



IT'S POSSIBLE

How Should Others Learn About Maryland Relay?

As many of you know, handling Relay calls is just one part of Maryland Relay's mission and purpose. Much of our resources are devoted to educating Relay users on the proper use of Maryland Relay and the various types of assistive telecommunications equipment available to them. We also spend time teaching business owners and their employees, as well as the friends and family members of Relay users, how to make and receive Relay calls.

Currently, we're asking all Relay users and MAT program participants how they would prefer to learn about Maryland Relay. As a Relay user, your opinions are very valuable to us, so please take a moment to respond to the following question:

How do you want to learn to use Maryland Relay calling features and assistive telecommunications equipment?

- Written instructions (e.g. brochures, fact sheets, reference cards)
- Videocassette
- DVD (for your DVD player)
- CD-ROM (for your computer)
- Online instructions
- Other (please specify)

Please e-mail your response to moreinfo@mdrelay.org (type "Maryland Relay Survey" in the subject line) or call 1-800-552-7724.

MARYLAND RELAY CONTACT NUMBERS

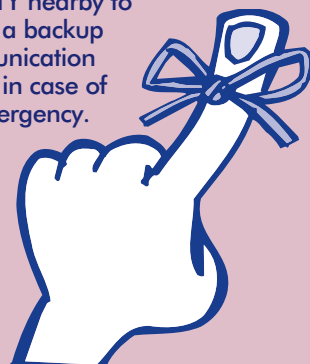
7-1-1 in Maryland	1-877-735-5151 ASCII	1-800-877-1264 Spanish
1-800-201-7165 Voice	1-800-785-5630 Speech-to-Speech (STS)	1-800-552-7724 TAM Office/Customer Service
1-800-735-2258 TTY/HCO	1-866-669-0874 Reservation number for Maryland Conference Relay, Voice/TTY	Visit our Web site: www.mdrelay.org
1-888-VCO-WORD (1-888-826-9673) Voice Carry-Over (VCO)	1-866-669-0853 (Voice) 1-866-669-0865 (TTY) 1-866-669-0871 (Fax) AT&T/Maryland Relay In-House Customer Service Numbers	Or send us an e-mail: moreinfo@mdrelay.org <i>(Be sure to include a subject line or your e-mail will be deleted by our virus scanners.)</i>

Baseball, from front page

Delmarva Shorebirds vs. Augusta Green Jackets
Arthur W. Perdue Stadium
Saturday, August 7, 2004
Game time: 7:05 p.m.
General admission: \$6.50
Youth/seniors/active military: \$4.50
Call Maryland Relay Customer Service at 1-800-552-7724 (voice/TTY) for a ticket-order form. For stadium information, visit www.theshorebirds.com.

For general information about Maryland Relay Nights, call Maryland Relay Customer Service at 1-800-552-7724 (voice/TTY). See you this summer!

When using Relay technologies like VRS and Internet Protocol Relay (IP), remember that computer and Internet connections can shut down unexpectedly. Always keep your TTY nearby to use as a backup communication device in case of an emergency.



The RELAY Connection

News, information, updates and more from Maryland Relay.

Check Out Our New Relay Partner Web Site!



The first program of its kind in the nation, Maryland Relay Partner was created to help reduce or eliminate hang ups Relay users sometimes experience when making business calls. To better serve Relay users and current Partners, Maryland Relay has launched a Relay Partner Web site.

From this site, Relay Partners will be able to download our updated series of free training materials, including revised employer and employee guides, a Maryland Relay calling tips poster and a NEW informational video for businesses on how to take and place Relay calls.

For Relay users, the new site lists all Relay Partners by industry, making it convenient for users to locate the type of business they need, along with the address, telephone number and other contact information for that business. And of course, Relay users can feel confident that any Relay Partner they contact has been provided with the necessary training to handle their call.

To visit the new site, go to the Maryland Relay Web site, www.mdrelay.org, and click on the "Maryland Relay Partner" button. From that page, you will be able to access the Relay Partner Web site.

If you have any additional questions about the Relay Partner program, call Maryland Relay Customer Service at 1-800-552-7724 (voice/TTY).

Internet Protocol Relay (IP) Fraud Target

Residents of other countries have discovered a new way to defraud U.S. mail-order businesses: Internet Protocol Relay (IP). These individuals are contacting the free service, posing as deaf or hard-of-hearing callers and making large purchases from merchants using stolen credit cards or forged checks. Businesses that have fallen victim have lost thousands of dollars.

The Federal Communications Commission (FCC)—the agency responsible for overseeing Internet Protocol Relay (IP)—is currently conducting a thorough investigation of the matter, and officials there are working hard to prevent this from occurring.

If you are an Internet Protocol Relay (IP) user, continue to use the service as usual. While you may be required to provide more information to merchants when using Internet Protocol Relay (IP) to make purchases, businesses are still required to accept your call. Features provided by traditional state relay services, such as Voice Carry-Over, Hearing Carry-Over, and Speech-to-Speech, are not affected by this situation, and users should expect no service interruptions.

