

Error Corrections/Abbreviation Expansion

To increase typing speed and reduce conversation time, Georgia Relay utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated 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.

Georgia Relay also offers a feature that allows CAs to use common abbreviations which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

Georgia Relay users can specifically request to not use Spell Check or to not expand abbreviations via a customer profile.

Hearing Carryover (HCO)

This feature allows people who have difficulty speaking to place and receive calls. The HCO caller hears the communication directly from their caller 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.

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.

HCO Permanent Branding

Georgia Relay provides this service through its Customer Profile. Customers can choose to be automatically connected to HCO without any CA intervention at the workstation.

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 the customer's 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, which 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 system provides automated overflow to its other centers which in most instances eliminates the need for intercept messages. However, if the traffic cannot be rerouted for any reason such as multiple circuit failures, 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.

Local Exchange Carrier (LEC) Calling Services

Georgia Relay's provider has made its relay service compatible with the network used by telephone companies to provide LEC calling services in a truly functionally equivalent manner. The relay user does not experience any additional costs except to the extent that a relay user is billed for enhanced services by the relay user's LEC (not the TRS provider) or that a three-way call results in two toll calls. Georgia Relay does not charge the relay user for any special calling services.

- True Caller ID (SS7)
Georgia Relay's provide 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.
- Caller ID (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's provider 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/her phone to block all calls from his/her 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/her list of special phone numbers. A relay user can add, delete or change numbers on his/her 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
Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Georgia 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. Georgia Relay users can add, delete or change numbers on their call forwarding list.
- Call Trace
Because all of Georgia Relay's network is based on SS7 connectivity, customers who have purchased Call Trace through their LEC can make use of Call Trace through relay, which works without relay intervention.
- Last Call Return
Because 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, the customer is able to see the telephone number of their last incoming call. To return the call, the customer simply calls relay and gives the CA the number on the Caller ID to call back. If the customer does not have Caller ID, Georgia Relay provides last call return within the duration of the same inbound call.
- Three-Way Calling
If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.
- TRS Conference Calling
In addition to three-way calling, Georgia Relay also supports conference calling. The customer requests a relayed conference call and the text based relay user gives the number to dial and any access codes required to join the conference call.

Local/Extended Area Service

The provider for Georgia Relay 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 data is recorded to calculate session minutes only.

Machine Recording Capabilities

The recording function 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 a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating

(CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, “HLDING FOR DEPT/PERSON” and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, “COLLECTING INFO PLS HLD” and the CA continues to collect the recording.

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 ensuring the message is transmitted accurately by the CA. 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’s call processing for text initiated calls made through pagers.

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 will reflect a Georgia number which will result in the call being routed to the correct state or regional location.

Regionally Restricted Toll-Free Numbers

Georgia Relay's service allows access to restricted 800 numbers and other special prefixes.

Reverse Two-Line HCO

Two-line HCO 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

Two-line VCO 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 to Spanish Relay and Spanish to English Translation

Georgia Relay provides Spanish Relay services.

Georgia Relay provides Interstate Spanish to Spanish, meeting the FCC requirement. Georgia Relay's provider bills all Interstate minutes to the Interstate TRS Fund.

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

The Georgia Spanish 800 number is associated with a separate queue for Spanish 800 calls which are directed to a separate queue so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Georgia Relay has the ability to transfer the call to a Spanish speaking CA. In addition, relay users can select “Spanish” as an option on Georgia Relay’s Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Georgia Relay processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech Difficulty Indicator

HCO users can indicate in the customized greeting section of their profile that they have difficulty speaking. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller has difficulty speaking. 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 has difficulty speaking.

Speech to Speech (STS)

Georgia Relay's STS service allows individuals who have difficulty speaking 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

Georgia Relay’s STS service is also available in Spanish. Relay user’s can select “Spanish” and “STS” as an option on Georgia Relay’s Customer Profile.

Speech to Speech/Voice Carry Over (VCO)

STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. 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 who has difficulty speaking. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person who has difficulty speaking.
- Two individuals who have difficulty speaking with the CA repeating both persons' 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 who has difficulty speaking without a TTY, with the CA typing the words of the person who has difficulty speaking to the TTY user.
- Hearing Carry Over with the person who has difficulty speaking 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.

Three-Way Calling

In compliance with the FCC Order released on June 17, 2003, Georgia Relay provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

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 711 or 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 to TTY (Call Release)

Georgia Relay processes TTY to TTY calls for Relay users, in which the CA remains on the line until both parties have disconnected.

Turbo Code

Georgia Relay provides Turbo Code which is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also 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.

Georgia Relay has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Georgia’s Relay Services at least one time before. Our switch has a “self-learning” database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center.

Two-Line HCO

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

Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation 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.

Voice Carryover (VCO)

Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller 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.

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. Customers who always want to connect VCO are automatically connected to VCO without any CA intervention at the workstation.

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, saving the VCO users from having to type their part of the conversation.

VCO with Privacy

Georgia Relay provides 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’s 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’s 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 usually happens inadvertently. 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.

