Appendix A
Provider Features

Georgia Relay
Dial 7-1-1

Standard Features

Georgia Relay provides the following features and services, which are listed in alphabetical order to ease the use in locating specific items.

Answering Machine Retrieval (Single-Line)

Georgia Relay provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistant by putting the handset near the speaker of the answering machine. The technology used by Georgia Relay records any messages, enabling the Communication Assistant to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Whenever Georgia Relay has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Georgia Relay does so without billing the customer for any subsequent long distance relay calls.

ASCII Split Screen

The relay platform used by Georgia Relay is compatible with ASCII software that makes use of "split screens." Georgia Relay provides a "split screen" for users calling the relay using ASCII. Georgia Relay makes use of split screens for **all** relay calls - the CA's typing is displayed in one window and the relay user's typing is displayed in another window on the monitor of the CA workstation.

Automated Call Routing

During peak traffic periods, the switching equipment used by Georgia Relay automatically routes calls to a workstation located in another relay center to ensure the required levels of service are always met. If one switching system is down for any reason, calls overflow to another switching system.

Automated Number Identification (ANI)

ANI is the telephone number of the originating party. Georgia Relay utilizes ANI technology on all of its incoming relay circuits. The switching equipment used by Georgia Relay recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

Automatic Connection Mode

The Automatic Connection Mode feature used by Georgia Relay provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used Georgia Relay's Services at least one time before. The "self-learning" database is updated the first time callers reach Georgia Relay's center with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed the next time it is connected to that particular telephone number.

Average Speed of Answer

Georgia Relay begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as Georgia Relay's equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, Georgia Relay starts its call detail record process to capture answer time data. Georgia Relay **answers** eighty-five (85%) of all calls within 10 seconds and (97%) of all calls within 30 seconds, on a daily basis, all measurements include abandoned calls. This results in the caller's call immediately being placed, not put in a queue or on hold on a daily basis for the State of Georgia.

Background Noises

Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually kept informed of what is going on throughout the call. Georgia Relay puts this type of information in parentheses.

Georgia Relay also provides tone of voice information on every relay call.

Carrier of Choice

Georgia Relay has developed a customer profile program based on the relay users' ANI that provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers.

Cellular/Wireless/PCS Phone Access

This feature allows relay users to access the relay via cellular phones. Georgia Relay's call processing for relay cellular calls ensures that relay users will not experience billing problems. Georgia Relay automatically treats all wireless telephone calls that do not allow direct billing to the ANI as a local call. This prevents the wireless telephone user from having to make alternate billing arrangements.

CA Gender ID

With this feature Georgia Relay macros automatically identify the CA's gender with the TTY greeting.

CA Gender Preferences

Georgia Relay Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.

CA in-call Replacement

Georgia Relay, as a matter of practice, does not change Communication Assistants during a call. ***This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or 15 minutes for STS calls.*** Even at the end of shifts, over lunch hours, and other breaks, Georgia Relay's CAs stay with a call until it is completed. Georgia Relay only substitutes a CA if obscenity is directed to the CA, a perceived conflict of interest exists, or

another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

CA Typing Speed

All of Georgia Relay Communication Assistants must type at least 60 words per minute. Georgia Relay subtracts all errors to calculate typing speed. This ensures not only fast typists, but also ACCURATE typists. The average typing speed of Georgia Relay's Communication Assistants is 64 wpm with 92% accuracy.

Courtesy Messages

Georgia Relay supplies a courtesy message after three rings, to inform callers that they have reached the Relay. Georgia Relay's courtesy message is transmitted in TTY and voice. Georgia Relay's courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA".

Customer Profile Database

The customer profile allows Georgia Relay users to indicate calling preferences. Relay users can add specific information about their call handling preferences to their profile. When a relay user calls the relay, the customer's profile automatically appears on the Communication Assistant's screen. This allows the CA to process the call according to the customer's preferences. To use the customer profile feature, a relay user can contact Georgia Relay via voice, TTY, STS, IP Relay, Video Relay or any other communication mode offered.

Remote Profile Feature

The Remote Profile feature allows relay users to access their profile from any phone or web-based computer, in any location. Remote Profile provides customers with the flexibility to access their profile from any telephone and through any type of relay service, whether traditional relay or Internet Relay. With Remote Profile, relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, which permits the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Remote Profile, each person can establish his/her own profile! For relay users who travel, they are always able to access their profile from anywhere.

Confidentiality of Customer Profiles

Customer profiles are based on ANI (or a pre-established ten digit number). This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of the relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Permanent changes to the profile must be made through Customer Service, on-line, via e-mail etc. Once a profile is complete, it takes approximately 72 hours for the profile to be activated. Once activated, the

customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

Preference Options
Customer profile information that a relay user can customize and what is presented to the CA each time the relay user calls the relay is listed below:

