

# Inside Georgia Relay

A PUBLICATION FOR GEORGIA RELAY USERS, SUPPORTERS AND FRIENDS.

Winter 2009

## Request Your CapTel® Phone Today!

It's been one year since Georgia Relay introduced CapTel service, and hard-of-hearing citizens across the state continue to rave about the revolutionary technology (developed by Ultratec) that allows CapTel users to listen and read captions of everything that is being said.

In August 2008, the Georgia Public Service Commission even voted to increase the allotment of CapTel phones available each month for distribution. CapTel essentially works like any other phone—with one important difference. Using the latest in voice recognition software, it displays every word that is heard through the phone. 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
- A Voice Carry-Over (VCO) user

A special \$99 phone offer (an incredible 80% savings off the standard retail price!) for Georgia residents is available. In addi-

tion, all phones come with a 90-day satisfaction guarantee; if you're unhappy with your phone for any reason, simply return it within 90 days for a full refund. To download an order form, visit [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org). If you do not have Internet access, you can place your CapTel phone order by calling 1-866-694-5824. If you prefer to order by mail, we'll be glad to send you an order form.

Free phones for financially and medically qualified applicants are also available through the Georgia Telecommunications Equipment Distribution Program. Call 1-888-297-9461 (voice/TTY) or visit [www.gachi.org](http://www.gachi.org) for details. ☺

## Ten-Digit Phone Numbers Now Available for VRS and Internet Relay Users

Thanks to a recent mandate from the Federal Communications Commission (FCC), Video Relay Service (VRS) and Internet Relay users nationwide are now eligible for their own locally-based, ten-digit numbers. With this new mandate, family, friends and business associates will no longer need special extensions, multi-step calling instructions, "proxy" numbers or IP addresses to contact you. Instead, they'll simply dial your locally-based, ten-digit number. Hearing callers will be able to contact you this way as well!

For Internet Relay users, your assigned phone number will automatically link to

your preferred Internet Relay provider (e.g. Hamilton). The system will also save precious minutes in emergency situations by routing your locally-based, ten-digit number and location information directly to the nearest emergency center (in the past, VRS and Internet Relay calls typically needed to be rerouted).

### Here's what else you need to know about the FCC mandate:

• By March 31, 2009, every VRS and Internet Relay user nationwide MUST have a locally-based, ten-digit phone number and physical address registered with a Relay service provider.



• To request your ten-digit telephone number for Internet Relay, do NOT contact your local phone company.

Instead, you can call Hamilton Relay (Georgia Relay's service provider) at 1-887-445-4563 (voice/TTY) or visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com) and click the "HomeTown-Register Today!" icon located on the top right-hand corner of the page. ☺



### 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.

# Check Out the Latest Georgia Relay Customer Service Results...

Recently, Georgia Relay mailed a customer service survey throughout the state to measure overall awareness of and satisfaction with our services, calling options and programs. We sincerely thank all those who took the time to complete a survey; your feedback will ensure Georgia Relay continues to meet—and exceed—your needs. Here are some sample questions and responses from the survey.

## How did you first learn about Georgia Relay?

Radio	1%
Television	3%
Georgia Association of the Deaf Newsletter	5%
Friend/Family Member	37%
Newspaper/Magazine	3%
Georgia Relay Newsletter	5%
Other	14%
N/A	12%

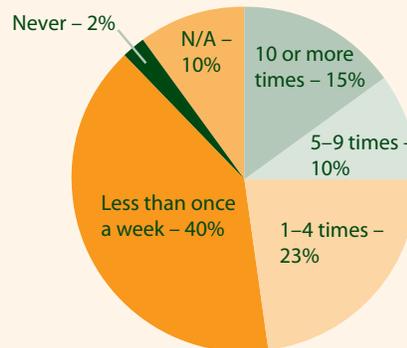
## Which language do you feel most comfortable using?

