

# The RELAY Connection

News, information, updates and more from Maryland Relay.

## TAM and AT&T Announce Exciting Staffing Changes

Telecommunications Access of Maryland (TAM) and AT&T are pleased to announce several staffing changes. While the staff members profiled below differ in the types of skills and talents they bring to their new positions, they share an eagerness to accept new challenges and learn all they can about Maryland Relay. Please join us in welcoming the following employees to their new positions:

### Brenda Kelly-Frey: TAM Director



Formerly manager of the Maryland Accessible Telecommunications (MAT) Equipment Distribution program, Brenda Kelly-Frey was recently appointed director of the TAM office by Linda Burek, Chief Information Officer for the State of Maryland.

A native Marylander, certified interpreter and CODA (Child of Deaf Adults), Brenda brings many years of experience to her new position. She is well known not only in the deaf and disabled community, but also in the Maryland State government and Maryland Legislature.

Brenda and her husband, Fred, are the parents of two children, Fred and Caroline. They reside in Ellicott City where they share their home with Brenda's parents, William and Olive Kelly.

### Missy Devlin: Maryland Relay Center Director



With over 20 years of human resources management experience, Mary "Missy" Devlin—Maryland Relay's new Center Director—is an expert in developing customer service measures and creating performance management systems designed to improve Relay Operator services.

Prior to starting her new position, Missy served as a Resource Manager for AT&T's National Relay Center in Providence, Rhode Island and as the Center Director for the New Castle Relay Center in Pennsylvania—the largest of AT&T's Relay Centers. Missy began her new position in April 2002, and she is already hard at work developing new ways to meet the needs of Maryland Relay users.

### Patty Ferran: Maryland Relay Account Manager



Recently, AT&T appointed Patty Ferran as Maryland Relay's Account Manager. Patty's new role will involve working closely with the TAM staff to insure contract compliance and community involvement.

An eleven-year AT&T Relay employee, Patty's previous positions include serving as a National Advocate Relations Manager, as well as an Outreach Manager for the Maine Relay Service. When she learned AT&T was chosen as Maryland Relay's new service provider, Patty eagerly sought to become part of the new team.

Patty and her husband, Dan, look forward to exploring the State and their local community.

### Michael Hollywood: TAM Administrative Specialist



Michael (Mike) Hollywood recently joined the TAM staff as an administrative specialist. Before coming to TAM, Mike graduated from Gallaudet University with a B.A. degree in government and was employed by the State Employee Benefits Division. Mike's wife, Lisa, is currently employed by the Maryland School for the Deaf. They have two sons, Nicholas and Dylan, and reside in Odenton.

Mike is thrilled to be working in an environment where all his co-workers use ASL, and is looking forward to learning more about Maryland Relay and continuing to be part of the Maryland deaf community.

## dAP Program Continues to Receive High Marks

Maryland Relay continues to be an active participant in the Howard County Disability Awareness Program (dAP) sponsored by the Howard County Public School system. The program has been in operation for 14 years and is considered a model for other school systems.

Beginning this fall, TAM staff member Willis Mann will be representing Maryland Relay. When the second account manager for AT&T's Maryland Relay Center is appointed, he or she will join Willis. Columbia resident Peggy Hillbok, a homemaker who is deaf, will replace Linda Kennedy as the third team member.

Program participants such as Willis and Peggy travel from school to school on a weekly basis, educating children about the different ways people live with their disabilities. Since its inception, the program has received outstanding evaluations and praise from the Howard County Public School system.



## Request a Maryland Relay Presentation at Your Next Event!

Did you know Maryland Relay representatives are available to make an informative presentation at your next social, business or religious event? Maryland Relay's knowledgeable representatives are eager to come to your gathering to answer questions and explain Maryland Relay features, programs and services. For more information, call 1-800-552-7724, or e-mail [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org).

