

ALASKA RELAY NEWSLETTER

FALL 2013



alaskarelay.com

NEW RELAY PROVIDER FOR STATE OF ALASKA

The Sprint Relay team is thrilled to be serving the communication needs of all citizens and visitors to the State of Alaska. On July 1, 2013, Sprint began as the relay service provider for Alaska. Sprint Relay has been very busy implementing new Alaska Relay and CapTel outreach and marketing programs - such as the new Alaska Relay and CapTel websites, Facebook, Equipment Distribution Program, Alaska Relay Ambassador Programs and much more. Sprint is looking forward to work closely with users, organizations, businesses, educational programs, and medical agencies. We are also looking forward to seeing our consumers this fall/winter. Our job is to bring the news to you and keep you informed!

The Alaska Relay numbers will remain the same.



RELAY SERVICE NUMBERS:

- 711
- 800-770-8973 TTY
- 800-770-8973 Hearing Carry-Over (HCO)
- 800-770-6108 Voice Carry-Over (VCO)
- 800-770-8973 TeleBraille for Deaf Blind
- 800-770-3919 ASCII
- 800-770-8255 Voice (for Hearing People)
- 866-355-6198 Speech-to-Speech (STS)
- 866-355-6199 Spanish Relay
- 900-230-2121 900

ALASKA RELAY CUSTOMER SERVICE:

- 800-676-3777 Alaska Relay/Sprint Relay
- 800-676-4290 Spanish
- 877-787-1989 Speech Disabled Only
- 888-269-7477 CapTel
- 866-217-3362; CapTel Spanish
- 800-855-4000 Sprint TTY Operator Service

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A MESSAGE FROM ALASKA RELAY CUSTOMER RELATIONSHIPS MANAGER III

I hope you all had a great summer and are ready for the Fall/Winter seasons to begin. My name is Kris Smith-Shipley and I am the new Sprint Relay Customer Relationships Manager III for Alaska Relay and CapTel. I have been with Sprint Relay for more than 16 years and have a wealth of knowledge of the Telecommunications Relay Service Industry, especially in the marketing and outreach fields. My job is to manage the outreach and marketing program, ensuring that customers get the Relay and CapTel information they need, as well as manage the Alaska Equipment Distribution Program. If you have questions, concerns, or service suggestions, please call Alaska Relay Customer Service at 1-800-676-3777 or email Sprint.TRSCustServ@sprint.com. You may also contact me at: kristine.m.shipley@sprint.com

Best Regards,
Kris Smith-Shipley



STAY ABREAST OF ALASKA RELAY AND CAPTEL INFORMATION, VISIT:

Sign up to subscribe
Alaska Relay e-Newsletters:
alaskarelay.com/subscribe



Alaska Relay Facebook fan:
www.facebook.com/alaskarelay
and click "LIKE"



Alaska Relay website:
www.alaskarelay.com



Alaska CapTel website:
www.captelalaska.com

Alaska Relay Website has a NEW LOOK and DESIGN!

www.alaskarelay.com

We have updated the website to make it easier for consumers to navigate through the tabs which reflect services, products, or other information related to Alaska Relay. Some of the new features include presentation and exhibit request forms, information about our captioning telephone service and enhanced Speech-to-Speech, in Spanish, informational video!



NEW Speech-to-Speech Enhancement Service

If you have a speech disability and are not comfortable talking on the phone, try Alaska Relay Speech-to-Speech by dialing **7-1-1** or **877-787-0503**.

WHAT IS SPEECH-TO-SPEECH (STS)?

STS allows speech-disabled persons to “voice” their conversation. A specially trained STS operator repeats the words of the person with a speech disability or synthesizer output to the person they are calling. You do not need special equipment to use this service.

SPEECH-TO-SPEECH ENHANCEMENT SERVICE

Alaska Relay is pleased to share exciting new developments for Speech-to-Speech (STS) users!

New developments include:

■ STS Email Call Set Up (known as My Email Set Up)

This feature allows you to send an email to Alaska Relay STS at least 2 hours before the call with instructions for an upcoming call or appointment that may require detailed instructions.

■ STS Retained Messages (My Saved Messages)

This feature is a solution to the problem if dictating a message for an answering machine,

which is then unable to be delivered due to a busy signal. Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.

■ STS Contact Information (My Name and My Place)

This feature provides an easy way to inform your callers when and where to reach you. Stop worrying about having missed calls just because someone does not know the best way to reach you.

Additional details about the exciting new enhancements above and more are available at our website - www.alaskarelay.com/sts.

NEW DEDICATED CUSTOMER SERVICE PHONE NUMBER FOR STS

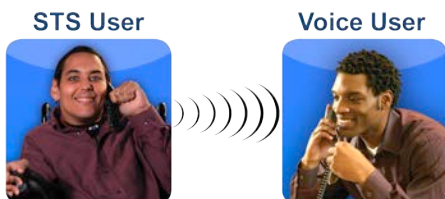
877-787-1989

We are pleased to announce that we now have a STS customer service phone number, which is 877-787-1989. This number operates 24 hours a day, 7 days a week. STS customer service representatives are available through this number to provide information about Speech-to-Speech services, customer profiles, and other features for supporting STS users and their callers.