English	75%
ASL	33%
Spanish	0%
Other	4%
N/A	8%

## For what purpose do you use Georgia Relay most?

Personal calls	16%
Business calls	26%
Both	44%
N/A	14%

## How many times in an average week do you use Georgia Relay?



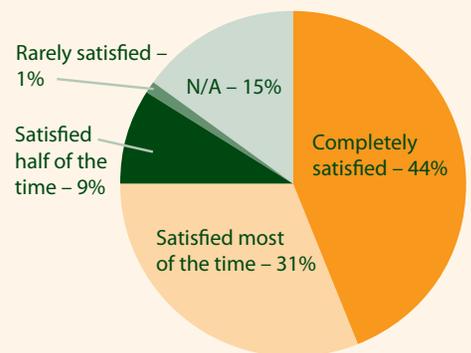
## What types of calls do you make through Georgia Relay?

TTY	37%
Voice	17%
Computer/Web-based	15%
2-Line VCO	1%
Speech-To-Speech	10%
VCO	9%
HCO	3%
VRS	2%
N/A	23%

## How would you rate the service provided by Georgia Relay?

Excellent	31%
Very Good	30%
Good	14%
Average	9%
Poor	1%
N/A	15%

## What is your level of satisfaction with Georgia Relay Customer Service?



## I am...

Hearing	23%
Speech disabled	2%
Hard of hearing	20%
Deaf	44%
N/A	17%

# For CAs, Accuracy Is Key

Hamilton Relay, Georgia Relay’s service provider, recently launched a nationwide Accuracy Campaign to ensure all Communications Assistants (CAs) continue to offer superior accuracy to Relay users.

### Campaign components include:

- Accuracy Masters Competition – This fun and exciting competition challenges each CA to improve their typing accuracy. The competition is fierce as

the winner will receive and display the coveted “Accuracy Master” trophy.

- Spelling Bee – This competition will culminate with a live spelling bee at a future CA meeting.
- Typing Course – This program focuses on the basics of typing, spelling tips, skill building exercises and activities. Upon completion of the course, each CA’s weakness/strengths are determined and become the focus of further typing

improvement efforts. CA’s will be tested at the beginning and end of the typing course to measure improvement.

If you ever have a concern about the accuracy of Georgia Relay’s CAs, we want to know about it! Please contact Georgia Relay Customer Service at 1-866-694-5824 (voice/TTY) or e-mail [garelay@hamiltonrelay.com](mailto:garelay@hamiltonrelay.com).

# Two New Ways to Stay Connected

Georgia Relay and our service provider, Hamilton Relay, are thrilled to introduce two state-of-the-art calling features for Relay users:

## Web Relay

Hamilton Web Relay™ allows individuals who are deaf, hard of hearing or speech disabled to place and receive calls using their computer and web browser. Unlike instant messaging, Web Relay gives users an uninterrupted calling experience, without the distractions of buddy lists. Web Relay is available whenever the user logs on to his or her computer, and no special software or downloading is required. Callers can also leave messages for you if you're not logged on. Spanish-to-Spanish Web Relay is available as well.

### To make a Web Relay call:

1. Visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com) and click the "Make & Receive Calls Now" icon, located at the top right-hand corner of the page.
2. Enter your username and password. (If you don't have a username and password, you can register for one now or sign in as a guest.)
3. Enter the number you wish to call.
4. During the call, you will type your side of the conversation and the Communications Assistant (CA) will voice your words to the other person. You can read his or her response on your computer screen and reply immediately. The call will continue in this manner until the conversation is finished.

### To receive a Web Relay call:

1. Visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com) and click the "Make & Receive Calls Now" icon, located at the top right-hand corner of the page.
2. Enter your username and password. Leave the Web browser window open on your computer.
3. When someone dials your locally-based ten-digit number, your browser window will flash with a message containing the phone number of the person calling you.

You will have the option to accept or decline the call. If you choose to decline the call, the CA will send you an e-mail containing the phone number of the person who tried to reach you, along with his or her message (if one was left).