- Connection Mode – TTY, Voice, VCO, HCO, ASCII, Spanish, Speech to Speech.
- Carrier of choice for in-state and out-of-state calls.
- Preferred billing options.
- Speed Dialing (can store up to 10 numbers with Speed Dialing).
- Call restrictions (Relay users may restrict certain types of calls such as 900, long distance or international numbers from being placed through the relay. Relay users may also block individual telephone numbers. This feature is similar to the CLASS feature offered by local telephone companies. Relay users can put on their customer profile up to 10 telephone numbers they do not want anyone to call from their telephone line. Even if a CA attempts to call one of the numbers blocked by the relay user via his/her customer profile, the workstation will automatically block that particular telephone number from being dialed out.
- Terminating call information (i.e. no explanation or no identification of relay, customized greetings, etc.)
- **Emergency numbers.** (Relay users can add local 10 digit emergency numbers to their Speed Dialing list. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP). Georgia Relay encourages relay users to call 911 direct.
- Customer notes section (Georgia Relay includes such things as "slow typing", specific gender of CA and other profile features in its notes section).
- Georgia Relay allows relay users to control all parts of their relay calls. If a caller does not want the CA to identify relay and/or explain relay on all relay calls, the relay user can so state in a profile and Georgia Relay Communication Assistants will not identify relay and/or explain relay on any relay calls. A relay user can also give these instructions at any time during a relay call.
- Georgia Relay allows relay users to totally customize their own greeting. **With Georgia Relay's greeting option, relay users can take action to ensure that they will never be hung up on again through the relay.** Georgia Relay will announce a caller by name, announce if the caller is hearing or speech disabled if so desired, etc. With Georgia Relay, users can completely personalize their relay service to meet their own needs.
- Relay users can request a translator (a specially trained Communication Assistant who will translate ASL to English and English to simpler English) on every relay call through the customer profile. Relay users may also request translation whenever needed on a per call basis.
- Georgia Relay CAs can see the called party's profile before dialing and can switch between the calling and called parties' profiles as needed.
- Relay users can access their profile from any phone, in any location, by giving their telephone number and pin number to the CA.

- **Speech Disabled Indicator.** HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation.

Input of Database Information and Changing Preferences
Georgia Relay's provider will transfer all customer profile database information to a new TRS provider at the termination of the contract. Georgia Relay's provider will transfer this data in a usable format within 60 days prior to its last day of service.

Customer Service

Georgia Relay has a separate toll-free number for Customer Service. Georgia Relay's Customer Service is available 24 hours a day to ensure customers have constant access to customer support. Georgia Relay's customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner. Georgia Relay's Customer Service department instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to State Organizations, and schedules one-on-one outreach visits for training purposes or larger outreach activities.

Deaf/Blind Pacing

Georgia Relay is familiar with the needs of deaf/blind relay users and provides the following features upon request:

- Georgia Relay CAs will type slower for relay users who request a slower text display speed rate.
- If the user is having difficulty understanding the voice user's language, the relay user may request a translator. The relay user's comments will be translated into English, and the voice user's comments will be translated into simple English.
- Georgia Relay Customer Service is available 24-hours a day to assist relay users with questions, complaints, or problems and to offer free relay information.
- The Georgia Relay website contains several links in which people with combined hearing and vision loss can find helpful information on DeafBlindness and purchasing a TeleBraille.

Dialed Number Verification

Georgia Relay verifies the number to be dialed by voicing it back to the voice user or typing it back to the TTY user (Georgia Relay uses a hotkey to do this so there is no CA intervention). In the same hotkey, Georgia Relay notifies the relay user if they are dialing a local number or toll number. The relay user will see "Dialing Toll (ATT) XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is correct.

Georgia Relay Communication Assistants verify all pertinent information, including the number to be dialed, names, proper names, account numbers, dollar amounts, etc.

Directory Assistance

This feature gives all relay users access to directory assistance services via the relay. Georgia Relay processes directory assistance requests in the same manner as any other relay requests. Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies herself/himself and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice will bill for directory assistance calls at their tariffed rate. With presubscription, the customer's carrier performs all billing.

Emergency Assistance

Georgia Relay provides emergency assistance to all relay users. The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Georgia Relay accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through the PSAP database maintained by Georgia Relay's provider. Please see Tab 3, Section 4 for detailed information about the emergency assistance Georgia Relay provides.

Enhanced Modems

The modems used by Georgia Relay can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. These modems support high-speed ASCII connections and have faster ASCII detection capability (3 seconds).

Error Corrections/Abbreviation Expansion

Georgia Relay provides error correction which produces the following benefits – increased typing speed and reduced conversation time. The Spell Checking software used by Georgia Relay checks CA typing/spelling before it is sent to the TTY users. The software automatically corrects any typographical errors of commonly misspelled words. Proper nouns are not affected. Georgia Relay can update the database with new words as needed. Georgia Relay users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Georgia Relay continues to bring quality service to its relay customers. The workstation software also automatically expands common abbreviations. This feature allows CAs to use common abbreviations and the word is automatically expanded in the text transmitted. This speeds up the transmission of the call.

Relay users can specifically request to use or not use Spell Check or to expand or not expand abbreviations via Georgia Relay's customer profile. With Georgia Relay, users can customize exactly how they want their relay calls processed.

Hearing Carryover (HCO)

This feature allows relay users to place calls to or receive calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient

without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Georgia Relay allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Georgia Relay.

A voice person receiving a call from an HCO user will experience the following:

"This is Georgia Relay CA # _____. with a call from someone who may be speech disabled and uses Hearing Carry Over. Have you received a relay call before?

If the party answers "Yes,"
The CA will VOICE: "Have you received a Hearing Carry Over call before?"

If the party answers, "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"
The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

HCO-HCO

This service allows two HCO users to contact each other through the relay. Georgia Relay provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and Georgia Relay is pleased to offer it to relay users.

