



# Michigan TAM Meeting

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# About Michigan Relay

- Michigan Relay is provided by Hamilton Relay under contract with
  - The Telecommunications Association of Michigan
  - AT&T
- Hamilton Relay is a division of Hamilton Telecommunications based in Aurora, Nebraska
  - Providing relay since 1991
  - Committed to customers, choice, responsiveness and service



# About Relay

- Relay service for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking
- History
  - ADA 1990
  - FCC Mandate 1993
- Use of specialized equipment
- Available 24/7



# Traditional Relay Services

- TTY
- Voice Carry Over
- Hearing Carry Over
- Speech-to-Speech
- Deaf-Blind Services
- Spanish
- Captioned Telephone (CapTel®)





# How It Works



Communication Assistant

Relay User

Standard Telephone User



# Communication Assistant (CA)

- Facilitates calls according to FCC and state regulations
- Follows individual user preferences
- Does not engage in personal conversation
- Keeps all information confidential





# About TTY Relay

- TTY (Text Telephone) users type their messages and read the other person's responses
- Specialized equipment: TTY
- Dial 711 for Relay services
- Provide CA a number to call
- CA will introduce Relay and facilitate call
- Use *GA (Go Ahead)* and *SK (Stop Keying)*





# Voice Carry Over (VCO)

- For individuals who have hearing loss and prefer to use their own voice on the phone
- Adaptive equipment: TTY or VCO Phone
- VCO user speaks directly to the other party
- CA types the other party's response for the VCO user to read







# Hearing Carry Over (HCO)

- For individuals who can hear and are unable to speak over the phone
- Adaptive equipment: TTY or HCO Phone
- HCO user listens directly to the other party
- HCO user types their responses
- CA voices what the HCO user says





# Speech-to-Speech (STS)

- For individuals who have difficulty speaking or being understood over the phone
- No specialized equipment
- CA re-voices and clarifies what the STS user says as needed





# Deaf-Blind Services (DBS)

- Designed for individuals who have combined hearing and vision loss
- Specialized equipment: Telebraille or Deaf-Blind Communicator
- DBS user types messages to CA
- The other party's responses are typed by the CA for the DBS user to read in Braille
- Typing Speed Buffer





# Spanish Relay

- Spanish-based Relay Service
- Available for all call types
- Includes translation between Spanish and English





# Customer Profile

- Customize preferences for placing and receiving calls
- Options:
  - Greetings and Messages
  - Connection Mode
  - Preferred Services used on every Relay Call
  - Long Distance Provider
  - Speed Dial Numbers
  - And more



# Industry Changes

- Equal Access Waiver
  - Contract amendments
  - Billing scenarios and solutions
- Analog to Digital Transition





# Real-Time Text (RTT) Overview: Today and Tomorrow

- What is RTT?
  - A feature that allows users to see text instantly as it is typed
  - Enhances voice conversations using text
  - Can be used where voice is impractical (such as in noisy environments or meetings)
  - Adjunct to voice conversations to transfer text information along with the audio feed



# Benefits of RTT

- Text and voice can co-exist on the same call
- Transmit and receive text at the same time
- Fast text communication
- Text characters in any language, emojis and other symbols (ñ, 😊, ?)
- Natural two-way conversation