### The RELAY Connection

*The Relay Connection* is a quarterly publication of the Department of Budget and Management, Telecommunications Access of Maryland (TAM) program. The following people contributed to this publication:

Willis Mann. . . . . Editor

Patty Ferran . . . . . Account Manager/  
AT&T

For questions or comments regarding Maryland Relay, contact:

Brenda Kelly-Frey . . Director

Willis Mann. . . . . Program Manager

Pam Stewart . . . . . Contract  
Administrator

Nancy Seidman. . . . Public Relations  
Coordinator

**Maryland Department of Budget  
and Management  
Telecommunications Access of  
Maryland**

T. Eloise Foster, Secretary

Thomas K. Lee, Deputy Secretary

301 West Preston Street, Suite 1008 A  
Baltimore, Maryland 21201

1-800-552-7724 V or TTY  
410-767-6960 V or TTY

[www.mdrelay.org](http://www.mdrelay.org)

## Get a FREE, Long-distance Calling Card

Want to make a free, long-distance call to a loved one, friend, or someone you have not spoken to in awhile? It's easy! Just fill out the Relay Choice Profile (RCP) enclosed in this edition of *The Relay Connection*, and we'll send you a telephone calling card good for 15 minutes of free, long-distance calling.



Completing the RCP is important because it helps the Relay Operator set up and process your calls faster and more efficiently. It also tells the Relay Operator who your long distance carrier is, has a list of phone numbers of people you call often (memory dial), plus any other specific information you want the operator to use for all your calls.

So don't wait—fill out your RCP today and see the difference technology can make in your Relay calls.

### CLIP-N-SAVE

## MARYLAND RELAY CONTACT NUMBERS

### 7-1-1 in Maryland

**1-800-201-7165** voice/TTY

**1-800-735-2258**  
Anywhere TTY/HCO

**1-888-VCO-WORD**  
(1-888-826-9673)

**1-877-258-9854** two-line VCO

**1-877-735-5151** ASCII

**1-800-552-7724** Customer Service

[www.mdrelay.org](http://www.mdrelay.org)

**1-800-785-5630**  
Speech-to-Speech

**1-900-344-3323**  
pay-per-call, English

**1-900-344-4889**  
pay-per-call, Spanish

**1-800-877-1264**  
Spanish

[moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)

## **GABTR Holds Informative Meeting in Western Maryland** *By Willis Mann*

On June 1, 2002, The Governor's Advisory Board for Telecommunications Relay (GABTR) held its first meeting of the year at the Wisp Mountain Hotel & Conference Center, located in the scenic town of McHenry, Maryland.

During the meeting, GABTR members heard from departing Sprint Account Manager Randy Murbach, who, speaking on behalf of Sprint, thanked the State of Maryland, the TAM staff, and GABTR for the opportunity to work with them.

One of two highlights of the meeting was an announcement from Gil Becker, director of the TAM program, informing attendees that he is accepting a new assignment. Taking his place as TAM director will be Brenda Kelly-Frey. The second highlight was the introduction of the new AT&T team of Relay Center Manager Missy Devlin and Account Manager Patty Ferran. Missy and Patty invited GABTR members to work with them to continue Maryland Relay's exceptional service record.

Following these announcements, attendees welcomed new member Marie Campbell of Laurel, and listened to a progress report on the new Office for the Deaf and Hard of Hearing (ODHH), as well as a report from the FCC Public Forum held in May, 2002. The meeting also featured updates on the activities of the American Association of the DeafBlind and the D.C. area Black Deaf Advocates and a report on the Telecommunications Equipment Distribution Program Association's recent conference in Baltimore. A general discussion of Internet Protocol (IP) Relay and multivendors capped off the meeting.

## **Upcoming GABTR Meeting to Take Place at New Maryland Relay Center**

The next Governor's Advisory Board for Telecommunications Relay (GABTR) meeting will take place Saturday, September 21, 2002, beginning at 9 a.m., at the new Maryland Relay Center located at 3700 Koppers Street in Baltimore City.