1010 Numbers

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

Pay-Per-Call Services

The relay platform used by Georgia Relay's provider allows relay users to access intrastate and interstate 800, 900 and pay-per-call services in which the company providing the service bills the end-user directly. Georgia Relay's provider has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.

A relay user calls the TTY relay number and gives the 800 or 900 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 numbers, Georgia Relay CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she want to continue the call before charges begin. This is the point in which callers can disconnect without being charged. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate.

Because no 900 blocking information is automatically passed to Georgia Relay's provider from the LEC, the provider relies on customer profile data as the only resource for this information. However, if a LEC were to contact the provider with this information, that resource would be used to block 900 access.

Customers who do not want 900 calls made from their telephone line through the relay, can complete a customer profile form. The customer profile contains an option that will block 900 calls made through the relay. This prevents anyone from calling a 900 number from that particular telephone line. If someone tries to call a 900 number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.



Georgia Relay Customer Profile Application

1. Customer Information

Phone Number: _____

E-mail Address: _____

First & Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

- Please include me on the Georgia Relay Mailing List.
 Please include me on the Hamilton Relay Mailing List.

2. Multi-User/Remote Profiles- Password + PIN

Choose a Password (secret word) using 4 to 10 letters and /or numbers to ensure you are the only person who can make changes to your profile. Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the CA to view your specific profile.

Password: _____ PIN: _____
Choose 4-10 letters and/or numbers Choose 4 numbers

3a. Making Relay Calls (Please check one)

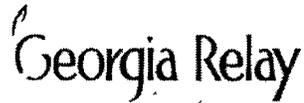
If you live with a person who calls relay differently than you, contact Customer Service.

Every time I CALL Relay, I use ...

Language Type:	<input type="checkbox"/> English	<input type="checkbox"/> Spanish
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<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> 2 Line VCO <input type="checkbox"/> w/ ASCII <input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> TTY <input type="checkbox"/> ASCII <input type="checkbox"/> HCO	<input type="checkbox"/> 2 Line HCO <input type="checkbox"/> Speech to Speech	<input type="checkbox"/> Voice only user: <input type="checkbox"/> 711 <input type="checkbox"/> 800#
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<input type="checkbox"/> I am a voice user who wants to call a CapTel user
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3b. Answering Relay Calls (Please check one)

Every time I ANSWER a Relay call, I use:

(If you live with a person who answers relay differently than you, skip this section.)

<input type="checkbox"/> TTY <i>(VCO users with a TTY answering machine should mark TTY)</i>	<input type="checkbox"/> VCO <input type="checkbox"/> w/ keyboard <input type="checkbox"/> w/out keyboard	<input type="checkbox"/> Voice	<input type="checkbox"/> Speech to Speech
		<input type="checkbox"/> HCO	<input type="checkbox"/> Spanish
		<input type="checkbox"/> ASCII	

4. Long Distance Company

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

My long distance company is: _____

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
- No Abbreviations**
- Slow Type Buffer**- Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.
- Spell Check Turned Off**

Preferred Typing Speed _____ wpm (10 wpm up to 45 wpm)

6. Speed Dialing

You may choose up to 50 speed dials. Please use the back of this sheet for additional room or call Customer Service.

Name you will ask for:	Phone Number:
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	



When completed please return to:

Georgia Relay Customer Service

2231-T Dawson Road

Albany, GA 31707

Fax: 229-435-5231

Customer Service Voice/TTY: 866-694-5824

Or fill out your Customer Profile on-line at:

www.georgiarelay.org



Georgia Relay Guide for Understanding Your Customer Profile

We want to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our customer profile and when you complete it, send it to us and you are on your way to easier time-saving relay calling.

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)

Password: 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.

PIN: A PIN is needed if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. It must be 4 numbers. The Remote Profile feature 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.

3a. Making Relay Calls

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

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and use their voice on the phone. The VCO user speaks directly to the person being called and, through specialized equipment, reads what is spoken by the other party.

Hearing Carry Over (HCO) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

ASCII (Computer/TTY) allows a person who is deaf or hard of hearing to type their messages and read the other person's responses. This method of connecting is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Speech to Speech (STS) is ideal for individuals who have difficulty speaking. STS relay involves specially trained CA's who are familiar with a wide variety of speech patterns and re-voice the relay user's part of the conversation.

I am a Voice user who wants to call a Captioned Telephone user- Select this option when you are a voice user setting up your profile to contact a Captioned Telephone user.



3b. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls. *If you live with a person who answers relay differently than you, skip this section.*

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

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 for a list of participating long distance providers.

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 written English can have the CA voice in correct English and type back in ASL word order. The CA will translate for both the TTY user and the voice user unless given other instructions.

Spell Check Turned Off – By turning spell check off you will see mistakes or misspelled words. Spell check is turned off automatically when Slow Type Buffer is requested.

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.

Slow Type Buffer – Hamilton’s Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at anytime before or during the phone call to adjust the communication speed.

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 50 people on your Speed Dial list.