HCO Permanent Branding

Georgia Relay provides this service through its Customer Profile. Profiled customers who always want to connect HCO are automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by "GTRS Relay CA # ____. Number to call please".

HCO-TTY and TTY-HCO

This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

HCO with Privacy

Georgia Relay provides HCO with Privacy upon request which gives privacy for the standard telephone user talking with an HCO user. The CA is not able to hear the hearing person's conversation that goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

Inbound International

Georgia Relay provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Georgia Relay then places the outbound call to a destination in the United States free of charge and relays the conversation for them. Inbound International calls are billed to the Interstate TRS Fund.

Intercept Messages

Georgia Relay's provider provides a system with overflow capability to its other centers. This should eliminate the need for intercept messages. However, if the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages are not included in the billable minutes.

Internet Protocol (IP) Relay Service

The provider of Georgia Relay offers Internet Protocol Relay to end-users. The FCC has allowed the recovery of the costs of Internet Protocol Relay from the Interstate TRS Fund. Hamilton Internet Relay meets all FCC internet relay standards. A description of Hamilton's Internet Relay offering follows:

Hamilton provides Internet Protocol (IP) relay services from all of its TRS centers.

Hamilton Relay Internet is a 24-hour service that allows computers and other web-based devices to connect to Hamilton Relay via the Internet to call any standard telephone user, VCO user or HCO user. The relay user with a computer or other similar device and access to the Internet goes to Hamilton's relay website at www.hamiltonrelay.com to place a relay call. An Internet connection server is available on the worldwide web to handle Internet relay connection requests. When an Internet connection request is received, it places an entry in the main relay switch queue and is assigned to the first available workstation. The workstation makes an Internet connection to the requesting user and the call is processed just like all other inbound test relay calls. Since there is no way to determine where the Internet call originated from, all Internet relay calls are placed free of charge to the originating user.

Because Hamilton is providing Internet Relay service off its existing relay platform, Hamilton has access to all its current billing and reporting systems. Hamilton can provide the same statistical information on Internet Relay calls, as it does for all other relay calls.

Confidentiality of Internet Transmission

All calls handled by Hamilton Relay Internet are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. Hamilton keeps NO records, documents or recordings of any relay conversation.

Hamilton's Provision of FCC Waived Services

- Hamilton is able to provide 2-Line VCO and 2-Line HCO through InspireChat. The only difference is that the individual uses his/her computer instead of his/her TTY.
- Speed dialing is available through a customer profile option on InspireChat.
- Hamilton is able to provide three-way calling if the relay user conferences in another party,

i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

Internet Relay Through Instant Messaging

Hamilton Relay is accessible through AOL® Instant Messenger™ (AIM®) service. This service allows deaf, hard of hearing and speech-disabled AIM® users to connect to Hamilton Relay to place relay telephone calls directly from their AIM® Buddy List® feature.

To access Hamilton Relay through AIM®, users simply add Hamilton's designated screen name to their AIM® Buddy List® feature and send an instant message to Hamilton's screen name (ThatsHamilton) with the ten-digit phone number they would like to call. Once connected with a Communication Assistant, the call proceeds as a traditional relay call, except using instant messages instead of typing text into a TTY device. AIM® is not on a secure connection. See further in this Attachment for more information regarding the capabilities of Hamilton Wireless Relay.

Wireless Internet Relay with Mobile Devices

Hamilton Relay Wireless is a service that enables Deaf and Hard of Hearing relay users to place Internet Relay calls using pagers, PDAs, cell phones and other mobile devices. Instead of typing phone conversations on a Text Telephone (TTY), relay users can use <u>any</u> mobile device that has a wireless web browser (also called a Wireless Access Protocol (WAP) browser or any mobile device or computer that runs AOL® Instant Messenger™ (AIM®) to make a relay call through Hamilton. Relay users can use this service to call any one any where in the United States, 24 hours a day, 7 days a week. A Hamilton Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

Internet Relay Call Back

Hamilton provides Internet Relay Call Back through the use of AIM® and also through the use of a wireless web browser.

In order to receive a wireless relay call using a wireless web browser and make use of Internet Relay Call Back, relay users simply instruct voice users to call 888-889-9872 and give the CA his/her pager's email address. The CA then sends an email to the user's pager and waits for the customer to answer his/her mobile device. Once connected, the conversation begins. If the wireless user is not available or on-line, he/she will automatically receive email when he/she signs on.

In order to receive a wireless relay call using AIM® and make use of Internet Relay Call Back, relay users need to call Hamilton Relay Customer Service to authenticate his/her AIM® Screen Name with Hamilton Relay. Voice users will call 888-889-9872 and give the CA the authenticated screen name or pager number. The CA then contacts the AIM® user by sending an email AND an instant message to him/her. To answer the call, the user simply responds to the instant message and the conversation begins! If the AIM® user is not available or on-line, he/she will automatically receive the email and instant message when he/she signs on.

Procedures/Technology Used to Reduce Internet Relay Fraud

Hamilton blocks all international IP addresses as required by the FCC. Hamilton also performs daily monitoring of call patterns that may be indicative of international activity. Based on the results of these call patterns, Hamilton will block those IP addresses from placing calls.

In addition, Hamilton distributes the following information to individuals that call Customer Service for information regarding fraudulent calls being made through relay:

Please continue to do business with customers with who are deaf, hard of hearing or speech disabled.

