



Two New TEDP Staff Serve South Dakotans

Two new EDP specialists have joined the TEDP team — Reid Holiday in September and Andy Hallock in November. Reid is responsible for the distribution of telecommunications equipment in the Sioux Falls and southeastern

areas. Andy's area of distribution is the Rapid City and West River areas. One other EDP specialist already on the team is Jackie Bosma of CSD of Aberdeen, and she covers the Aberdeen area and northeastern part of South Dakota as well as the Mobridge area. At the state office in Pierre, Julie Paluch handles primarily the central part of the state.

Reid Holiday is a lifelong native of South Dakota, having been born in Watertown and growing up in the little town of Naples. He has lived in different states (Missouri, Kansas, Georgia and Minnesota), and has served in the armed forces as military policeman. He has returned to his roots here being drawn by the great outdoors of South Dakota. He is the father of one son, Josh, and is soon getting married to a wonderful woman, Sally.

Andy Hallock hails from the state of Michigan and has lived in Wisconsin and California before settling down in the West River area of South Dakota. He is married and has two children, ages two and five. His parents still live in Michigan and his two siblings live in Iowa and Ohio.

Both Reid and Andy, since starting their new positions, have



Andy Hallock is the new EDP specialist distributing telecommunications equipment in Rapid City and the West River areas of South Dakota.

already found a real sense of achievement in a short time helping people with a hearing loss be able to reconnect with family and friends with specialized phones. Welcome aboard, Reid and Andy!



Reid Holiday is the new EDP specialist distributing telecommunications equipment in Sioux Falls and southeast South Dakota.



Clarke's Column

by Clarke Christianson

During Oct. 13–21, yours truly had the opportunity to attend two national conferences — the Telecommunications Equipment Distribution Association (TEDPA) and the National Association of State Relay Administrators (NASRA) in Durham, N.C. My counterparts — Juli Robinson, CSD Contact Centers vice president and Mark Seeger, CSD Business Development senior director — attended TEDP and Nancy Soyering, vice president of CSD Relay Centers, attended NASRA. Janet Ball, the state administrator of Deaf Services in Pierre, also attended NASRA.

Over two days at the TEDPA conference, there

was a series of presentations on different new telecommunications equipment by vendors; and forums such as how the states can do better job of matching disability to equipment, controlling return rate of equipment, maintaining reports and quality assurance in equipment distribution and such. Seeger had the opportunity to give a presentation about Project Endeavor (see the front page of this newsletter).

The NASRA conference also included two days of speakers giving presentations pertaining to telecommunications relay services and forums such as updates from National Exchange Carrier Association the and Federal Communications Commission. One of the issues being discussed at length was about the ramifications of fraud on all forms of telecommunications relay services. I was invited to be on the panel to discuss utilization of social media networks to promote our relay services and equipment distribution programs.

Overall, it was great to be able to network with colleagues from different states, talk shop and compare notes at those conferences!

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TIPS & HINTS

Branding

When calling through Relay, do you ever seem to have problems getting connected to the relay agent using your preferred mode of communication (VCO, HCO, STS, etc.)? This may be happening because our computer system doesn't associate your phone number with your preference.

For example, if a VCO user's number is not branded, the call will come in as TTY (not VCO). This can be very frustrating if the customer isn't aware of it because the VCO user sees the greeting that was sent by the agent's computer and begins voicing the number to dial, assuming the agent can hear them. However, the agent does not hear them speaking; they are waiting for someone to begin typing. If no typing is detected by our system within 10 seconds, the agent's computer does an automatic search for other call types until they are finally connected. This entire procedure can take

several minutes before the relay agent realizes that the customer is a VCO user.

There is a feature that allows the relay agent or Customer Service to permanently brand a customer's telephone number when calling into relay. Once a telephone number or line is branded, any call placed from that specific phone number to a TRS center will automatically connect to the relay agent as the branded answer type.

When you call in to have your phone number branded, you must be calling from the number you wish to brand. We are unable to brand cell phones, public numbers, or restricted numbers.

To keep control with the caller, the relay agent is unable to suggest you brand your number unless you indicate that you would like to have it done. So please feel free to ask any relay agent or Customer Service about this feature if you're experiencing difficulties connecting to the agent when using TRS.



102 N. Krohn Place
Sioux Falls, SD 57103

Your feedback is important to us!

Did you just have a successful relay call and the CA did a fabulous job?

Did you have some challenges during a relay call and you feel that the CA might benefit from your feedback?

Your feedback, comments, and suggestions are extremely valuable to us, as they help ensure the quality of the relay services we offer to you. Not only that, positive feedback means the whole world to a CA and brightens up their day! Even your feedback to help a CA improve for the next relay calls will be greatly appreciated. By providing specific infor-



mation using the example below, you will help us provide continuous training and specific feedback to our CAs.

Date of Relay Call: December 15, 2010

Time of Relay Call: 9:15 a.m. (Central time)

CA ID Number: CA 1234(F)

Comments: (be specific). This CA did a wonderful job relaying my call. She typed with no spelling errors, and typed efficiently and smoothly with a great positive attitude. My hearing friend felt like she was talking directly to me. Keep up the great work!

Please send your comments to:

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