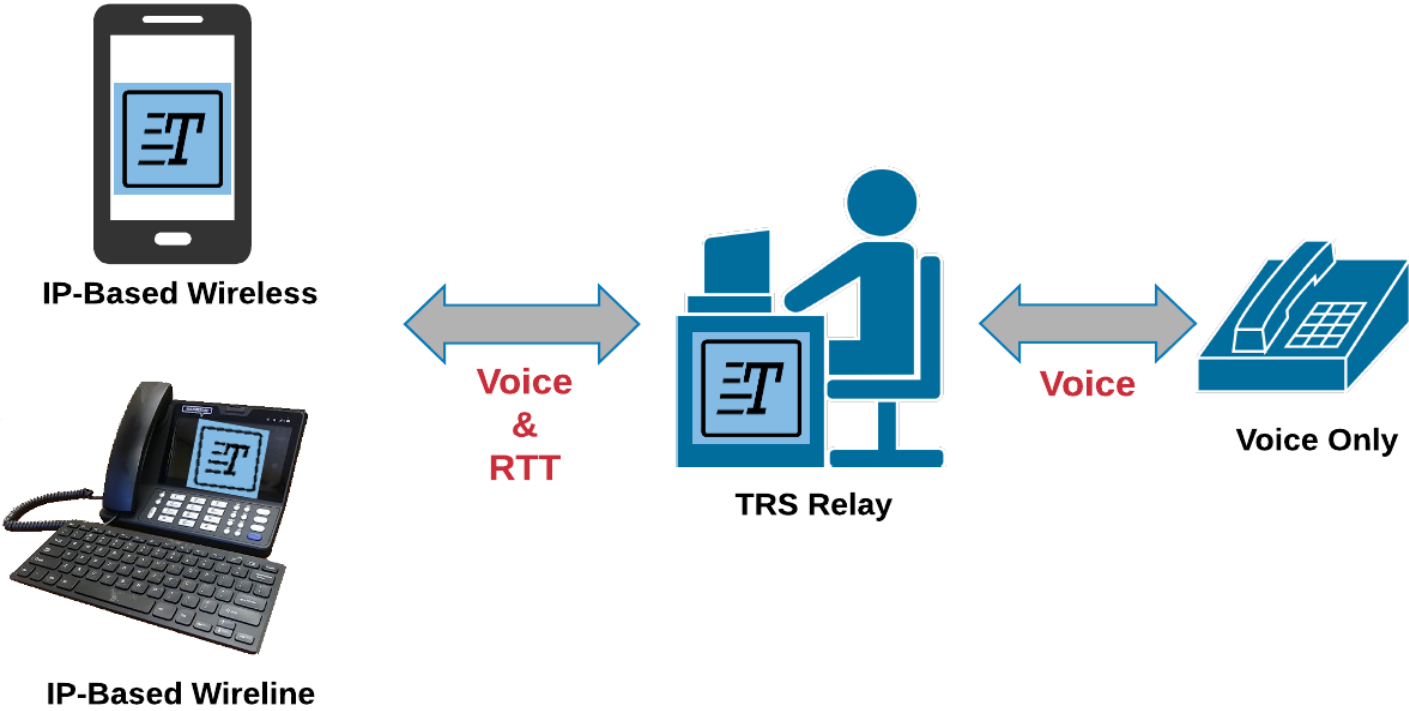


# FCC Report and Order

- **December 31, 2017**
  - Big Four Carriers in downloadable app or minimum of one phone
- **December 31, 2018**
  - Phone manufacturers include functionality in all new phones
- **December 31, 2019**
  - Big Four Carriers make available in all new phones
- **June 30, 2020**
  - Small Carriers make available in app or minimum of one phone
- **June 30, 2021**
  - Small Carriers make available in all new phones



# Our Vision for RTT in TRS





## RTT into TRS – Current Status

- Built support for RTT in our 711 TRS Platform
- Wireless RTT phones reach 711 via RTT-TTY Gateways implemented by wireless carriers
- Biggest challenge is that RTT requires end-to-end IP network connectivity (not public internet)
- Jurisdiction of RTT
  - ANI is available



# RTT Support over Wireline Networks

- “We conclude that it would be premature at this time to address application of RTT to the wireline environment. However, given RTT’s superiority to TTY technology, we will keep this docket open **to receive further input and conduct continued exploration on the appropriateness of using this technology as an alternative to TTY technology** to achieve a universal, integrated text solution for voice service accessibility on wireline IP-based voice services and end user devices.”
- (FCC-16-169A1, paragraph 13)



# VoIP/Wireline Trial

- Hamilton RTT-capable VoIP phone
- Hamilton Long Distance = VoIP network provider
- RTT to TRS
- In discussions with California, looking to expand to other states





# The Device

- Let's look at the device
  - VoIP phone
  - RTT features





# The Network

- Hamilton Long Distance (HLD) = network provider





# The Demonstration





# The Trial

- Technical support
- Up to 100 trial participants - combined
- Review of data and results
- 90-day trial period





# Implementation Plan

- State approval
- Contract needs
- Billing and reporting
- Develop CA procedures and trial participant manual
- Conduct training for CAs and technical support
- Complete internal testing





# Implementation Plan

- Identify and educate trial participants
- Identify launch date for trial
- Workstation development for allowed call types
- Determine data process
  - Scripted and unscripted calls
  - Develop questionnaires





## Cost of Trial

- Trial cost plus a per-minute rate
- If you're interested in participating in a trial, we will set up another meeting to discuss details and cost

*Cost will include all trial components: device, network, technical support, collecting, analyzing and presenting trial results.*

*Minutes of use will be billed on a session minute basis*



# Captioned Telephone (CapTel)

- Designed for individuals with hearing loss and who speak for themselves
- User listens while reading captions of what's said to them
- Specialized technology and Captioning Assistant





# CapTel Phone Features

- Extra large display screen with variable font sizes and colors
- Amplification
- Built-in answering machine
- Caller ID capable
- Save and review captions
- One touch button for Customer Care





# CapTel Phone Requirements

- CapTel 840
- Telephone service - analog
- Standard electrical power





# Internet-Based CapTel Phone Requirements

- CapTel 840i
- Telephone service: analog or digital
- High-speed Internet: wired or Wi-Fi connection
- Standard electrical power







# Internet-Based CapTel Phone Requirements

- CapTel 2400i
- Telephone service: analog or digital
- High-speed Internet: wired or Wi-Fi connection
- Standard electrical power





# Additional Hamilton CapTel Options

- Hamilton CapTel for PC/Mac
- Hamilton CapTel for Smartphones
- Hamilton CapTel for Tablets





# Hamilton CapTel for PC/Mac

- No special equipment
- No software to download

## What's Needed:

- Computer/Laptop
  - High-Speed Internet
  - Any phone (standard or mobile)
  - Hamilton CapTel Account
- [www.HamiltonCapTel.com/login](http://www.HamiltonCapTel.com/login)





# Hamilton CapTel for Smartphones

- Ultimate mobility
- Available on a variety of devices and networks

## What's Needed:

- Smartphone
- Voice and data plan
- Hamilton CapTel App
- Hamilton CapTel Account
- Hands-free headset





# Hamilton CapTel for Tablets

- Place and receive calls from anywhere when connected to the Internet

## What's Needed:

- iPad or Android Tablet
- Any phone
- High-Speed Internet connection
- Hamilton CapTel App
- Hamilton CapTel Account





# Internet-Based CapTel Availability

- Hamilton CapTel Phone
  - Direct Purchase – CapTel 840, CapTel 840i and CapTel 2400i
  - Certification of Hearing Loss/Order Form – CapTel 840i or 2400i available at no cost with certification
- Hamilton CapTel for PC/Mac, Smartphones and Tablets
  - Register for an Account at [www.hamiltoncaptel.com/register](http://www.hamiltoncaptel.com/register)