Relay calls offer your business new opportunities.
Accepting calls from relay users could result in increased business for your company. Let Hamilton Relay assist your company in understanding how the use of relay may greatly benefit your business. Accepting relay calls makes your products and services available to Americans with hearing loss or speech disabilities. Remember, these are customers who call through the relay. Americans with hearing loss or speech disabilities have literally billions of dollars to spend annually: Let them spend it with your business. Don't hang up on them. Stay on the line when you hear: "This is Hamilton Relay Internet with a call…"

What is Relay?
Telecommunications Relay Service, also called TRS or Relay, allows people who have a hearing loss or speech disability to communicate over the telephone with standard telephone users. Individuals with hearing or speech difficulties use the Internet or a Text Telephone (TTY) or other assistive telecommunications device to call a telecommunications relay center. A Communication Assistant answers the call and then places another call to the telephone number the person wishes to reach. The Communication Assistant then translates and relays conversations confidentially by converting voice information to typed communication and reading aloud typed messages to hearing persons.

Fraud Busters
You may have heard that fraudulent calls are being placed to businesses through the use of Internet Relay. Scam artists are using the service to defraud merchants in cities across the country. These overseas scam artists, posing as a deaf or hard of hearing person, try to purchase large orders of merchandise from American companies.

This is a problem across the country and the relay industry continues to work on finding solutions to this issue. Hamilton has put security measures in place in an effort to make sure that our service is only being used by those who need it – deaf, hard of hearing or speech disabled people.

Don't be reluctant to accept relay calls. Following is a list of tips you can use to ensure that the calls you take are legitimate –and to avoid getting scammed.
Hamilton appreciates and shares the concern of the business about the use of the relay to conduct fraudulent activities. The same steps should be taken to avoid this type of fraud as are taken in any circumstance in which the customer is not physically present. Hamilton offers these tips to businesses:

Be suspicious if:

- A caller orders large quantities of products.

- A caller asks to have the merchandise shipped immediately – especially to an International location.
- A caller tries to use multiple credit card numbers. For instance, if the initial credit card number is declined by the bank and the customer offers an alternative number.

Hamilton Relay suggests that businesses take the following steps to protect themselves:

- Always ask the caller for identifying information about the account such as a card verification code.
- Always ask for the caller's full name, address and telephone number.
- Ensure that the caller is authorized to use the card.
- Always ask the caller for the name of the issuing bank and its toll-free customer service number as printed on the back of all credit cards.
- Tell the caller that you will check with the bank and call them back. If the caller objects, explain that these procedures are also for their protection.
- If the caller still objects to providing any of the above information, end the conversation.
- If the caller wishes to pay with a certified check, wait until the funds are in your bank account before shipping the merchandise.

The Federal Trade Commission (FTC) has instructed that person who have been defrauded should contact the FTC directly at www.ftc.gov or 877-FTC-HELP.

To read the FCC's statement online:

1. Go to www.fcc.gov
2. Under "Consumer Center" in the left column, click on "Disability Issues".
3. Scroll down to the document titled "6-18-2004 FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert".

Last Number Redial

Georgia Relay is providing last number redial within the duration of the same inbound call.

LEC Calling Services

- **True Caller ID (SS7)**
  Georgia Relay provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. Georgia Relay provides this information on all call types and on all carriers. Georgia Relay passes, sends and receives calling line identification information, **including blocking information** from all users calling through the relay service.

- **CID Per Line (Global) Block / CID Per Call Block**
  Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. Because Georgia Relay makes use of true SS7 technology, rather than ISDN, all forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention.

  Because Georgia Relay can pass, send and receive calling line identification information, a whole host of other features are available including:

- **Call Screening (Call Rejection) (Call Block)**
  Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- **Call Acceptance**
  Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block all calls except those from his list of special phone numbers. A relay user can add, delete or change numbers on his list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- **Anonymous Call Rejection**
  Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the Communication Assistant will either voice or type to the originating caller.

- **Preferred Call Forwarding**
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

- **Unique Flash**
  Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- **Call Forwarding**
  Call Forwarding can be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location.

Local/Extended Area Service

Georgia Relay's provider has obtained the necessary information (NPA/NXX) from all Georgia LECs to build a database to identify the difference between local, EAS and intrastate calls. This database notifies the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the call is recorded to calculate session minutes only.

Machine Recording Capabilities

Georgia Relay has implemented a recording function that allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of macro that a recording has been reached, followed by another macro stating, "GATHERING INFO PLS HOLD". The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording. This makes the recording function very easy for Communication Assistants to use.

Pagers

Georgia Relay handles relay calls that involve pagers and beepers. There is no difference in Georgia Relay call processing for text initiated calls made through pagers.

Regional 800/888/877

Georgia Relay allows access to restricted 800 numbers and other special prefixes. This is provided through an incumbent LEC. Georgia Relay ensures that all relay users have access to all regional 800 numbers and other special prefixes.

Regionally Directed Toll-Free Numbers

Georgia Relay allows access to regionally directed toll-free numbers. Because Georgia Relay passes true Caller ID information, the caller's ANI reflects a Georgia number which results in the call being routed to the correct state or regional location.

Reverse Two-Line HCO

Georgia Relay's Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Reverse Two-Line VCO

Georgia Relay's Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

Spanish

Georgia Relay provides Intrastate and Interstate Spanish to Spanish service via a dedicated toll-free number. Relay users can select "Spanish" as an option on the Customer Profile. This information is presented to the CAs at the workstation for proper call processing. Georgia Relay processes all the same call types on its Spanish lines as it does on its English voice and TTY lines.