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



7. Greeting Features

The greeting feature(s) you choose will be used on **ALL RELAY CALLS.**

I want CAs to use my first name to the people I call– If you select this feature, the CA will say your name as the call is introduced. For example: “This is Bob calling through Georgia Relay. This is CA 4444. Have you received a relay call before? One moment for your conversation to begin” If you live with another relay user, this will only work if each person creates his/her own profile.

I want CAs to tell the people I call I am Deaf/ Hard of Hearing/ have difficulty speaking/ 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: “A person who is Deaf is calling through Georgia Relay. This is CA 4444. Have you received a relay call before?”

(NE) Never explain how to use the relay to any person I call – If you select this feature, the CA will not explain how the relay works to the people you call. For Example: “A person who may be deaf or hard of hearing is calling you through Georgia Relay. This is CA 4444. One moment for your conversation to begin.”

Georgia Relay uses the following language to explain relay. “The person calling you through the relay is 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.”

(NI) Never identify the relay to any person I call – 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 relay user is calling someone who is familiar with the caller and knows how to use 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: “(CA will read your greeting), This is Georgia Relay CA 4444. Have you received a relay call before? One moment for your conversation to begin. 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 completed please return to :

Georgia Relay Customer Service

2231-T Dawson Road

Albany, GA 31707

Fax: 229-435-5231

Customer Service Voice/TTY: 866-694-5824

Or fill out your Customer Profile on-line at:

www.georgiarelay.org

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:

LONG DISTANCE CARRIER BY STATE

Georgia--(40)

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

updated 6/27/2012



Staying connected:

TELECOMMUNICATION
CHOICES THAT ARE
SIMPLE, DEPENDABLE
AND CONVENIENT

Georgia Relay
Dial 7-1-1

**From Atlanta to Athens,
from the Highlands to the
Barrier Islands, Georgia is full of
diversity and contrast at every turn.
Here, opportunities and lifestyle choices
abound, as we continue to build upon
our rich heritage and embrace an ever-
promising future of progress and change.**

The Georgia Public Service Commission is responsible for the establishment, implementation, administration and promotion of a program called Georgia Relay. When it comes to helping people stay connected, Georgia Relay ensures all citizens have access to useful, reliable options and features that enable them to communicate by telephone. To offer these features, Georgia Relay works closely with its service provider, Hamilton Relay. (Hamilton Relay was selected through a competitive bidding process and is under contract to the Commission.)

Available 24 hours a day, 365 days a year, Georgia Relay allows everyone, including people who are deaf, hard of hearing or speech disabled, to keep in touch by phone easily—and often—with business associates, family and friends.



Helping Georgians stay connected by telephone

By making telephone conversations simple, dependable and convenient for people who have difficulty using a standard phone, Georgia Relay makes a difference in thousands of lives throughout our state every day. The service not only ensures equal access to the telephone, but also has a positive impact on our state's business and economic climate by enabling consumers and businesses to stay connected. And, as Georgia's senior adult population continues to grow, so will the number of people who can take advantage of state-of-the-art telecommunications technology through Georgia Relay.

Simple, dependable and convenient

Featuring leading-edge technology and equipment, Georgia Relay offers an array of calling options specifically designed with users' needs in mind. Since Georgia Relay is a public service, users pay no setup charges or fees for local calls—even for calls made from public and TTY (text telephone) pay phones—and there is no limit on the number or length of calls users may place or receive. What's more, anyone can initiate a Georgia Relay call, simply by dialing 7-1-1.



Text telephone and standard phone users: dial 7-1-1

People who are deaf, hard of hearing or speech disabled typically use a TTY to make calls through Georgia Relay. A TTY looks similar to a standard telephone, except for a typewriter-style keyboard with letters and numbers and a text screen.

After dialing 7-1-1, Georgia Relay's easy-to-remember access number, the person initiating the call gives the Georgia Relay Communication Assistant (CA) the phone number of the person or business being called. As the call progresses, the CA voices the TTY user's text and types the words of the standard phone user to the TTY user, relaying the conversation back and forth. This is a true, two-way communication that benefits all Georgians.

Advanced features designed with users' needs in mind

In addition to traditional TTY calls, Georgia Relay offers a range of calling options to meet the differing needs of our users:

CapTel®. Developed by Ultratec, CapTel works like any other phone—with one important difference. Using the latest in voice recognition software, CapTel displays every word the caller says. So you can listen to what's being said—and read the captioned conversation on a bright display screen. Best of all, the CapTel captioning service is free. You can benefit from CapTel if you are an amplified phone user, hard of hearing, a late-deafened adult, deaf with understandable speech,



someone with a cochlear implant or a Voice Carry-Over (VCO) user. To use CapTel, you'll need a Captioned Telephone, available exclusively through Georgia Relay, 1-866-694-5824 (voice/TTY). For step-by-step instructions on how to make a CapTel call, see page 12.

VCO (Voice Carry-Over). This feature is ideal 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. Using either a TTY and standard telephone or a specially designed telephone that also has a text screen, the VCO user speaks directly to the person being called. In response, the words of the person being called are typed by the Georgia Relay CA, and the VCO user reads those words on the text screen of the TTY or VCO phone. For step-by-step instructions on how to make a VCO call, see page 13.