Internet Protocol Relay (IP) allows people who are deaf or hard of hearing to make Relay calls using a computer, Web phone, personal digital assistant (PDA) or any other Internet-capable device.

Area Baseball Stadiums to Host "Maryland Relay Nights"



Calling all baseball fans: three area stadiums will host "Maryland Relay Nights" over the summer. This is a great opportunity to catch up with fellow Maryland Relay users and cheer your favorite minor league team to victory. Locations, game times and ticket prices are as follows:

Frederick Keys vs.

Wilmington Blue Rocks

Harry Grove Stadium
Saturday, June 12, 2004

Game time: 7:05 p.m.

Box seats: \$9-\$11

Adult general admission: \$8

Youth/seniors/active military: \$5

Purchase your tickets at the door or call 1-877-846-5397 (voice). For stadium information, visit www.frederickkeys.com.

Bowie Baysox vs.

Altoona Curve

Prince George's Stadium

Saturday, July 24, 2004

Game time: 7:05 p.m.

General admission: \$8

For tickets, call Lauran Dathe at 301-464-4890 (voice) or e-mail ldathe@baysox.com. Don't forget to tell Lauran you're with Maryland Relay! For stadium information, visit www.baysox.com.

See Baseball, back page





The Maryland Relay team: (from left) Patty Bird, MAT coordinator and customer assistance specialist; Nancy Seidman, public relations coordinator; Brenda Kelly-Frey, director of the TAM office; Pam Stewart, contract administrator; and Mike Hollywood, GABTR liaison and outreach specialist.

Helpful Tips for TTY Users When Calling Businesses

There are two sides to every business call: the businessperson and the customer. Several years ago, Maryland Relay created the Maryland Relay Partner program to familiarize businesses with Relay calling procedures. TTY users can support this initiative by keeping the following suggestions in mind when contacting a business:

- Choose a personal Relay greeting over a standard one (see example below). This will reassure businesses that you are a customer, not a telemarketer. The easiest way to change your greeting is to establish a record of your Calling Preferences (visit www.mdrelay.org for more information).

Example: "This is John Smith calling through Maryland Relay. I would like to speak to a customer service rep. GA."

- Remember that if you change your greeting, it is your responsibility to explain Relay to the business you call, if necessary. You may want to consider adding the phrase, "Have you ever received a relay call before?" to your greeting.

- Try to keep your responses short, ask one question at a time and give the other person a chance to respond. Businesses are accustomed to being able to interrupt callers and respond quickly.

- Give the Relay Operator as much upfront information as possible to ensure you reach the correct person.

Example: "I need the billing department. Don't give my personal greeting until you reach the billing dept. Please call 410-555-1212. GA."

- Always verify phone number digits and the proper spelling of names and addresses. It is your responsibility—to not the Relay Operator's—to make sure you have the correct information.

- Establishing a record of your Calling Preferences will ensure a smoother calling experience. To learn more, contact Maryland Relay Customer Service at 1-866-669-0865 (TTY) or 1-866-669-0853 (voice). Or, visit www.mdrelay.org.

When Becky Speaks, People Listen



She's a seasoned traveler, avid cyclist and swimmer, award-winning horseback rider, former VISTA (Volunteer in Service to America) volunteer, member of the Governor's Advisory Board of Telecommunications Relay (GABTR) and founder of an acclaimed Web site for the speech-disabled community.

Oh, and one more thing: She also has cerebral palsy and is hearing and speech impaired.

For Rebecca "Becky" Ladew, life is truly what you make of it. In the "My Life" section of her Web site, www.beckyspeaks.org, she writes, "My life has been a varied and full one... During my early years of life, my parents made me realize that I was as able-bodied as the next person. In other words, my disability does not prevent me from achieving my goals."

Like many of her accomplishments, Becky's Web site is not about fame or self recognition; it's about inspiring others to look past their physical disabilities and focus on fulfilling their dreams—no matter how outrageous or far-fetched they may seem. In addition to a fascinating synopsis of her life story, her site includes a discussion board for visitors, information about Maryland Relay, a list of helpful links and more.

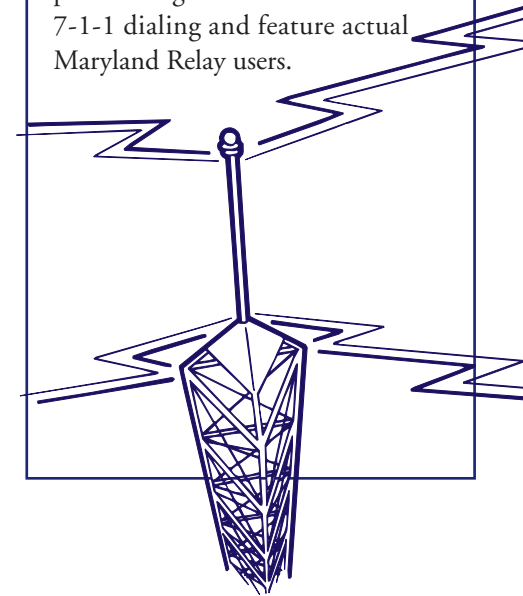
"I created the Web site as an outreach project because I wanted others with speech disabilities to know that they don't have to be afraid to use the phone and that there are relay features designed to make their phone conversations go smoothly," says Becky, who has a master's degree in instructional technology.