Spanish to English Call Translation

Georgia Relay provides Intrastate Spanish to English, and English to Spanish call handling.

Speech Disabled Indicator

HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller is speech disabled.

Speech to Speech

STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. Georgia Relay gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech to Speech/Spanish

STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as on option on the Customer Profile.

Speech to Speech/VCO

STS/VCO is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls through the relay through a Speech to Speech CA

using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

Georgia Relay also allows STS users to place calls to people, who use a TTY, or other TRS-communication modes such as VCO, HCO, or to another person with a speech disability. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person with the speech disability.
- Two individuals with speech disabilities with the CA repeating both person's words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person with a speech disability without a TTY, with the CA typing the words of the person with the speech disability to the TTY user.
- Hearing Carry Over with the person with a speech disability typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

Speech to Text Applications

- **Captioned Telephone Service (CapTel®)**
  Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc., CapTel® allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone.

  Similar to a traditional telephone, the CapTel® phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The CapTel® phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator "re-voices" everything they hear from a hearing user into the Voice-Recognition technology, which conveys the words into text messages, where it can be read on the CapTel® phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel® users to understand everything that is said - either by hearing it or by reading it. The CapTel® phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet giving them the capacity to check the captions for added clarity. The CapTel® phone is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with captioning support.

Toll Discounts

Georgia Relay's Customer Service Representatives discuss carrier of choice with relay users and direct them to other telephone numbers to access more information from particular carriers. Georgia Relay maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

Transfer Gate Capabilities

If a relay user calls the TTY relay access number and requests another service (such as STS, Spanish, etc.), Georgia Relay has the ability to transfer the call to the appropriate workstation for call processing.

TTY Operator Services (OSD)

Georgia Relay provides to relay users wanting to place a TTY to TTY operator assisted call the 800 numbers to those long distance companies providing operator services for the Deaf. The relay will dial the selected number for the customer and release the call if a TTY to TTY call. Otherwise, relay will process the call as normal. Georgia Relay gives relay users access to all operator services, to the same extent that such access is provided to voice users. Operator services for relay calls are processed by Georgia Relay with the customer's carrier of choice. **The cost to the end user is billed by the customer's carrier.**

TTY to TTY (Call Release)

Georgia Relay processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Georgia Relay gives the calling party the option to communicate independent of the relay function. If the calling party agrees to do so, the CA will drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

Georgia Relay provides a true call release function to satisfy the FCC requirement which removes the workstation from the call.

Turbo Code

Georgia Relay provides Turbo Code, which is a proprietary alternate protocol developed by Ultratec that is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code allows for "interrupt" capability while one party is still typing. The modems used by Georgia Relay auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Georgia Relay automatically connects in "Turbo Code" to the relay user. Georgia relay users are able to automatically connect "Turbo Code" on every relay call type. **With Turbo Code, Georgia Relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt.**

Two-Line HCO

Georgia Relay also provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Two-Line HCO/Speech to Speech

This option works the same as a 2-Line HCO call, but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

Two-Line VCO

Georgia Relay provides **two-line VCO** capability which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation if they have some hearing available, on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Variable Time Stamp Macro

The automated workstations used by Georgia Relay begin measuring time the moment the originating party connects to the relay and continues measuring time until the originating party disconnects. These workstations also measure the length of each individual call the originating party has made while connected to that workstation. Georgia Relay will notify the TTY user when the called party has disconnected and indicate the time of disconnection. Georgia Relay will automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. PERSON HUNG UP AT 16:34 CST GA. This information is available to relay users upon request.

Video Relay Service

The provider of Georgia Relay offers Video Relay to end-users. The FCC has allowed the recovery of the costs of Video Relay from the Interstate TRS Fund. Hamilton Relay VRS provides maximum user flexibility and ease of operation. Hamilton Relay VRS meets all FCC video relay standards. A description of Hamilton's Video Relay offering follows:

In compliance with FCC requirements, Hamilton Relay offers 24/7 VRS operability. VRS users nationwide can access Hamilton Relay VRS 24 hours a day, 7 days a week, 365 days a year including holidays. Hamilton Relay expanded its hours of operation well in advance of the FCC's January 1, 2006 deadline.

The FCC also requires VRS providers to answer 80 percent of all VRS calls within 120 seconds by January 1, 2007. **Hamilton is in compliance with the FCC's requirement as it relates to ASA and reports this information to NECA.** Hamilton measures ASA for VRS using the same method as it does for traditional relay minutes.

Hamilton subcontracts the labor management associated with VRS to Birnbaum Interpreting Services and currently provides VRS from three centers in the locations listed below.

8555 16th Street, Suite 300
Silver Spring, MD

9107 Bluebonnet Centre Blvd.
Baton Rouge, LA

8383 Greenway Blvd., Suite 90
Middleton, WI

Hamilton Relay VRS gives relay users access to sign language interpreters at the relay center via locations (i.e. homes, offices, etc.) equipped with video conference equipment. Instead of using a telephone and/or TTY, a relay user calls the relay with video equipment (i.e. a computer equipped with desktop conferencing software and a camera, videophone, or a television and appropriate video equipment). An interpreter at the relay center answers the call, and begins to communicate in sign language with the caller. The interpreter asks for the number to be called, or receives it as text from the user, and places the call. The interpreter will then begin to relay the call by translating the calling party's sign language into voice for the called party. The relay call is then translated from voice to sign language.

