

Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Winter 2008

CapTel® Coming to Georgia January 1, 2008!

CapTel—the revolutionary technology developed by Ultratec that lets users talk and read a captioned version of their conversation at the same time—will be offered throughout Georgia starting January 1, 2008.

Available through Georgia Relay, 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 hear 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.

Making a CapTel Call is Easy!

To make a call, simply use your CapTel phone to dial the number you wish to reach. As you dial, your CapTel phone will automatically connect to a captioning service. When the person you are calling answers, you can hear his or her voice. Behind the scenes, a specially trained operator at the captioning service will use voice-recognition technology to convert everything the other person says into written text. As you listen to the other person, a text version of his or her words will appear almost simultaneously on the display screen of your CapTel phone. The conversation will continue in this manner until the call is finished. By law, CapTel operators maintain absolute confidentiality about all conversations.

"I'm ecstatic about the availability of CapTel in January!" says John Huston,

MBA, a marketing associate in Atlanta who feverishly lobbied for CapTel service in Georgia. "It's really all about stress," John explains. "The stress level of not being able to use the phone in a normal manner either at home or at work is very high. Hearing only parts of crucial business conference calls or having to ask someone else at work to do the call for me is extremely frustrating. At home, not being able to understand my wife when she calls and says she's running late is also very tough. CapTel will definitely make my home and work life a lot easier."

To use CapTel, you need a Captioned Telephone. For a limited time only, Georgia Relay has negotiated a special \$99 purchase price for Georgia residents (see below for details). For more information about CapTel service, call 1-866-694-5824 (voice/ TTY) or e-mail garelay@hamiltonrelay.com.

Get a CapTel Phone for Just \$99!

For a limited time only, Georgia residents can purchase a CapTel phone for just \$99 (regularly \$495).

To take advantage of this special offer, visit the CapTel section of our Web site (under "Features"), www.GeorgiaRelay.org, to download an order form. If you do not have Internet access, call 1-866-694-5824 (voice/TTY), and we'll send a form to your home address.

We anticipate a high demand for CapTel phones, so we urge you to submit your order form as soon as possible. All phones come with a 90-day satisfaction guarantee. Free CapTel phones are also available through the Georgia Telecommunications Equipment Distribution Program for those who qualify medically and financially. To learn more, visit www.gachi.org.



About the PSC & Georgia Relay

The Georgia Public Service Commission (PSC) is responsible for the establishment, implementation, administration and promotion of Georgia Relay. Available 24 hours a day, 365 days a year, Georgia Relay allows people with hearing or speech loss to communicate with any standard phone user. To make a Georgia Relay call, dial 7-1-1.

From Spelling Bees to Smile Campaigns, Relay Center Pushes CAs to Do Their Best

There's no question that our Communications Assistants (CAs) are at the heart of each Georgia Relay call. To ensure they continue to provide Relay users with outstanding service and support, the Georgia Relay Call Center sponsors a series of team-building competitions, special events and programs throughout the year. According to Tauna Seals, a senior supervisor at the center, "These initiatives give the CAs that extra spark of motivation. Several relay centers in neighboring states have even adapted our programs for use with their own team of CAs." Recent, current and upcoming initiatives include:

- **Spelling Bee (August & September):** CAs compete against one another to correctly spell Relay-related words, commonly misspelled words and medical terms. "Misspellings or spelling struggles can slow typing speed," Tauna explains. "The Spelling Bee is a fun way to help the CAs sharpen their skills. Many of the calls we process are health-care related, thus the reason for including medical terms in the competition."
- **Relay Bowl (November):** For this Relay version of the "Super Bowl," the center's CAs are divided into five teams. When individual team members receive compliments from callers or their supervisor, achieve perfect attendance or excel in some other way, their entire team earns yardage. Each "touchdown" is worth

seven points, and "penalties" are assessed for poor call handling or job performance. The winning team gets a tailgate party hosted by the losing teams.

- **Deal or No Deal (January – April):** Based on the hit television show *Deal or No Deal*, this game rewards CAs who achieve perfect attendance for one month or more. At the end of each month, these CAs can pick an envelope containing a prize. They then have the option to keep the envelope's contents or enter their name in a grand-prize drawing.
- **Smile Campaign (ongoing):** As Relay users know, voice inflection is critical to capturing the true meaning of an individual's spoken words. To reinforce this, CAs who use exceptional voice inflection during their calls receive smile coupons from their supervisors. At the end of the month, they can turn these coupons in for prizes.
- **CA of the Month (ongoing):** CAs selected for this honor get their cubicle decorated and receive a goodie bag and gift card.

"We're always looking for new ideas and programs—sometimes we get them from other centers," says Tauna. "But regardless of the type of initiative or contest, the overall goal is the same: to give Relay users the best possible calling experience." 🍊



Contacting Georgia Relay Customer Service...

Georgia Relay welcomes all types of feedback from our customers, including compliments, service and technical assistance requests, complaints and comments on any other Relay-related matter.

When contacting us about a specific calling experience, please have the following information handy:

- **Date and time of the call**
- **CA/OPR number (announced at the beginning and end of each call)**
- **Telephone number you called from (home, office, a friend's house, etc.)**
- **Telephone number of the person you called**

Georgia Relay Customer Service is always happy to assist customers in any way possible. If you have questions or concerns, please call 1-866-694-5824 (voice/TTY) or e-mail garelay@hamiltonrelay.com. 🍊

With 2-Line CapTel, Callers Dial You Directly



An exciting enhancement to traditional CapTel service, 2-Line CapTel allows callers to dial your home phone number directly, rather than dialing the captioning service first. As a 2-Line CapTel user, you can also access special features available through your telephone provider, such as call waiting, three-way calling, *69 automatic callback and voice mail.

