

Granite Telecommunications, LLC
100 Newpart Ave Ext 1
Quincy, MA 02171

December 21, 2012

Attn: Directory Administrator

This letter serves as a reminder that pursuant to FCC Regulations 47 C.F.R. § 64.604 - Mandatory Minimum Standards Subsection (c) (3) all telephone companies serving Rhode Island consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS).

To make certain that all people have access to information about the various connection methods and services available through Rhode Island Relay, we find it valuable to supply the enclosed camera-ready informational page for use in your 2013 telephone directory and the camera-ready bill insert for use when distributing bill statements.

If you choose to design your own directory page or bill insert on how Rhode Island Relay works rather than use the ones provided, please follow the information presented to ensure accuracy.

In an effort to "Go Green", we would like to send this information to you electronically in the future. Please email me at beth.slough@hamiltonrelay.com and we will update our database to include your email address.

Rhode Island Relay is a service which guarantees all citizens full communication through the telephone. Consumers of these services, specifically people who are deaf, deaf-blind, hard of hearing or who have difficulty speaking, can communicate on the telephone via specialized equipment and services in order to connect with families, friends, or businesses with ease.

Consumers of Rhode Island Relay can access the relay 24 hours a day through either a toll-free number or by simply dialing 711. Operators called Communication Assistants (CA) process calls by voicing everything the TTY user types, and by typing everything heard from the conventional telephone user. Rhode Island Relay is available free of charge with the exception of any regular long distance charges.

If you should have any questions about the sample directory page, bill insert or about Rhode Island Relay in general, please feel free to contact me at 800-618-4781 or via email at beth.slough@hamiltonrelay.com.

Sincerely,

Beth Slough
National TRS Contract Manager

Important Information Regarding Rhode Island Relay

Rhode Island Relay is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Rhode Island Relay works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Rhode Island Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Rhode Island Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents which includes English to Spanish translation. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since Rhode Island Relay offers a variety of services please refer to the website listed or call Rhode Island Relay Customer Service for more detailed instruction on how a particular call is processed.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Rhode Island Relay, please call Rhode Island Relay Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Rhode Island, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Rhode Island Relay, although standard long distance charges apply.

**To place a call using
Rhode Island Relay, dial 7-1-1**
or dial one of the toll free numbers below:

TTY: 1-800-745-5555

Voice: 1-800-745-6575

ASCII: 1-800-745-1570

Spanish: 1-866-355-9214

Speech-to-Speech: 1-866-355-9213

Customer Service Information:

1-866-703-5485 V/TTY

P.O. Box 285

Aurora, NE 68818

Email: rirelay@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone

Customer Service:

1-888-269-7477

To call a Captioned Telephone user, dial:

7-1-1 or 1-877-243-2823

Special points of interest:

• **Equipment Distribution Program**

The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL) provides telephone equipment to qualified individuals who have difficulty hearing and/or speaking, or who suffer from neuromuscular damage or disease. Individuals can apply online for this type of assistance. The application form can be found at <http://www.atel.ri.gov>. For more information on ATEL, contact: Adaptive Telephone Loan Equipment Program (ATEL) C/O Office of Rehabilitation Services, 40 Fountain Street, Providence, RI, 02903. You may also call 1-401-222-1679 (TTY) or 1-401-421-7005 ext. 357 (Voice).

• **Emergency Calls**

Please note that 7-1-1 is only to be used to reach Rhode Island Relay.

In an EMERGENCY you should continue to use 9-1-1

For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Rhode Island Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

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Rhode Island Relay

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How do I apply for specialized equipment?

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Customer Service:

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rirelay@hamiltonrelay.com
www.hamiltonrelay.com

To place a call using
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