The user reaches the video relay system via the Internet (a web page or IP address) and the equipment at the operator workstation and the video user's equipment automatically set up for the highest speed at which the two units can mutually operate.

All interpreters used by Hamilton to perform Video Relay Services are qualified in their ability to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. All interpreters are proficient in ASL, Signed English, and PSE, both receptive and expressive and oral interpreting. Specifically, Hamilton will only use sign language interpreters to perform Video Relay Services who strictly adhere to a professional "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community. All interpreters will adhere to the RID Code of Ethics and the same pledge of confidentiality all CAs must follow.

Hamilton Relay VRS is available at www.hamiltonrelay.com or at HamiltonVRS.tv from an H.323 device. Relay users who have high speed Internet access and video equipment, are able to enjoy the ease of use, quality and confidentiality of Hamilton Relay AND the award winning qualities of BIS interpreters with Hamilton Relay VRS!

With Hamilton Relay VRS, the relay user is in charge – creating a customized video relay environment and conversation that fit each individual perfectly:

- **Customers can customize** their video calls by giving the CA specific instructions on a per call basis (i.e. no explanation or no identification of relay, customized greetings, etc.). By customizing their own greetings, **relay users can take action to ensure that they will**

never be hung up on again through the relay. With Hamilton Relay VRS, **customers** can completely personalize their relay service to meet their own needs.

- **Customers can customize** their calls using their "Customer Profile". Hamilton Relay VRS allows customers to completely personalize their relay service their way. With the Hamilton Relay VRS Customer Profile, the customers' instructions for the CA and their calling preferences will be followed on every call!

- **Customers choose** the type of equipment to use with Hamilton Relay VRS. Customers can use a PC together with a web cam and NetMeeting or similar software OR they can use The D-Link DVC-1000 i2eye™ VideoPhone, the Sorenson VP-100 VideoPhone, or other similar H.323 compatible devices. Since the DVC-1000 i2Eye™ and the Sorenson VP-100 VideoPhones are stand-alone devices, customers do not need a computer to videoconference over the Internet, but do need a television and high speed Internet access.

- **ASL or English:**
  Customers choose the method to have their conversation relayed. Because of the quality of our Interpreters & Transliterators, individuals can have their conversation interpreted in ASL, English or somewhere in between. If the customer chooses English, the Interpreter/Transliterator will transliterate their call using **"sign supported speech"** (signing conceptually accurate in English word order and English on the lips). This allows the individual to lip-read or speech-read their conversation while simultaneously reading the signs. This is a great feature, allowing CUSTOMERS to choose the best communication style to meet their needs! If customers choose **ASL** their call will be interpreted.

- Voice users can call **relay users** with Hamilton Relay VRS. The voice user will call the relay center at 866-498-4777 and will give the Interpreter the relay user's IP address or User Name. If the voice user gives the interpreter the relay user's User Name as a way to call them, the relay user must be logged-on to the internet and the Hamilton Relay VRS web site to receive a call from a voice user.

- **VCO & Hamilton Relay VRS**
  Customers can make VCO calls through Hamilton Relay VRS.
  To make a VCO call through Hamilton Relay VRS, the relay user selects the VCO option and uses a headset (or microphone connected to his computer) to give the Interpreter the number to call. During a VCO Hamilton Relay VRS call, the relay user speaks directly to the person he is calling. When that person responds, the relay user (if they have some degree of hearing) will be able to hear the caller's voice, while simultaneously reading the Hamilton Relay VRS Interpreter on his screen. **The Hamilton Relay VRS Interpreter completes the call <u>without calling the relay user's telephone line and making a 2-Line VCO call</u>.** If the quality of the connection is poor with the headset or microphone, the Hamilton Relay VRS Interpreter will offer the 2-Line VCO method, in which the Interpreter will dial the relay user's voice telephone number.

- **Video Mail and Missed Calls**
  Similar to telephone voice mail, Video Mail allows a caller to leave a video message when the person they are calling is not available. The recipient of Video Mail then receives an e-

mail containing the video message as a QuickTime attachment. In the same fashion, if a caller chooses not to leave Video Mail, a Missed Calls notification e-mail is sent providing the number of the person that attempted to call.

Transmission Bandwidth
Hamilton's Video Relay System is H.323 compliant. Hamilton's video quality and clarity is more than sufficient to make signing understandable. Bandwidth transmission is available well beyond 384 KBPS for any Video Relay user. Hamilton's system automatically connects at the highest speed allowable by the video relay user's equipment.

Confidentiality of Calls
All calls handled by Hamilton Relay VRS are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. There are NO records, documents or recordings of any relay conversation.

Hamilton's Provision of FCC Waived Services

- Hamilton has made voice-initiated VCO and HCO services available through its video relay. As long as the VRS user has a headset or microphone and speaker, an end to end voice path is automatically created from the video user to the voice user. No additional action is required on the part of the VRS interpreter. Unlike traditional VCO and HCO, there is no need to wait for a GA. The video user can voice or listen as much or as little as they like, and the interpreter will do the rest. If the quality of the connection is poor with the headset or microphone, the VRS Interpreter offers the 2-Line VCO or HCO method, in which the Interpreter dials the relay user's voice telephone number.
- Speed dialing is available through a customer profile option on Hamilton's video relay service.
- Hamilton is able to provide three-way calling if the relay user conferences in another party, i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

Voice Call Progression
Georgia Relay provides this service in which voice or HCO relay users or Speech to Speech users hear everything on the line as the relay call is being set up by the Communication Assistant.