All GABTR meetings are open to the public (interpreters, real-time captioning and assistive listening systems are provided). Time is set aside during each meeting for attendees to voice their questions, concerns and suggestions. For more information, contact Willis Mann at 1-800-552-7724 (voice/TTY), or e-mail [willis@mdrelay.org](mailto:willis@mdrelay.org).

## **Use FRS When Making Your Next Relay Call From a Federal Building**

Some Maryland Relay users who are federal employees have expressed confusion and concern about the long-distance fees associated with using Maryland Relay to make a local call from a federal government building. The federal government has its own phone system for federal employees, and Maryland Relay does not have access to this system. This results in charges that are based on the rates of the local phone company that carries these calls.

To avoid being charged long-distance fees for local calls, federal employees are encouraged to use the Federal Relay Service (FRS), which uses the federal phone system. FRS can be accessed from any federal facility by dialing 1-800-877-8339 (voice/TTY/ASCII/Spanish). For more information about FRS, email Patricia Stevens at [patricia.stevens@gsa.gov](mailto:patricia.stevens@gsa.gov).

## **GABTR Representatives**

You can contact representatives of the Governor's Advisory Board for Telecommunications Relay (GABTR) at the numbers and e-mail addresses below. They are on this Board to serve the needs of their community and welcome your input.

**Mitchell D. Travers, Chair**  
301-441-2715 (TTY)  
[mitch.travers@mdrelay.org](mailto:mitch.travers@mdrelay.org)  
*Deaf Representative*

**Isaac O. Agboola**  
202-651-5040 (TTY)  
[isaac.agboola@mdrelay.org](mailto:isaac.agboola@mdrelay.org)  
*Deaf Representative*

**Brenda Battat**  
301-657-2248 (V)  
301-657-2249 (TTY)  
[brenda.battat@mdrelay.org](mailto:brenda.battat@mdrelay.org)  
*Senior Citizen Representative*

**Susan Boswell**  
301-317-8912 (V/TTY)  
[susan.boswell@mdrelay.org](mailto:susan.boswell@mdrelay.org)  
*Hard of Hearing Representative*

**Patricia Bowman**  
410-333-6304 (TTY)  
[patsy.bowman@mdrelay.org](mailto:patsy.bowman@mdrelay.org)  
*Government Representative*

**Marie Campbell**  
301-604-1568 (TTY)  
[marie.campbell@mdrelay.org](mailto:marie.campbell@mdrelay.org)  
*Deaf Representative*

**Rebecca Ladew**  
410-467-0967 (TTY)  
[rebecca.ladew@mdrelay.org](mailto:rebecca.ladew@mdrelay.org)  
*Speech Disabled Representative*

**Joy Larson**  
301-588-6545 (TTY)  
[joy.larson@mdrelay.org](mailto:joy.larson@mdrelay.org)  
*DeafBlind Representative*

**Gary Manifold**  
410-569-4340 (V-via Relay)  
[lgmlgm@radicus.net](mailto:lgmlgm@radicus.net)  
*Mobility Disabled Representative*

**Susan Miller**  
410-767-8036 (V)  
[susan.miller@mdrelay.org](mailto:susan.miller@mdrelay.org)  
*Government Representative*

**Annette Reichman**  
202-205-8352 (V)  
202-205-9152 (TTY)  
[annette.reichman@mdrelay.org](mailto:annette.reichman@mdrelay.org)  
*Deaf Representative*

**James A. Stevenson**  
301-759-2047 (V)  
[jim.stevenson@mdrelay.org](mailto:jim.stevenson@mdrelay.org)  
*Government Representative*

## National Customer Care Center Staff Ready and Willing to Serve You



Working from AT&T's National Relay Center in New Castle, Pennsylvania, Maryland Relay's Customer Care Team features a hard-working

staff dedicated to providing Relay customers with the best service possible.