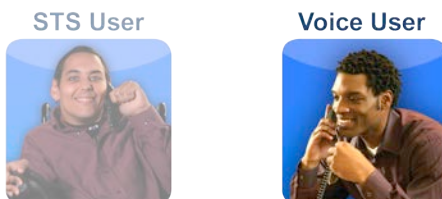


How does STS Work?

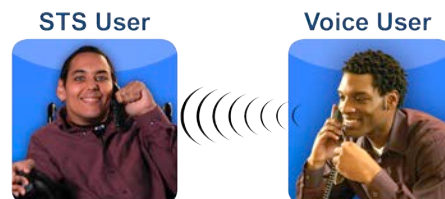
1 STS User talks to Voice User.



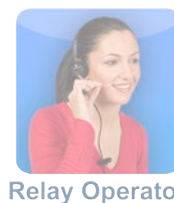
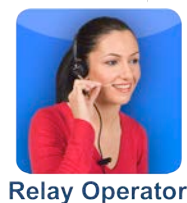
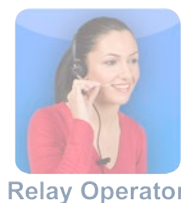
2 Relay Operator re-voices STS User's conversation to Voice User.



3 Voice User talks directly back to STS User.



4



CapTel Alaska: Captioned Telephone Service



DO YOU ...

- have difficulty hearing on the phone?
- misunderstand conversations due to background noise?

HAVE YOU ...

- said "What? Can you repeat that, please?"
- been depending on others to help you with phone calls?

If you answered YES, we've got the solution for you!

Captioned Telephone Service allows you to answer your calls with confidence. You can relax and enjoy your conversations again! With your CapTel, your calls will be captioned and you won't have to make wild guesses as to what the caller is saying. Captioned Telephone Services allow you to **LISTEN** and **READ** captions of everything your caller says during your phone conversations. Don't miss another word!

INTRODUCING CAPTEL 840 & 840i

They are currently available through the Alaska Telecommunications Equipment Distribution Program (ATEDP) and for purchase for those who do not qualify under the state requirements for a free device. For more information, go to page 6. Also you can visit the website at www.captelalaska.com.

FEATURES:

- Built-in answering machine
- Extra large display screen
- Extra large font option
- Consumer-friendly icons on the menu
- Optional Spanish menu
- WiFi compatible (CapTel 840i only)
- Date and time on the screen

REQUIREMENTS:

- Telephone service
- High-speed Internet* (CapTel 840i only)
- Standard electrical power

* Depending on your Internet set up, a router may also be required to connect more than one device to your Internet service.

IMPORTANT INFORMATION FROM FCC

A recent ruling by the FCC requires changes in the way that all IP-based captioned telephones (i.e., CapTel 800i and CapTel 840i) work. Effective March 7, 2013, you will need to press the CAPTIONS button to turn captions on at the start of every call. The captions will no longer come on automatically. When people call you, you will need to turn captions on by pressing the CAPTIONS button in order to see captions of the call.

The CAPTIONS button will turn off again every time you hang up the handset.



CapTel is a registered trademark of Ultratec.

Equipment Distribution Program Available!

You may apply for a CapTel Phone or other equipment through the Alaska Telecommunications Equipment Distribution program (ATEDP).

HOW DO I APPLY TO GET EQUIPMENT?

If you are eligible to receive equipment, go to the Alaska Relay website (alaskarelay.com/tedp) and click on the "Application for Alaska TEDP" link to download an application. Follow the directions to complete and mail/fax in the application.

Also you may need to complete a certification of hearing/speech/visual disability form that is also

available at alaskarelay.com/tedp.

WHAT IF YOU ARE NOT ELIGIBLE?

If Alaskan customers are not eligible for the ATEDP program, they can purchase CapTel phones directly from WCI (Weitbrecht Communications, Inc.) by calling 1-877-805-5845 (Toll-Free Voice/TTY) or visit to www.captelalaska.com to order online.

FOR MORE INFORMATION

For more information about the ATEDP, visit www.alaskarelay.com/tedp or contact :

Kris Smith-Shipley

Customer Relationships Manager III

- kristine.m.shipley@sprint.com (E-mail)

- 720-210-5881 (Voice/Videophone)



Alaska Relay Advisory Board Members

GOOD NEWS! The Alaska Relay Board Members will continue their roles of making sure make the Deaf and Hard of Hearing communities across Alaska have accessible telecommunication services by using Alaska Relay and CapTel services. If you are interested in becoming an Alaska Relay Advisory Board member, please contact Kris Smith-Shipley at Kristine.m.shipley@sprint.com

INTRODUCING THE BOARD MEMBERS!

