

Georgia Relay, a free public service, enables people who are deaf, hard of hearing or speech disabled to communicate with anyone who uses a standard telephone. To ensure your Relay calls proceed smoothly, see the tips below.

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 (Communications Assistant) 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 and give the CA the phone number you wish to call. If you need help, ask the CA for assistance.