A primary focus of the Customer Care staff is cataloging every customer complaint and commendation. For example, if a Maryland Relay user calls the Center with a Relay Operator-related complaint, the complaint is promptly forwarded to the Relay Operator's manager. After reviewing the complaint, the manager meets with the individual and reviews methods and procedures if necessary. The case is not closed until the manager's notes are sent back to the Customer Care team.

Throughout the day, each team member completes a wide array of tasks, including conducting research, returning customer calls, distributing brochures and other promotional and/or educational materials and producing monthly reports and federally required documents. In addition, the team responds to customer inquiries and requests posted on AT&T's Web site.

The Customer Care team enjoys serving Relay users and urges individuals to contact them with any questions or concerns they may have.

### **AT&T Customer Care Team Phone Numbers**

**1-800-682-8706 (voice)**  
**1-800-682-8786 (TTY)**  
**1-888-288-2184 (fax)**

## Upfront Technology and New Voice Access Number Make Relay Calling Easier Than Ever!



Since its inception, Maryland Relay has strived to offer innovative services and technologies to make Relay calling simple and convenient. For TTY and voice users, Maryland Relay now has upfront technology and a new Relay access number for voice users, both of which provide faster and more efficient access to Maryland Relay. Be sure to read the explanations and instructions below to learn more about these new features:

### **For TTY users:**

1. Dial 7-1-1 in Maryland, or 1-800-735-2258 from anywhere.
2. Your TTY display will read: MD RELAY NBR CALLING PLS GA. (This greeting is coming from a computer answering system, not an operator.)
3. Type the number you want to call, along with any special instructions into your TTY (e.g., "Please say that Ms. Smith is calling for Mr. Jones in the Corporate Sales Department instead of announcing Maryland Relay"), followed by GA.
4. Your TTY will now read: OPR #### (M or F) THANK YOU...DIALING (at this point, you are connected to an operator).

In the past, when all Maryland Relay phone lines were busy (e.g., during a snow storm), Maryland Relay users trying to make a Relay call had no way of knowing their call did not go through to the Relay center. Instead, when the Relay center did not answer the call, the local phone company sent a voice only message to the TTY user, telling him or her that that all lines were busy. The local phone company would then disconnect the call. Relay customers assumed that the Relay center answered their call and then hung up.

Thanks to Maryland Relay's new computer answering system, TTY users will know if their call never arrived at the Relay Center simply by reading their phone display.

### **For Voice Users:**

1. Dial 7-1-1 in Maryland, or 1-800-201-7165 from anywhere
2. You will hear, "For voice Relay Service, press **one** now. (You must press one within six seconds, or the system will automatically switch to TTY service.)"
3. After pressing **one**, you will hear, "Maryland Relay. To place a relay call, press **one**."
4. After pressing **one**, you will hear, "Enter the area code and number you wish to call, or press **zero** for the next available operator."
5. If you want to give the Relay Operator special instructions (e.g., "Please connect me to Mr. Jones in the Billing Department."), be sure to inform the Relay Operator as soon as he or she is on the line.

In addition to the TTY and voice service updates described above, Maryland Relay offers assistance to TTY users placing Relay calls with phone debit cards, as well as those calling a hotel's front desk. For more information, please call Maryland Relay Customer Service at 1-800-552-7724 (voice/TTY).

## Kids Keeping In Touch Earns Rave Reviews

It's hard to believe another school year is upon us. Last spring, *Kids Keeping In Touch*, a hearing loss awareness program designed to teach school-aged children about hearing loss and Maryland Relay, made its debut in classrooms across the State. Since its initial distribution, general education teachers, sign language instructors and interpreters, Boy and Girl Scouts leaders and individuals who home school their children have requested copies of the program. In addition, students enrolled in McDaniel College's (formerly Western Maryland College) Deaf Education graduate program plan to use *Kids Keeping In Touch* when they begin teaching.

