

That's what I'm talking about



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State of Maryland Awards Hamilton Relay Second Consecutive Contract as Service Provider for Maryland Relay

FROSTBURG, MD. (April 23, 2013) — After a competitive bidding process, the State of Maryland Department of Information Technology has awarded Hamilton Relay, a leading Telecommunications Relay and Captioned Telephone service provider, the contract to provide Telecommunications Relay and Captioned Telephone Services for the State of Maryland.

Hamilton Relay provides Relay and Captioned Telephone services that make it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone with standard telephone users. "Relay service is essential to the more than half a million individuals in Maryland who rely on Maryland Relay to communicate with friends, family and businesses," stated Brenda Kelly-Frey, director of the Maryland Department of Information Technology. "The State of Maryland appreciates the high-quality relay and outreach services that Hamilton has provided over the past five years."

Hamilton Relay first opened a Relay service call center in Frostburg, Maryland after receiving the initial award in 2007. Hamilton then expanded its workforce again in 2012 in Frostburg as they began processing captioned telephone calls out of their Maryland center adding more than 70 new Captioning Assistant positions. Today, the Maryland center provides relay services for the State of Maryland, as well as for 15 other states across the nation and employs over 140 people in Allegany County. The Hamilton Relay center in Frostburg has had a positive economic impact for the State since its inception and continues to provide additional economic benefits. It is estimated that by the end of the new five year contract, the center will have generated over \$228 million in local sales for Allegany County.

"The Commissioners had little doubt that Hamilton Relay and the State of Maryland would sign another five year contract," said Michael W. McKay, president of Allegany County Commissioners. "The company's attention to detail and the work ethic of its employees speaks for itself. We are pleased to be a part of Hamilton's expansion in Allegany County."

"Hamilton is very pleased to have been awarded the opportunity to continue to provide Relay services for the State of Maryland," said John Nelson, president of Hamilton Relay. "We are grateful for the support we

have received from the State of Maryland, the Allegany County Commissioners and the Community of Frostburg.” The new five-year contract between Hamilton Relay and the State of Maryland begins June 1, 2013.

Traditional Relay calls are based primarily on the use of a TTY (also known as a TDD or text telephone). In addition, other types of Relay calls include Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone Relay Service (CTRS). All Relay services are available in English and Spanish.

About Maryland Relay

Maryland Relay is a free public service that allows persons with hearing or speech loss to stay independent on the telephone. More information about Maryland Relay is available at www.mdrelay.org.

About Hamilton Relay

Hamilton Relay offers a variety of services including Traditional Relay Services, Captioned Telephone, and Internet Relay services. Hamilton provides nationwide service as well as contracted Traditional Relay and/or Captioned Telephone services to 16 states and the Island of Saipan. More information is available at www.hamiltonrelay.com.

Hamilton Relay is a division of Hamilton Telecommunications, a diversified communications and technology service provider based in Aurora, Nebraska. Founded in 1901, Hamilton Telecommunications encompasses seven primary company divisions that allow Hamilton to operate on a local, regional and national basis.