Representative of North Alaska's Deaf and Hard of Hearing Community

- Daniel LaBrosse
dlabrosse@gmail.com

Representative of South East Deaf and Hard of Hearing Community

- Pamela Mueller-Guy
psmguy@sailinc.org

Honorary Representative of Alaska's Deaf & Hard of Hearing Community

- Albert Berke
aberke2@juno.com

Representative of South Central Deaf & Hard of Hearing Community

- Dean Gate
deanesq4@gmail.com

Representative of Alaska Telephone Association

- Stephen Merriam, CEO of Arctic Slope Telephone Association
stevem@astac.net



Alaska Relay Ambassador Program (RAP)

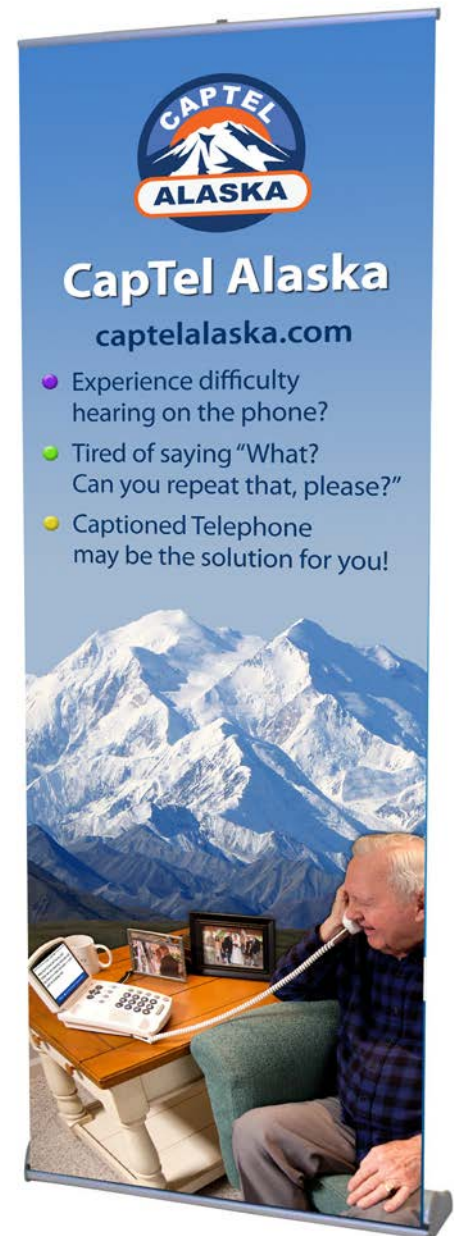
ALASKA RELAY MISSION:

- Alaska Relay Ambassadors help promote and increase Relay Service awareness on a local and statewide level by providing outreach services across Alaska - educating all citizens about the services available through Alaska Relay.
- Alaska Relay Ambassadors meet with clubs and affiliates, businesses and agencies, professional groups, medical organizations, senior organizations, and advocacy groups.
- Alaska Relay Ambassadors conduct workshops, public presentations, and seminars which include a history of the development of Alaska Relay. We also give demonstrations of the services Alaska Relay provides by making live relay calls. There is no fee for these presentations and demonstrations.

CONTACT INFORMATION:

If you would like to schedule a presentation or have any questions, please feel free to contact any of the Alaska Relay Ambassadors listed above.

- Kris Smith-Shipley,
Customer Relationships Manager III
 - kristine.m.shipley@sprint.com
(E-mail)
 - 720-210-5881
(Voice/Videophone)
 - 913-523-1127
(Fax)





Fun Questions

- 1) What is the website address for Alaska Relay?
- 2) What does STS stand for?
- 3) Who is a new Alaska Relay Customer Relationships Manager III?
- 4) What is RAP?
- 5) What does CapTel stand for?
- 6) Does Alaska Relay have Facebook?

See answers below (don't cheat!)

- ANSWERS:
- 1) www.alaskarelay.com
 - 2) Speech-to-Speech (see page 2 for more information)
 - 3) Kris Smith-Shipley
 - 4) Relay Ambassador Program (see page 7 for more information)
 - 5) Captioned Telephone (see page 3 for more information)
 - 6) Yes! www.facebook.com/alaskarelay and click "LIKE"

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

800-770-8973	TTY to Voice
800-770-8255	Voice to TTY
800-770-3919	ASCII
800-770-6108	Voice Carry-Over
800-770-873	Hearing Carry-Over
866-355-6198	Speech-to-Speech
866-355-6199	Spanish Relay
900-230-2121	900 Service

Alaska Relay Customer Service

800-676-3777 (Voice/TTY)

800-676-4290 (Español - Voz/TTY)

877-787-1989 (Speech-to-Speech)

CapTel Customer Service

888-269-7477 (Voice/TTY)

Website:

www.alaskarelay.com

www.captelalaska.com

mailing label here

Alaska Relay
707 17th Street
Denver, CO 80202
www.alaskarelay.com

