



## Employee Guide

As a Georgia Relay Partner, your business has made an important commitment to the thousands of Georgia residents who rely on Georgia Relay to stay connected. This guide will prepare you to take Relay calls—and turn those callers into valuable lifelong customers.

### What is Georgia Relay?

Georgia Relay is a FREE public service administered by the Georgia Public Service Commission that helps people who are deaf, hard of hearing, deaf-blind or have difficulty speaking communicate over the phone. Relay calls rely on a specially trained Communication Assistant (CA) to type your responses to the Relay user, and voice the Relay user's responses back to you. By law, all conversations are kept strictly confidential.

### Types of Relay Calls

Georgia Relay offers a range of calling options to meet the diverse needs of its users:

- **Traditional TTY Relay** allows users to type and read their phone conversations on a text telephone (TTY).
- **VCO (Voice Carry-Over)** enables users to speak directly to you, and then read your response on their TTY or VCO phone screen.
- **HCO (Hearing Carry-Over)** allows users to listen directly to your words, and then type their responses back using a TTY or HCO phone.
- **STS (Speech-To-Speech)** gives users who have difficulty speaking the ability to listen and speak directly to you.
- **Captioned Telephone (CapTel®)** gives user who are hard of hearing the option to talk directly back and forth with you, while also viewing your words as text captions.

- **Spanish Relay** provides both Spanish-to-Spanish and Spanish-to-English for TTY, VCO, HCO and STS services.

### Receiving a Relay Call

1. A call placed through Relay will begin with the Communication Assistant (CA) identifying the call and giving their CA number—"Hello, Georgia Relay CA 2643."
2. If you are unfamiliar with Relay, the CA will explain how Relay works.
3. The call will proceed with the CA voicing everything to you that the Relay user types.
4. When the CA says "Go Ahead," it's your turn to respond. Speak slowly and directly to the caller, not the CA.
5. When you are finished speaking, say "Go Ahead." The CA will then type everything you say back to the customer.
6. The CA will continue relaying the messages back and forth until both you and the customer are finished with the conversation.

### Making a Georgia Relay Call

1. Dial 7-1-1 or 1-800-255-0135 (voice) to reach Georgia Relay.
2. Give the CA the telephone number of the customer you wish to call.
3. Once the CA has connected you, your conversation will proceed as detailed above.

### Placing Calls to Video Relay Service (VRS) Customers

Dial the VRS customer's area code and phone number, just like a traditional phone call. The customer's number will automatically be routed through the VRS provider's center. Once connected, a CA will relay your conversation back and forth as detailed above.

### Placing and Receiving Calls with Captioned Telephone (CapTel®) Customers

When placing and receiving CapTel calls, there's no need to wait for cues from a CA. The customer listens and responds directly to you. Be sure to ask your customer how best to reach him or her in the event you need to call back.

In some cases, the customer may indicate to directly dial his or her phone number, while in other cases, the customer may indicate to first dial the captioning center (1-877-243-2823) and, when prompted, enter his or her phone number.

### Calling Tips

- When a customer calls through Georgia Relay, don't hang up. Georgia Relay calls can sound similar to a telemarketing or solicitation call. Both have short pauses when you pick up—but on a Georgia Relay call, the CA will quickly speak on behalf of the Relay caller who wants to do business with you.
- 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. Your words will be typed or signed exactly as you say them.
- Be patient. Georgia Relay calls take a few minutes longer than regular calls. Keep in mind, your time is valuable, but so are your Relay customers!
- Know your customers' Relay preferences. Before getting off the call, ask your customers which type of Relay service they prefer you use when contacting them.
- Ask for help if you have trouble understanding a conversation. Typed messages from American Sign Language (ASL) Relay users may not translate well into written or spoken English. So if you are having difficulty understanding what's said, ask the CA for an ASL translator to assist you.

### Preventing Relay Fraud

Unfortunately, from time to time criminals will pose as Relay callers to order goods and services using stolen or manufactured credit card numbers and counterfeit cashier's checks. Review the Georgia Relay Partner Protect Your Business flyer to learn how to identify and report suspicious calls.

### Questions and Concerns

Call 1-866-694-5824 (Voice/TTY) whenever you have a specific question or concern about Georgia Relay service. Visit [GeorgiaRelay.org](http://GeorgiaRelay.org) to learn more.