

What's New at ITAC

Some Costs Do Go Down!

Line charge drops two cents

The Illinois Commerce Commission approved ITAC's annual filing to reduce the monthly line charge on landline telephones from eight cents to six cents per month. This charge funds ALL ITAC programs. Now that's a bargain!

Insure Equipment You Send Back for Repair

If you have to send your Amplified Phone, TTY, or CapTel back to the Vendor for a repair, **you must insure it!** If possible, ship it UPS. UPS is the most reliable and it will automatically be insured for \$150. TTYs and CapTels should be insured for \$350. The Post Office often loses packages and we can only give you a phone every four years. So, please, insure it. Better safe than sorry!

ITAC Trainers Blossom at "Come Grow With Us" Workshop

Everyone dug in their heels and got down to the business at hand during ITAC's annual Training the Trainers Workshop, held in June at the Fairfield Inn in Springfield.

With a theme of "711 Guy Gets Down to Earth", ITAC schooled trainers from its 38 Selection Centers throughout Illinois in ways to provide the most knowledgeable and satisfying customer experience in their centers.

Attendance from each of the centers is required and ITAC strives to make it a "must-see" event that the trainers look forward to attending, and this year was no exception. The 80 trainers attend a series of 10 "classes" focusing on their role as key to the customer experience, from equipment features and tips for testing, to new technologies, to getting the word out in their communities, all designed to assist the customer in choosing and using the right piece of equipment.

This is a concentrated effort each year by ITAC staff to bring trainers together for the exchange of ideas and to give them the support and tools necessary to serve you, the customer.



Trainers work to identify PR opportunities.

NEWS FOR TTY USERS

Don't Hang Up on Illinois Relay!

In October, ITAC kicked off its "Don't Hang Up" campaign, mailing the first of four educational postcards to over 58,000 businesses in Illinois.

Many businesses employees are not aware of Illinois Relay, or how it works.

ITAC's goal is to change that.

When TTY or other relay users call a business with a question or for services, the employees should know how to respond positively to the Relay Operator.

The first postcard, pictured above, explains that Illinois Relay is a free service that lets a person who uses a TTY talk with people who use a standard telephone with the assistance of a Relay Operator ... the telephone link between Deaf and Hearing people.

There will be four separate mailings of postcards, with a progression of messages emphasizing turning relay calls into profitable sales. The last mailing will include a window decal indicating the merchant is a "Relay Friendly Business." Each mailing will be 58,000 pieces with the campaign running from October through January.

The businesses targeted include Medical Doctors, Dentists, Chiropractors, Optometrists, Drug Stores, Veterinary Services, Kennels, Groomers, Plumbing, Heating & Air Conditioning, Cable Services, New and Used Car Dealers, Home Improvement Centers, Beauticians and Spa services, Florists, Car Rental, Auto Repair Shops and Chambers of Commerce.

If you want to deliver this message personally to a merchant or merchants in your area, call ITAC and we will mail you the cards.



TTYs Still Serve a Purpose, and they're still FREE

That old TTY hooked into a standard telephone line is still the most reliable way to reach 911 or any local emergency service for help. And, during times of storms or tornados, it may be the only way!

Many people tell us that they no longer want their old TTY, and have no use for a new TTY! The fact is, TTYs still do serve a purpose, even for the technically savvy Internet and text messaging users, and the **GREAT news is that ITAC still provides FREE TTYs.**

There are issues of safety to consider that may make some of those new internet based services not the bargain their sellers would have you believe. This attitude about "antiquated" equipment is not limited to TTYs, as people who use a standard telephone hear the same warnings about getting rid of their standard old landline telephones and opting for strictly cellular in their home. **In an emergency, the old-fashioned landline telecommunications system, whether it be via TTY or standard telephone, may be the only reliable way to reach someone.**

Think twice before getting rid of your landline and TTY. It's pretty cheap insurance for your family's safety in an emergency.

Call ITAC if you are interested in receiving the New Free Ultratec 4425 TTY, and, keeping your old TTY for free!



CAPTEL USERS

Good News, Bad News, Good News

Are You Seeing Lines On Your CapTel Display Screen? The good news is, it is not your eyes or your imagination! The bad news is, a number of CapTel users have experienced screen failures causing lines on the screen and making reading the captions difficult or impossible. The manufacturer has developed and provided

us with a new screen to solve this problem.

So, more good news, if you begin to see lines on your CapTel display, call the ITAC office. We will arrange to have your CapTel picked up and a CapTel with a new screen delivered to your door.

Sign up for CapTel's Newsletter *it's a good read!*

As technology continues to improve, CapTel's newsletter provides you current and useful facts about your phone. Recent editions explained the reasons for the messages that you see in parenthesis or brackets on your display screen, what type of phone line to use with your CapTel, and

tips for helping the captions "catch up" to the speaker, just to name a few.

So, if you are not already receiving the Newsletter, give CapTel a call at 888-269-7477 or sign up online at www.captionedtelephone.com.

Put that Extra Money in Your Piggybank

Register your long distance carrier

To reduce unnecessary long distance charges on your phone bill, remember to register your long distance carrier with CapTel! **Why?** If you do not register, and make a long distance call on your captioned phone, the captioning service won't know what long distance carrier you use and will automatically bill you through Illinois Relay's long distance carrier, which may be at a much higher rate than your chosen calling plan. Remember also to tell the people who call you long distance to register their long distance carrier with CapTel. It will save you both money!

Call CapTel Customer Service at 1.888.269.7477, OR register online at: www.captionedtelephone.com. Registering could save you and your callers MONEY, so do it now!

News for Amplified Phone Users

Tips from the ITAC Tech

Use your Surge Protector! ITAC's service technician, Eric Pennell, emphasizes, "Most repairs are caused by power surges through the phone line. Using the surge protector will protect the phone from damage due to power and phone line surges, and, save you possible repair costs."

ITAC amplified phones are shipped with a surge protector. If you have not already done so, take a few minutes and add your surge protector to the amplified phone line. It's easy and **it could save you time**, shipping and if your phone is out of warranty, **money for repairs.**

CUSTOMER SERVICE NUMBERS

Amplified Phone Questions or Repairs:	Call Teltext	1.888.515.8120
CapTel Questions:	Call CapTel	1.888.269.7477
CapTel Repairs:	Call ITAC	1.800.841.6167
TTY Questions or Repairs:	Call Ultratec	1.800.482.2424
Questions about ITAC programs:	Call ITAC	1.800.841.6167
Questions about Illinois Relay:	Call Sprint	1.800.676.3777
	Emma Danielson	877.698.5520 TTY or 217.698.4031 Voice

