



## 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

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

### 2. Password + PIN (Required)

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**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

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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

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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**

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**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...**

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**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**

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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**

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**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:**

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**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](http://www.georgiarelay.org)