Voice Carryover (VCO)
Voice Carryover (VCO) provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Georgia Relay allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Georgia Relay connects the call. Voice users do not hear tones during a VCO call.

Georgia Relay allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Georgia Relay.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"This is Georgia Relay CA # _____. with a call from someone who may be deaf or hard of hearing and uses Voice Carry Over. Have you received a relay call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M).

If the voice party answers "Yes,"
The CA will VOICE: "Have you received a Voice Carry Over call before?"

If the party answers "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Greeting Identifier

Georgia Relay CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA).

VCO-HCO and HCO-VCO

Georgia Relay provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding

Georgia Relay provides this service through its customer profile. Profiled customers or customers who dial the dedicated VCO toll free number directly will be automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "GTRS CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO

Georgia Relay provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, Georgia Relay provides VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO-VCO

This service allows two VCO users to contact each other through the relay. Georgia Relay provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation.

VCO with Privacy

Georgia Relay will provide VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay, and will only type voiced responses back to the VCO user.

Voice Gender ID

Georgia Relay CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female, or (Child) Child. If the CA is absolutely not sure, the CA will type (?).

Georgia Relay CAs also indicate to the TTY user when another voice person has become involved in the call. Georgia Relay identifies the gender of the new party involved in the call immediately.

Voice to Voice Call Release

Georgia Relay provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This happening is usually inadvertent. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take other incoming calls.

Using the above procedure, Georgia Relay provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

1010 Numbers

Georgia Relay offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay.

7-1-1

All services available from Georgia Relay are accessible through 711 including Speech to Speech. Georgia Relay meets all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

900/800 Pay Per Call

Georgia Relay allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly.

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. **On all 900 or 976 numbers, Georgia Relay CAs type the dollar amount per minute associated with the call to the TTY user and ask them if they want to continue the call before charges begin.** The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate. Through the use of the Customer Profile, relay users may restrict pay-per-call services from being placed from their telephone line.

ADDITIONAL FEATURES

1. Georgia Relay CAs always follow the relay users' instructions. This includes instructions in the profile, specific instructions given on any individual relay call, etc. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.

2. Georgia Relay has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP – Third Party
Calling Card/Credit Card	PP – Collect
Prepaid Calling Cards	PP – Calling Card/Credit Card

3. Georgia Relay users wanting to dial 711 can still make use of their customer profile.

4. If the called party is disconnected by the CA or technical error, the CA will redial the called party at no charge to the customer.

5. If a relay user requests the CA to give the correct relay number during the conversation, Georgia Relay CAs will give the number as requested.

6. Georgia Relay CAs give relay users who want another state's relay number the correct information.

7. If so desired by the relay user, Georgia Relay has the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.

8. Georgia Relay allows the relay user to control all aspects of the calls. In addition, Georgia Relay puts no restrictions on the number or duration of calls placed. Relay users are also able to request a specific CA gender.

9. Georgia Relay meets all FCC blockage and answer time standards.

10. Georgia Relay is able to accommodate any level of growth.

Following in this Appendix, Georgia Relay has included sample materials including its Customer Profile, Guide to Understanding Your Customer Profile and a tip sheet designed to assist relay users with choosing a long distance carrier to match their calling styles.

Georgia Relay Customer Profile Application

1. Customer Information

Phone Number _____ - _____ - _____ E-mail Address _____

First & Last Name _____

Address _____

City _____ State _____ Zip _____

Check here if you want to be on the Georgia Relay Mailing List.

2. Password + PIN

To make sure you are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and /or numbers. You also need to pick a "PIN" (secret number) to allow the CA to view your Profile when you make Internet Relay calls or when you use Remote Profile. Pick 4 numbers.

Password: _____ **Pin:** (pick 4 numbers)_____

3. Making Relay Calls (check one) Every time I CALL Relay, I use …

If you live with a person who calls relay differently than you, contact Customer Service.

****Section 3 does not apply when making calls using Hamilton Relay Internet.***

Language Type:	English	Spanish

VCO Phone	2 Line VCO	TTY	2 Line HCO	Voice only user:
w/ keyboard	w/ ASCII	ASCII	Speech to Speech	711
w/out keyboard	w/ Turbo Code	HCO		800#

Answering Relay Calls (check one) When I ANSWER a Relay call, I use….

If you live with a person who answers relay differently than you, skip this part.

TTY *(VCO users with a TTY answering machine should mark TTY)*	VCO w/ keyboard w/out keyboard	Voice	Speech to Speech
		HCO	Spanish
		ASCII	

4. Long Distance Company–Check only one

If you leave this section blank, your bill will come from AT&T**

Section 4 does not apply when making calls using Hamilton Relay Internet.

Please choose your long distance telephone company from the list provided.
My long distance company is:

_____

If you do not see your long distance telephone company on the list please provide the company name and the customer service number for the company.

5. For every relay call I make, I want….

Check the service you want with EVERY relay call you make.

Translator – *Translate ASL to English*	**Spell Check Off**
Slow Typing – *CA will type slowly*	**No Abbreviations**

6. Speed Dialing

When using Speed Dialing through Hamilton Relay Internet, leave the "Number you are Calling" box blank.

