

ORIGINAL

PRICE PROPOSAL  
FLORIDA RELAY SERVICE  
DOCKET NO. 991222-TP  
Submitted By: Hamilton Telephone Company  
d/b/a/Hamilton Telecommunications  
DATE: NOVEMBER 10, 1999

# Florida Relay Service

## *Price Proposal*

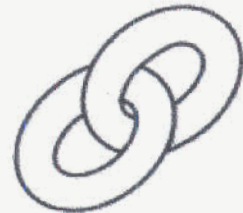
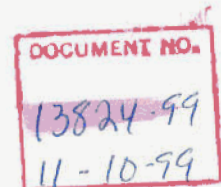
Docket No. 991222-TP

Request for Proposal

November 10, 1999

**HAMILTON**<sup>®</sup>  
TELECOMMUNICATIONS

1001 12th Street  
Aurora, NE 68818





# Florida Relay Service Proposal

Hamilton Telecommunications price proposal follows.

## Optional Features

Service	Price Per Billable Minutes
<b>1. Basic Relay Service</b>	<b>\$.95 per billable minute (as defined in the RFP)</b>
<b>2. Optional Features</b>	
a. Other Custom Calling Type Services	Included in Basic Relay Service
b. Access to 900/976	Included in Basic Relay Service
c. Enhanced Transmission Speed and Interrupt Capability	Included in Basic Relay Service
d. Video Relay	Hamilton will propose a price once the State provides answers to the questions in Section 42.d.
e. Speech to Speech Service	Hamilton will propose a price once the State determines specific performance requirements for this feature.
f. Optional Features Caller ID	As stated in Section 42.f, Hamilton needs to complete testing on this feature before offering it to the State of Florida. At that time, Hamilton will supply pricing information to the State.

## Other Optional Services

In-State Outreach Program as described in Attachment 2. This program includes additional outreach staff and a full-fledge outreach program to educate citizens of the State of Florida about relay.	an additional \$.04 per billable minute
Enhanced Media Campaign Materials as described in Attachment 2.	a one-time fee of \$5,000 to participate



## *Florida Relay Service Proposal*

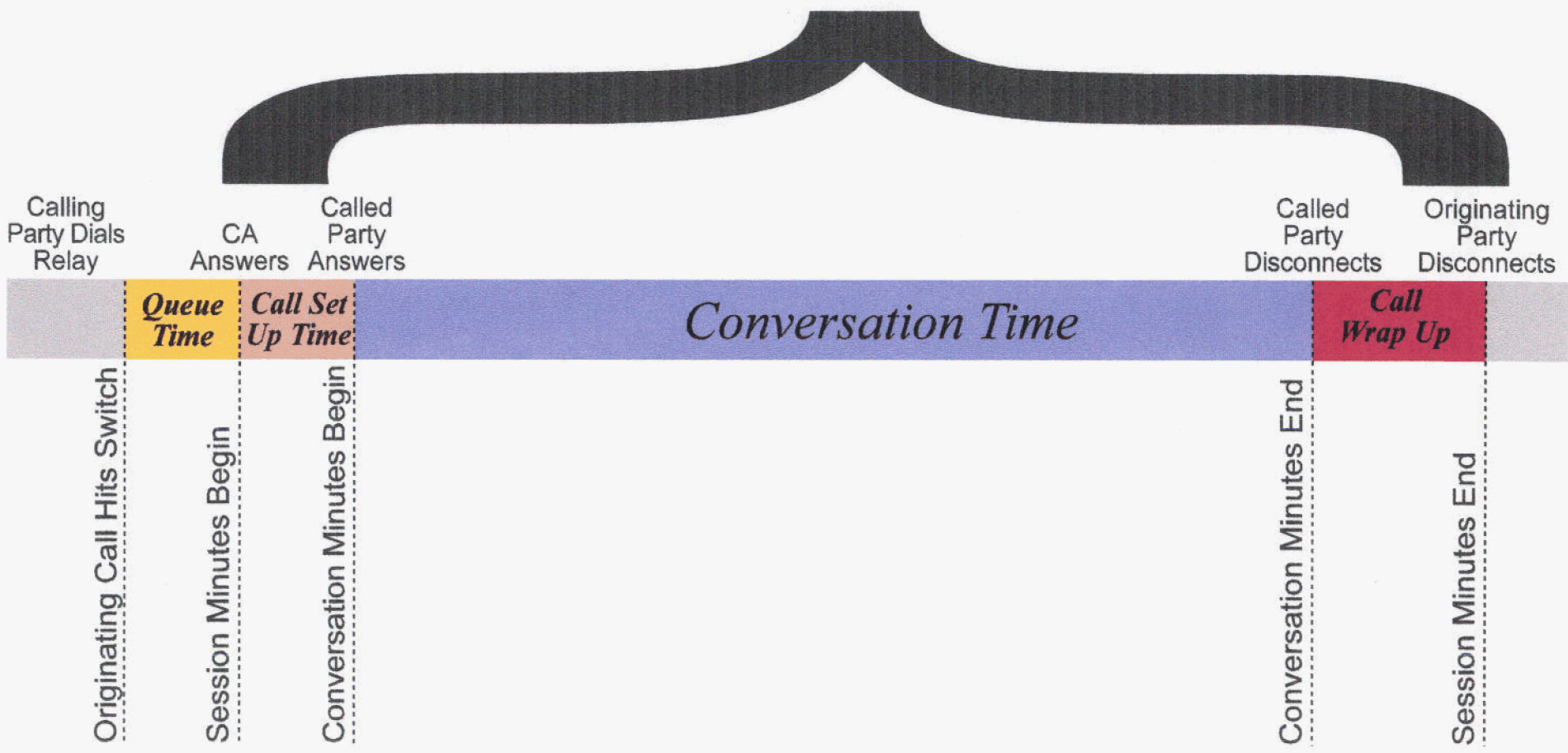
Hamilton stated several times throughout its proposal that it is the most cost efficient relay provider. A basis for that argument is outlined below.

