

# Hamilton's HIP Relay

By *Patricia Bannier*

## Relay YOUR Way<sup>sm</sup> - on the Internet with HIP Relay

**H**amilton Internet Protocol Relay - "HIP Relay" for short - is a free, 24-hour service that allows people who cannot hear and/or speak to use the Internet to communicate with any standard telephone user, VCO user or HCO user.

HIP Relay combines the best of today's technology with experienced, professional CAs to create a calling experience that is simply unmatched for speed, convenience, and personalization. During a HIP Relay call, you connect to HIP Relay via the Internet instead of calling 7-1-1 or an 800 number. A Hamilton CA handles a HIP Relay call the same as a regular relay call. The CA "voices" everything you type and types everything they hear on the standard telephone user's end. Nothing could be easier or faster. With HIP Relay, you simply log on to [www.hiprelay.com](http://www.hiprelay.com), and communicate through relay with anyone, anywhere! Now anyone with Internet access can enjoy the quality, confidentiality and efficiency of Hamilton Relay with HIP Relay!

HIP Relay is very easy to use.

1. Use "Quick Call" by entering your "Chat Name" and "Number to Call" and click on "Dial Now" button. (A Chat Name, a special feature of HIP Relay, is required to use the service. This can be any name or word you choose.)
2. If you entered a number in the "Number to Call" box, a CA will connect with you and type, "HRS CA 0000 DIALING (XXX-XXX-XXXX)".
3. If you did not enter a number in the "Number to Call" box, the

CA will answer "HRS CA 0000 NBR PLS Q GA". Now you may give the CA the number you wish to call.

4. Once connected to a CA, hit ENTER to send your typed text to the CA or select "TTY Emulate" to automatically send your conversation to the CA.

Using HIP Relay means you are using a service dedicated to providing "Relay Your Waysm", a philosophy in which Hamilton personalizes its relay service to meet the diversified needs of each relay user. Relay YOUR Waysm means that you, our customers, direct the vision of Hamilton Relay!

With HIP Relay, you're in charge - creating a customized relay environment and conversation that fit you perfectly:

- You choose the method to send you conversation to the CA. You can select the "TTY Emulate" feature, which is similar to a traditional TTY in that it automatically sends text to the CA as you type. You can also send text to the CA by hitting "Enter" on your keyboard, which allows you to control the speed that the CA reads your message. With this option, HIP Relay sends your typed message to the CA every time you hit "Enter" on your keyboard. This is a great feature as you decide when your relay message is sent to the CA. This allows you to change or correct what you have typed before the CA voices it. When you type a few words and hit "Enter", the CA voices as you type, which creates a more natural flow of conversation and speeds up your call. Also, the CA can type what the voice person is saying at the same time as you are typing. This speeds up your call even more!
- You choose when you want to make a "Quick Call" without giving the CA instructions or when you want the CA to follow your specific instructions by using the "Make A Call" link.
- You can customize your calls using your "Customer Profile". HIP Relay allows you to completely personalize YOUR relay service YOUR way. With Hamilton Relay's Customer Profile, your instructions for the CA and your calling preferences will be followed on every call!

**HAMILTON**  
Internet **RELAY**<sup>™</sup>



**Patricia Bannier**  
*National Account Manager*

- You enjoy conversations more. Thanks to Hamilton's Internet technology, you connect faster, which saves you time. You benefit from using HIP Relay because Hamilton's Internet technology actually improves your call. There is no garbling and faster connection and response times.

- You save money because there are no long distance telephone charges within the fifty United States!

- You can make multiple calls at the same time. Using HIP Relay, you can open your Internet browser again, log on to [www.hiprelay.com](http://www.hiprelay.com) and make another call! There are no limits on the length of your calls or how many calls you make.

In addition to all the benefits listed above, when you connect with HIP Relay, you enjoy an array of user-friendly features designed to let you customize your call including:

- Calling instructions
- English or Spanish language
- Font size option
- Font color option
- Print and save option
- Copy/paste into text box
- Place calls to any standard telephone user, VCO user or HCO user
- Responsive, helpful 24 hour Customer Service
- Online feedback form
- HIP Insiders

At HIP Relay, we value your opinion and want your feedback. We use this feedback to enhance our service and make HIP Relay the most user-friendly relay on the Internet. Your input allows us to truly customize our relay service and bring you Relay Your Ways.

HIP Relay provides you reliable service

and your calls are processed by Hamilton's experienced, professional CAs. HIP Relay - YOUR relay, YOUR way. Try it out. You'll discover that HIP Relay is the hippest bookmark on your browser!

In business for over 100 years, Hamilton Telecommunications is a diversified telecommunications service provider based in Aurora, Nebraska. Hamilton's high quality relay service meets the individual needs of each relay user. Hamilton Relay Service has a reputation for providing outstanding relay service - from call processing, to technical development, to outreach services. Hamilton's customer service, operations, and technical teams work in a coordinated effort to ensure that each relay user is satisfied. Hamilton Telecommunications currently provides relay services to the states of Nebraska, Idaho, Kentucky, Louisiana, Wisconsin and Rhode Island.