Carolina School
for the Deaf
Reunion Cookout**
Wilson, NC



RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire North Carolina. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and many more. They also give presentations to interested parties.



Jimmy Miller
RelayNC Outreach Specialist

One day, Jimmy visited Jan Withers' office and asked her if she had any suggestions for a part-time job. She informed him that RelayNC was currently recruiting for the "RelayNC Outreach Specialist" position. He immediately applied for this job through former Account Manager, Kevin Earp. Before he knew it, he was out there promoting RelayNC everywhere in NC. "I truly love working as Outreach Specialist because of the deaf community. I love explaining to deaf people about many different relay services. I realized that I always learn something new everyday especially new technology. Also it is a lot of fun working with my co-workers and my boss."

After Jimmy working with RelayNC for few years, Jimmy shared one of his favorite stories was when he went to a mainstreamed public school to do some boothwork where most of the young students were not aware of RelayNC or had never heard about the different relay services. He could clearly see the excitement in their eyes when he was educating them about the relay service. There was one particular student in the audience who had a speech disability who came to him and told him that she had been frustrated because she had not been able to chat with her friends because they always hung up on her. Jimmy told her he had an answer - the STS Relay. She and her mother started to cry. The student and her mother truly touched Jimmy's heart.

Jimmy loves RelayNC because he feels so good to be able to make his own phone calls independently. He disliked the fact that in the old times when he had to ask people to make phone calls for him. He stated "I value being independent 100 percent." Although he owns his TTY, he is not currently using it much. He is now depending more on a video phone and his pager from Sprint. He thanked RelayNC for providing excellent quality, relay services.

Jimmy Miller was born in Kinston, NC and has one sister. His parents owned a store called "James Miller Hardware Store". He enjoyed helping out at his parents' store when he was growing up. He went to NCS D most of his childhood years and that meant he traveled 5 hours between home and school on the weekends! After he graduated, he worked at the deaf school in St. Augustine, Florida, as a houseparent and also as a floral designer at Miami. He then moved back to NC due to his father's illness and with his mother's encouragement, he worked as a federal clerk typist at Camp Lejeune Base in Jacksonville, NC. He got promoted to "Hearing Clerk" at Raleigh Court. Often people at the Office of Hearing and Appeal Court of Raleigh teased him "How can you hear?" He was then promoted to Senior Case Technician until he retired. He retired from working in the government after 30 years.



Libby Caviness
CapTelNC Consultant

One of the CapTel Consultants who works for CapTel NC is Libby Caviness. She has been a CapTel consultant now for 2 years. Libby lives in rural Nash County right outside of Nashville NC, and has been married to as she says, "My wonderful husband Dean" for over 10 years and has two sons, Heath (16) and DJ (10). In addition to her job with CapTel, she also serves as Food Services Coordinator at Englewood Baptist Church in Rocky Mount. The rest of her life is pretty much filled up with homeschooling the children and keeping up with whatever her family is doing that day. Libby laughed "The Devil loves idle hands my Mom used to always say. I may have taken that advice a little too seriously! I am super busy, but love every minute of it!!"

Libby loves the flexibility of working as a CapTel consultant, as it gives her time to spend with her family and the ability to work around what may be going on in her family's life. She enjoys meeting people, while doing presentations, exhibits, and trainings. All her consumers are very grateful for help in getting them the latest in technology to assist them with their hearing challenges. "I have had many cry the first time they use the CapTel telephone" Libby exclaimed. They either have heard sounds that they did not hear before using the CapTel, or they now can read what the other person is saying to them, giving them the freedom to respond to the other party without help from a third party. Her Dad uses CapTel, and she knows the struggles he has gone thru in trying to adapt to having a hearing loss. He is feeling much more confident in handling work and business related calls when using this equipment, and can respond to the captions when he is not sure of something that had been said. It's a huge difference from past years when he would simply hand the telephone to her Mom to handle, or ask the caller to call back when she was home. When it comes to personal calls, he now enjoys talking on the phone again, where before he definitely would shy away.

Libby loves the CapTel NC program and is proud to be part of it. She adds, "Thanks, CapTel, for being there for my Dad and countless others that do not hear well or not at all on the phone. And thanks RelayNC, for seeing a need and responding to that need in a way that makes it easy for those that need this great product to receive it."

His hobbies include hiking in various state parks and traveling in Europe. His favorite quote is "Everything is Possible" which he got from Pam Lloyd, former TANC administrator and it has stuck in his mind since then. It is such a perfect fitting for RelayNC. Everything is possible in meeting the communication needs of each one through the relay service.

Upcoming Topics for Winter 2009/10

- Spotlight on business using RelayNC and CapTel services
- What is Relay Conference Captioning (RCC)?
- How does Answering/Voice Machine Retrieval work?



Dial **7-1-1** or use these toll-free relay numbers:

- 1-800-735-2962 TTY to Voice
- 1-877-735-8200 Voice to TTY
- 1-888-762-2724 ASCII
- 1-877-735-8260 Voice Carry-Over
- 1-877-735-2962 Hearing Carry-Over
- 1-877-735-8261 Speech-to-Speech
- 1-877-825-2448 Spanish Relay
- 1-877-243-2823 Voice to CapTel

RelayNC Customer Service

- 1-800-676-3777 (Voice/TTY)
- 1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service

- 1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

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