Hamilton encourages the Evaluation Committee to look beyond cost per minute differences. Hamilton has reduced the number of billable session minutes by reducing the session time on a per call basis in each State that it has taken over from another provider. This has allowed us to lower the State's costs on a per call basis. Hamilton believes that the reasons for this are:

- Rounding - Hamilton rounds to the nearest 100<sup>th</sup> of a minute.
- Efficiency - Hamilton has greatly reduced the time it takes for equipment to connect to the workstation with its second-generation relay platform. In addition, Hamilton's CAs are very efficient at call processing, reducing call setup and wrap-up time.
- Call Measurement Techniques - Hamilton uses very accurate reporting and measurement techniques. Timing of relay call events are outlined on the following page so that the Department knows exactly what they are being billed for. (Please note that the State will be billed from the time an incoming call enters Hamilton's relay switch until the completion of the relay service as defined on page 7 of the RFP under "billable minutes".)

As a result, the net effect is that Hamilton's bottom line is very competitive and we may in fact be the lowest cost provider even though the actual rate per minute is higher. Hamilton has certainly seen a trend towards savings when selected as a new relay provider. We encourage the Evaluation Committee to contact our Contract Administrators for Louisiana, Wisconsin, and Kentucky to specifically discuss the savings each state has realized.

# Time Billed To State



A photograph of a computer workstation. A monitor is visible on the left side, displaying a green screen. In front of the monitor is a keyboard and a mouse. The mouse is connected to the keyboard by a cord. The background is dark, and there are three circular punch holes at the top of the page.

# Keeping You Connected

## CONNECTED TO YOUR CURRENT CUSTOMERS:

In this era of deregulation, keeping each customer is an integral part of your success. Simply stated, it is just too difficult to replace your customers! Teleservices keeps you in touch with your customers. Keeping connected ensures customer loyalty and provides an opportunity for your customers to hear about and try your latest products and services.

## CONNECTING WITH CARE...RIGHT NOW!

Hamilton can connect you to your customers immediately! The teleservices solution from Hamilton brings you instant expertise in sales, customer service, customer satisfaction and retention, third party verification and fulfillment.

## CONNECTING TO THE FUTURE:

The company who enters a market first will be the winner! With more than a decade of experience in our business, Hamilton will move quickly and position you at the forefront of your industry. The result? You will be positioned as #1 and further, you will gain new customers!

☎ To connect with a Hamilton representative call:  
**1-800-972-3237**

✉ Or write us at:  
**Hamilton Telecommunications**  
1006 Twelfth Street  
Aurora, NE 68818-2003  
E-Mail: [tmarketing@hamilton.net](mailto:tmarketing@hamilton.net)

**HAMILTON**  
TELECOMMUNICATIONS

We Call. You Collect!

# Keeping You Connected

Whether you are involved in a business conference or chatting with your next door neighbor, Hamilton Telecommunications knows that communicating with others is a vital part of your life.

That's why Hamilton has designed a relay service dedicated to providing quality telecommunications that are flexible enough to keep you connected in any situation.

## CONNECTED TO THE PAST

Hamilton Telecommunications was founded nearly a century ago as a family owned local telephone company. Since then, Hamilton has grown into a multi-faceted telecommunications firm, providing cable television, call center services, Internet access and more. In 1991, Hamilton Telecommunications was awarded its first relay contract by the state of Nebraska. Today, Hamilton has expanded, providing telecommunications relay service on a national level. As a result, our relay service commands the attention of each Hamilton employee—from the Communication Assistants to the company president.

## CONNECTING WITH TECHNOLOGY

Staying on top of technological advancements means smoother, faster conversations for you. This is why Hamilton is constantly working to develop and implement state-of-the-art technology. Beginning with the basics, Hamilton is dedicated to maintaining its Federal Communication Commission (FCC) certification by meeting and exceeding FCC standards for relay service. Beyond this, we incorporate a variety of enhancements that

improve the quality of our relay service while making it fast and easy to use. However, Hamilton understands that simply having the technology is not enough. That's why we take the time to educate users on the benefits of technological enhancements and give them the freedom to customize their calling program in order to maximize communication and minimize confusion.

## CONNECTING WITH THE COMMUNITY

Hamilton takes pride in its ability to connect with relay users through extensive outreach programs and materials. Such programs include local user group meetings, presentations to businesses and other organizations, sponsorship and support of local activities, one-on-one user education and much more. Hamilton has formed a team of liaisons, outreach coordinators and managers sensitive to the needs of

all our relay users. These people are the vital "link" between relay technology and relay users. Better yet, Hamilton's outreach team is fully accessible to all users. Whether by phone, at a social event or at a formal presentation, Hamilton's outreach team is always available to discuss any questions or comments users might have.

## CONNECTING WITH YOU

Hamilton believes it is a privilege to help you stay connected with the world around you. In order to maintain this privilege, we pledge to bring you state-of-the-art technology, customized communication and committed personnel—all for the purpose of keeping you connected. Let us "connect" you!

☎ To connect with a Hamilton representative call:  
**1-800-618-4781 Voice/TTY**  
24 hours every day

✉ Or write us at:  
**Hamilton Telecommunications**  
P.O. Box 285  
Aurora, NE 68818  
[relay@hamilton.net](mailto:relay@hamilton.net)

**HAMILTON**  
TELECOMMUNICATIONS

Hamilton Relay Service. Connecting with care to make your everyday calls...every day.