4. If you choose to accept the call, you will automatically be connected and the call will proceed on Web Relay.

*Note: In an emergency, dial 9-1-1 directly on your TTY or standard phone!*

For more information about Web Relay, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

## Mobile CapTel

Hamilton Relay Mobile CapTel is the first single-phone mobile captioned telephone service designed specifically for individuals who are hard of hearing. With this feature, users can read a captioned version of their conversation on their mobile device.

A free service, Mobile CapTel currently works on any Apple iPhone 3G. You will also need a compatible headset (wired or Bluetooth) to allow you to listen to the other person's words and voice your response while reading the captions on your phone's text screen.

To access this feature, you must register with Hamilton Relay and create an account by visiting [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com) and clicking the "Make a Web CapTel Call Now" icon on the left-hand side of the page. (If you're already a Hamilton Web CapTel user, there's no need to create a new account to use Hamilton Mobile CapTel. Your profile and contacts will be available regardless of which platform you use.)

While initially available on the iPhone 3G, Hamilton Relay is working hard to make Mobile CapTel available on a variety of devices and networks.

To learn more, visit [www.hamiltoncaptel.com](http://www.hamiltoncaptel.com). 📞

## Upcoming Events

### 2009 Georgia Speech-Language Hearing Association Convention, April 2 – 4, 2009

**Atlanta Marriott Gwinnett Place**  
Featuring professional workshops, regional meetings, poster presentations, a wine and cheese reception, silent auction and more.

### DeafNation, April 18, 2009, 9 a.m. – 6 p.m.

**International Convention Center, Atlanta**  
The foremost touring trade show for, by and about the deaf.

### Georgia Association of the Deaf 100th Anniversary Conference, July 29 – August 1, 2009

**Atlanta**  
Annual conference featuring exhibits, workshops, seminars, presentations, the Miss Deaf Georgia Pageant and more. Visit [www.gadeaf.org](http://www.gadeaf.org) for details.

### Camp Julienna Teens (ages 13 – 17): June 28 – July 4, 2009 Youths (ages 6 – 12): July 19 – 25, 2009

**LaGrange (youths) & Rising Fawn (teens), Georgia**  
Founded in 1992, Camp Julienna welcomes hundreds of deaf and hard-of-hearing campers each year to separate campsites in Georgia. Activities include swimming, boating, canoeing, fishing, hiking, arts & crafts, nature walks, campfire gatherings, field trips and theatrical productions. To register or learn more, visit [www.gachi.org](http://www.gachi.org) or call 404-292-5312 (voice/TTY) or 1-800-541-0710 (voice/TTY). Hurry—both camps fill quickly!



# Over 200 Relay Partners and Counting!

Georgia Relay Partner is now over 200 businesses strong! This free, beneficial program familiarizes businesses with Relay calling procedures, which in turn reduces the number of hang ups Relay users sometimes experience when doing business by phone.

Any Georgia business large or small is eligible to join. After visiting [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org) to sign up for the program, businesses gain access to a series of helpful, easy-to-use training materials, including a Georgia Relay calling tips poster and a brief, informational video. All materials are available online and can be downloaded anytime, at no cost. Other than a computer to access the training materials and a standard phone, no additional equipment is necessary.

Once a business becomes a Georgia Relay Partner, its contact information

(e.g. address, phone number, Web site) is listed online and categorized by industry. All Georgia Relay users have access to this list and are encouraged to patronize Relay Partners—making the program a true partnership.

To view a list of current Relay Partners, visit [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org) and click the “Georgia Relay Partner” button. Businesses are listed by industry, making it simple to find just what you’re looking for. Be sure to check back often—the list is always growing!

In addition, outreach staff members are available to make a free presentation at a Relay Partner’s place of business. The presentation explains the Relay calling process, ensuring business owners and their employees feel confident taking and placing Relay calls. To schedule a presentation, e-mail Georgia Relay’s

Outreach Coordinator Karin Sack at [karin.sack@hamiltonrelay.com](mailto:karin.sack@hamiltonrelay.com). To learn more about Georgia Relay Partner or to join, visit [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org). 



**Check out our updated Web site – [www.GeorgiaRelay.org](http://www.GeorgiaRelay.org)**

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