

Georgia Relay allows people who have hearing and/or speech disabilities to communicate with anyone who uses a telephone. The Georgia Public Service Commission is responsible for the establishment, implementation, administration and promotion of this free public service.

Georgia Relay features

Georgia Relay offers a range of calling options to meet the needs of its users:

- A. Traditional Relay:** Designed for people who are deaf, hard of hearing or speech disabled and prefer to type and read their phone conversations.
- B. VCO (Voice Carry-Over):** An option for people who can speak clearly, yet have hearing loss significant enough to keep them from understanding what is being said over a standard telephone.
- C. HCO (Hearing Carry-Over):** For people with significant speech disabilities who can hear what is being said over the phone.
- D. Speech-To-Speech Service (STS):** Created for people with mild-to-moderate speech disabilities who can hear what is being said over the phone.
- E. Businesses, Families and Friends:** To reach a Georgia Relay user, just dial 7-1-1 or 1-800-255-0135 (Voice) on your standard phone. (See "Making a Georgia Relay Call")

Receiving a Georgia Relay call

You may answer the phone sometime at work and hear, a Georgia Relay CA (Communications Assistant) on the line. When this happens, just follow the steps below:

1. If you want the call to begin with no explanation of Relay, say "Go Ahead." If you want an explanation of Relay before the call begins, say "What is a Relay Call?" The CA will respond with something like, "The caller is using our service to contact you. I'll be voicing what they type and I will be typing what you say and anything else I hear."
2. The call will proceed with the CA voicing everything the text user types and typing everything you say back to the text user. Remember to speak slowly and directly to the other person, not to the CA.
3. When you are finished speaking, say "Go Ahead." The CA will then voice the typed words of the text telephone user back to you.
4. To ensure smooth call handling, see the "Tips" section of this guide.

Making a Georgia Relay call

1. Dial 7-1-1 or 1-800-255-0135 (Voice) to reach Georgia Relay.
2. Give the CA the telephone number of the customer you want to call.
3. Once the CA has connected you to the person you are calling, begin speaking as you would during a regular telephone conversation. The CA will type everything you say to the text telephone user. (Remember to speak slowly and clearly to the person you are calling, not to the CA.)
4. When you are finished speaking, say "Go Ahead." The CA will then voice the typed words of the text telephone user back to you.
5. To ensure smooth call handling, see the "Tips" section of this guide.

Confidential and secure

Georgia Relay CAs are required by law to maintain absolute confidentiality about all conversations. CAs do not participate in the conversations; instead, they relay the words between both parties as if they are not present. The CAs also will type background noises and voice intonations to the text telephone user, making the call as natural and realistic as possible.

Tips

- ✓ **Dial 7-1-1.**
To make a Georgia Relay call, just dial 7-1-1 from anywhere in Georgia.
- ✓ **When Georgia Relay calls, don't hang up.**
The person calling you is a deaf, hard-of-hearing or speech-disabled customer and is using Georgia Relay to contact your business.
- ✓ **Say "Go Ahead" after each thought.**
Remember that the CA must type everything you say, so try to speak slowly and clearly. It is not necessary to speak loud. When the CA says "Go Ahead" to you, it's your turn to respond.
- ✓ **Speak directly to your customer, not to the CA.**
The CA is not a part of the conversation and will not acknowledge you if you try to speak to him or her. Talk in first person and pretend the CA is not there.
- ✓ **The CA will type everything that is heard.**
To ensure equal access, CAs will type everything they hear, including background noises and voice intonations. Your words will be typed exactly as you say them.
- ✓ **Be patient.**
Georgia Relay calls take a few minutes longer than regular calls, so please be patient.
- ✓ **It's easy to return a Georgia Relay call.**
If you need to return a call from a Georgia Relay user, just dial 7-1-1 or 1-800-255-0135 (Voice) and give the CA the phone number you wish to call. If you need help, ask the CA for assistance.

Learn more

To learn more about making or receiving Georgia Relay calls, contact the Georgia Public Service Commission at 1-866-787-6710 (Voice) or visit www.GeorgiaRelay.org. If you have a specific question or concern regarding Georgia Relay service, call Hamilton Relay Customer Service at 1-866-694-5824 (Voice/TTY).



The Georgia Public Service Commission is responsible for the establishment, implementation, administration and promotion of Georgia Relay. Georgia Relay is funded by a monthly surcharge on the state's residential and business access lines.