To use 2-Line CapTel, you need:

- A CapTel phone (available through Georgia Relay)

- Two separate phone lines, each with its own number. The jacks for both lines need to be side-by-side or close together.

Keep in mind that while the CapTel captioning service is free, you are responsible for any costs associated with installing and maintaining a second line in your home. (The second line does not need to have Caller ID or long-distance service.)

For more information about 2-Line CapTel, call 1-866-694-5824 (voice/TTY) or e-mail garelay@hamiltonrelay.com.

Check Out Our Newest Georgia Relay Partners!

Thanks to your support and patronage, the Georgia Relay Partner Program continues to grow. A free educational program, Relay Partner teaches businesses how to make and receive Relay calls. Any business, large or small, based in Georgia is eligible.

The overwhelming success of the program has made it impossible to list every Relay Partner in our newsletter; the newest partners, however, are listed here. All Georgia Relay Partners, along with their contact information, are posted online at www.GeorgiaRelay.org. We strongly encourage Georgia Relay users to check this list often and patronize Relay Partners whenever possible.



Apartment Complexes

Lincoln Property Company

Duluth • 678-339-0009
www.lincolnapts.com

Automotive

Gentry Auto Sales

Newnan • 770-251-3009
www.gentryauto.com

Quick Emissions

McDonoug • 770-914-3296
www.quickemissions.com

Banks, Loans & Mortgage Services

Accord Appraisals Associates

Atlanta • 770-457-1512

Tillman Mortgage

Brunswick • 912-554-4567
www.tillmanmortgage.com

Computer & Internet Services

CompuFixOnline

Marietta • 678-264-8139
www.compufixonline.com

Contractors & Home Improvement

DUCTZ of Dunwoody

Atlanta • 770-242-1980
www.ductz.com

Florists

Floral & Balloon Creations Florist, Gift and Bridal Shop

Toccoa • 706-886-4470

Memories Florist, Inc.

Cumming • 770-888-3772
www.memoriesflorists.com

Home Repair

Classey Heating & Air Conditioning Co., Inc.

Marietta • 404-252-7739
www.classeyheatingandair.com

Divine T.E.A.M. Inc. Pest Management and Termite Protection

Norcross • 770-294-0306
www.divineteampest.com

Insurance & Financial Planning

Ernie Kearns Insurance Agency, Inc.

Fayetteville • 770-461-3495

J Kent Jordan and Associates

Macon • 478-745-2541
www.nationwide.com

Wilson Insurance/Auto Insurers, Inc.

Albany • 229-888-9605

Medical Care

Heart 2 Heart Health Service

East Point • 404-763-4114
www.h2hnurse.org

Miscellaneous

Rocket Science Electronics, LLC

678-374-3810

Realtors

RE/MAX Preferred Realty

Senoia • 404-993-4437
www.remmaxsenoia.com

Rehabilitation

Southeast Georgia Rehabilitation, Inc.

Waycross • 912-285-9663

Restaurants

Chuck's Bar-B-Que Restaurant

Clarkesville
706-754-2782

Retail

Hone's Gifts & Things, LLC

Lake Park • 229-559-0096
www.honeygiftsandthings.com

Railway Freight

Americus • 229-924-8420
www.railwayfreight.com

Silpada Sterling Silver Jewelry

Buena Vista • 229-314-0011
www.mysilpada.com/janicelevel

Snellville Office Products

Snellville • 770-972-8673
www.snellvilleofficeproducts.com

New Technology for the Deaf-Blind Available Through GATEDP

While telecommunications technology for the deaf and hard of hearing has come a long way, the needs of deaf-blind callers are often overlooked—until now. Freedom Scientific, the world's leading manufacturer of assistive and adaptive technology for the visually impaired, recently introduced key enhancements to its popular PAC Mate™ (a PDA/Pocket PC for blind and low-vision users) that make the device accessible to the deaf-blind.

The FSTTY PAC Mate allows deaf-blind users to place and receive calls on their PAC Mate via an internal TTY modem and 20- or 40-cell Braille display.

A second feature, called FaceToFace, allows deaf-blind users to engage in real-time conversations without the need for operator assistance. FaceToFace works

much like a TTY call without a phone line. Instead, the parties communicate wirelessly (up to 30 feet apart—virtually anywhere in the same room). During the conversation, the deaf-blind individual uses his or her PAC Mate to write messages, and the sighted party responds on an HP iPAQ Pocket PC. The entire conversation is displayed visually on the iPAQ and in Braille on the PAC Mate.

For general information about PAC Mate for deaf-blind users, visit www.freedomscientific.com. To learn more about PAC Mate products available through the Georgia Telecommunications Equipment Distribution Program (GATEDP) call 1-888-297-9461 (voice/TTY) or visit www.gachi.org.

Free CapTel phones are available through GATEDP for those who qualify medically and financially!

Call 1-888-297-9461 (voice/TTY) or visit www.gachi.org to learn more.

Check out our updated Web site – www.GeorgiaRelay.org

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