Name	Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

7. Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

I want CAs to say my first name to the people I call. Name: _____

Example: *"This is Georgia Relay CA 4444 with a call from Bob. Are you familiar with the relay?"*

I want CAs to tell the people I call I am:

Deaf	Hard of Hearing	Speech Disabled	Deaf/Blind

Example: *"This is Georgia Relay CA 4444 with a call from someone who is deaf. Are you familiar with the relay?"*

(NE) Never explain how to use the relay to any person I call.

(NI) Never identify the relay to any person I call. (requires "My Hello")

My Hello (50 Characters including spaces): *CAs will always greet the people you call this way:*

_____

_____

Example: Hi, Bob here How are you?

8. Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Hamilton Relay Internet.

Long Distance	900/976	International	Directory Assistance	Operator Assistance

When completed please return to:
Georgia Relay Customer Service. 2231-T Dawson Rd. Albany, GA. 31707
Fax 229-435-5231 **Customer Service** 866-694-5824 TTY/Voice
Or fill out your Customer Profile on-line at http://www.hamiltonrelay.com/states/ga.htm

Georgia Relay Guide for Understanding Your Customer Profile

Hamilton Relay has developed a Remote Profile feature, which allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

2. Password + PIN (Required)

Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers. A PIN is needed so the CA can view your customer profile when you make Internet relay calls, or when you use Remote Profile. It must be 4 numbers.

3. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

Voice Carry Over (VCO) is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Communication Assistant (CA) types everything that is heard for the VCO user to read.

Hearing Carry Over (HCO) is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Communication Assistant (CA) reads it to the caller. The HCO user then listens to the caller's response.

ASCII (Computer/TTY) is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

Important:
After your Customer Profile has been entered into the Georgia database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

Section 3 does not apply if only making calls using Hamilton Relay Internet.

4. Long Distance Company–Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through AT&T.
Please contact Customer Service if the long distance company you use (or would like to use) is not listed on this form.

Section 4 does not apply if only making calls using Hamilton Relay Internet.

5. For every relay call I make, I want…

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

ASL/English Call Translation – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

Slow Typing – Relay users who are visually impaired or who are new TTY users may find slow typing helpful. The CA will type slowly giving the reader more time to focus on the TTY screen.

Confidential and Proprietary Information of Hamilton Relay, Inc.

No Abbreviations – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.

6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA "Pls call Mom GA". You can have 10 people on your Speed Dial list.

For example:	Mom	414-123-4567
	Doctor	920-333-4455
	Daycare	715-987-4561

When using Speed Dialing through Hamilton Relay Internet, leave the "Number you are Calling" box blank.

7. Greeting Features

The greeting feature(s) you choose will be used on <u>ALL RELAY CALLS.</u>

Use my First Name – If you select this feature, the CA will say your name as the call is introduced. For example: "This is Georgia Relay CA 4444 with a call from Bob. Are you familiar with the relay?" <u>If you live with another relay user, this will only work if each person creates his/her own profile</u>.

Deaf, Hard of Hearing, Speech Disabled, Deaf Blind – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: "This is Georgia Relay CA 4444 with a call from Bob who is deaf. Are you familiar with the relay?"

No Explanation of the Relay (NE) – If you select this feature, the CA will not explain how the relay works to the people you call. For Example: "This is Georgia Relay CA 4444 with a relay call on line. One moment for your conversation to begin".

> GARS uses the following language to explain relay. "The person calling you through the relay is simply typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

Do Not Identify the Relay (NI) – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose "NI", you MUST also choose "MY HELLO" listed below.

My Hello – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked "NI".**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: "This is Georgia Relay CA 4444, with a call from(your greeting) are familiar with the relay? GA".

8. Call Restrictions or "Blocks"

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number. **When using Hamilton Relay Internet, Long Distance calls are FREE!**

When completed please return to:
Georgia Relay Customer Service. 2231-T Dawson Rd. Albany, GA. 31707
Fax 229-435-5231 ● **Customer Service** 866-694-5824 TTY/Voice
Or fill out your Customer Profile on-line at http://www.hamiltonrelay.com/states/ga.htm

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How to make long distance work for you.

Step One - Determine your call patterns.

Do you call long distance often?
If yes, where do you call? In-State? Out-of-State?
What time of day do you make these calls?

Step Two – Shop around.

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

Step Three – Choose the best rate plan that fits your call patterns.

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.

Also tell Customer Service about any calling plans you have with your long distance company.

Step Five – Pay attention to rate changes.

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

****NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**

Listed below are the Long Distance Companies that are currently offered through the relay and their customer service numbers:

Georgia--(36)

AT&T
BCN-Better Comm. Now
Bell South
Broadwing/Level3
Century Tel
Chickamauga
Cincinnati Bell
Close Call
Coastal Long Distance--RESALE
Cogniphone
Comcast
Cox Communications
Excel
Frontier/Citizens
Global Crossing
Hardy Telecommunication
HTC Global Reach
MCI/World Com
McLeod
Netlojix
Opex LD
Pineland Long Distance
Primus Telecom
Qwest
Qwest(0070)
SBC Long Distance
Sprint
TDS Telecom
Time Warner
TNCI
TTI National
US Silent Network
VarTec Five Line
Verizon
WilTel
Z-Tel

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