Not surprisingly, she's already thinking about her next project: writing her autobiography. "It's still in the planning stages. One of these days I'll get that goal accomplished." Considering her track record, that's a given.

To view Becky's site, visit www.beckyspeaks.org. If you have any suggestions or feedback for the site, you can e-mail Becky at rebecca.ladew@verizon.net.

Maryland Relay in the Media

If you have been watching Baltimore's WJZ/Channel 13 or WBAL/Channel 11, hopefully you caught Maryland Relay's award-winning, 30-second general awareness commercials, which ran on both stations at various times throughout the month of May. The commercials promote general awareness and 7-1-1 dialing and feature actual Maryland Relay users.



The RELAY Connection

A quarterly publication of the Telecommunications Access of Maryland (TAM) program in the Maryland Department of Budget & Management.

James C. DiPaula, Jr.,
Secretary

Cecilia Januskiewicz,
Deputy Secretary

Ellis L. Kitchen,
Chief Information Officer

Nancy Seidman Editor

For questions or comments regarding Maryland Relay, contact:

Brenda Kelly-Frey Director

Pam Stewart Contract Administrator

Nancy Seidman Public Relations Coordinator

Patty Bird MAT Coordinator

Michael Hollywood Customer Service/MAT

Joseph Kolash Account Manager/AT&T

Patty Ferran Account Manager/AT&T

Telecommunications Access of Maryland
301 West Preston Street; Suite 1008 A
Baltimore, MD 21201
1-800-552-7724 V or TTY
410-767-6960 V or TTY
www.mdrelay.org

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
Deaf Representative

Louis Schwarz
301-587-5996
louis.schwarz@mdrelay.org
Deaf Representative

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

Paula Holbrook
410-740-0039
paula.holbrook@mdrelay.org
Hard-of-Hearing Representative

Patricia Bowman
410-767-5768 (TTY)
patricia.bowman@mdrelay.org
Government Representative

Cynthia Foss
410-764-8070
cynthia.foss@mdrelay.org
Deaf Representative

Rebecca Ladew
410-467-0967 (TTY)
rebecca.ladew@mdrelay.org
Speech-Disabled Representative

Joy Larson
301-588-6545 (TTY)
joy.larson@mdrelay.org
DeafBlind Representative

Susan Miller
410-767-8036 (V)
susan.miller@mdrelay.org
Government Representative

Annette Reichman
202-205-8352 (V)
202-205-9152 (TTY)
annette.reichman@mdrelay.org
Deaf Representative

James A. Stevenson
301-759-2047 (V)
james.stevenson@mdrelay.org
Government Representative

Shawn Lovley
301-390-8063 (TTY/FAX)
shawn.lovley@mdrelay.org
Mobility-Disabled Representative

Spring Internship Proves an Eye-Opening Experience

By Liz Rowe

As a deaf studies major at Towson University, I had the wonderful opportunity to complete an internship with Maryland Relay. Working in the Telecommunications Access of Maryland (TAM) office, I gained great insight into the many different services Maryland Relay provides. The experience also opened my eyes to real-world deaf culture.

Until I started my internship, I knew very little about Maryland Relay and was surprised to learn about all of the different services it offers. Some of the services include technologies such as Voice Carry-Over, Hearing Carry-Over and Speech-to-Speech. These are only a few of the many services I learned about while working in the TAM office.

Maryland Relay even provides services designed to help certain types of people, like seniors who are gradually

losing their hearing. Unfortunately, many people are unaware of these technologies, which can greatly enhance their quality of life. While working with Maryland Relay, I also had the opportunity to attend a photo shoot for new advertisements. These ads were mainly geared toward educating seniors about the calling options available to them through Maryland Relay.

Not only was I educated in all that Maryland Relay encompasses, but also I learned a great deal about deaf culture. Working in an office that often uses ASL to communicate has helped me improve my receptive and expressive signing skills and learn new signs as well.

I enjoyed my internship at Maryland Relay very much, and I am grateful that I had the opportunity to work with such wonderful people who

are so devoted to their job and each other. I would like to continue to learn about Maryland Relay and feel privileged to have been a part of this organization. It has been a great experience for me, and I can only hope that in the future I will be able to work with Maryland Relay again.



TAM office intern Liz Rowe at the Maryland Relay photo shoot.