Following exposure to the program, many hearing students have begun using Maryland Relay to communicate with their deaf and hard-of-hearing friends. Free copies of *Kids Keeping In Touch* are available to all education professionals. For more information, contact Nancy Seidman at 1-800-552-7724 (voice/TTY) or e-mail [nancy@mdrelay.org](mailto:nancy@mdrelay.org).

## Join the Ever-Growing List of Relay Partners!

The Maryland Relay Partner program, the first of its kind in the nation, was created to reduce and eventually eliminate hang ups experienced by Relay users when calling area businesses. The free program educates businesses and their employees about the proper use of Maryland Relay. The program benefits Relay users and participating businesses by helping each group feel confident about conducting business through Maryland Relay.

The overwhelming success of the program has made it impossible to list every Relay Partner in our newsletter. However, you can view a complete list of Relay Partners by visiting [www.mdrelay.org](http://www.mdrelay.org). In addition, a free, comprehensive Relay Partner directory is available simply by contacting Maryland Relay Customer Service. To learn more about becoming a Relay Partner or to schedule a free, onsite training session, call Maryland Relay Customer Service at 1-800-552-7724, or e-mail [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org).



**Please send me information about RELAY PARTNER.**

Name	Title		
Company			
Address			
City	State	Zip	
Phone Number			

**Please mail to:**

Maryland Relay  
Department of Budget & Management  
301 West Preston Street  
Suite 1008 A  
Baltimore, MD 21201



**Don't Forget**  
**Deaf**  
**Awareness**  
**Week**

**September 22-28,**  
**2002**

## **Check out the Latest Relay Partners!**

**RELAY PARTNER UPDATE**

Listed below and arranged by category are the latest Relay partners:

**Automotive Services**  
**Meineke Discount Mufflers & Brakes**  
Baltimore, MD  
410-653-3337

**Meineke Discount Mufflers & Brakes**  
Cockeysville, MD  
410-667-8748

**Beauty Salons**  
**Main Attraction Salon**  
Eldersburg, MD  
410-795-8158

**Not-for-Profit Organizations**  
**Deaf Addition Services At Maryland**  
Baltimore, MD  
410-328-7387 (Voice)  
410-706-1161 (TTY)



## The Relay Connection to be Produced Quarterly!

Beginning January 2003, in an effort keep readers even more informed and up to date on all the latest news, events and developments relating to Maryland Relay, *The Relay Connection* will be produced quarterly.

Please keep in mind that *The Relay Connection* is designed to serve the needs of all Maryland Relay users, staff members and other interested individuals, and the publication welcomes suggestions for future stories, as well as contributed articles. For more information, please contact Willis Mann, Editor of *The Relay Connection*, at 1-800-552-7724 (voice/TTY), or e-mail [willis@mdrelay.org](mailto:willis@mdrelay.org).

### Swiss Visitor Tours Maryland Relay



TAM and AT&T staff members pose with Beat Kleeb, President of the Procom Foundation, which oversees Switzerland's relay service. From left are Willis Mann, TAM Program Manager; Patty Ferran, AT&T Account Manager; Beat Kleeb; Brenda Kelly-Frey, TAM Director; Nancy Seidman, TAM Public Relations Coordinator; and Pam Stewart, TAM Contract Administrator.

You're  
Invited

## Family Fun at New Relay Center Open House Celebration

Join Maryland Relay and our new service partners from AT&T for an afternoon of family activities, entertainment and refreshments at our Grand Opening Party. Learn more about the Relay services you use and meet the people behind the scenes...



### Kickoff Maryland Relay Deaf Awareness Week!

Special guests and VIP's will join the fun.

When: **Saturday, September 21, 12 noon - 4 p.m.**

Where: **3700 Koppers Street, Baltimore**

RSVP: **410-767-0969 (V/TTY)**



**Maryland Relay**  
301 West Preston Street  
Suite 1008 A  
Baltimore, Maryland 21201

Presorted  
First-Class Mail  
US Postage PAID  
Permit #6440  
Baltimore, MD

