Answer the Call
from Relay Customers

Georgia Relay calls are from customers who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Every Relay call is an opportunity to increase sales and gain new customers!

• Don’t hang up. Relay calls can sound similar to a telemarketing call at first, but a Communication Assistant (CA) will quickly speak on behalf of your Relay caller.

• Speak slowly and clearly so that the CA can capture everything you say. It is not necessary to speak loudly.

• Speak directly to your customer, not the CA. The CA is not a part of the conversation and will not acknowledge you if you try to speak to him or her.

• Say “Go Ahead” when you are ready for a response. This signals to the CA that you have finished your thought and it is the Relay user’s turn to respond.

• Be aware that the CA will type everything that is heard—including background noises and voice intonations—to ensure equal access.

• Be patient. Georgia Relay calls take a few minutes longer than regular calls. Your time is valuable, and so are your Relay customers!

How a Relay Call Works:

The Relay caller places a call through Georgia Relay, typically through the use of an assistive communication device.

A Communication Assistant (CA) speaks and/or types what is said between you and the Relay caller.

Speak as you normally would, just a little slower. Say “Go Ahead” when you are ready for a response.

Georgia Relay Customer Care
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