

April 1, 2006



Important Information Regarding the Georgia Relay

Did you know that many Georgians who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Georgia Relay.

Here's how the Georgia Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communications Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-255-0135. Text telephone users may also dial 7-1-1 or dial 1-800-255-0056. There is no charge for dialing 7-1-1, and all options available to Georgia Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Georgia Relay, please call your local telephone company or Georgia Relay Customer Service.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to www.hamiltonrelay.com to connect to a CA. Customers may use the same website (www.hamiltonrelay.com) or call hipvrs.com from a D-Link videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay your signed conversation to the hearing party.

Telephone assistance is available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-888-202-4082.

Spanish Relay Service is available to Spanish speaking residents of Georgia. To place a Spanish relay call, dial-1-888-202-3972. Spanish to English translation is also available for in-state calls.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Georgia and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Georgia Relay.

To learn more about Georgia Relay, visit the website at www.GeorgiaRelay.org.

To place a call dial 711

Or use one of the numbers below

TTY:

1-800-255-0056

Voice:

1-800-255-0135

Spanish:

1-888-202-3972

Speech-to-Speech:

1-888-202-4082

Customer Service:

TTY/Voice: 1-866-694-5824

2231-T Dawson Road

Albany, GA 31707

Email: garelay@hamiltonrelay.com

Web: www.georgiarelay.org

or

www.hamiltonrelay.com

Special points of interest:

• Equipment Distribution Program

If you want to learn about the Georgia Telecommunications Equipment Distribution Program, please contact the Georgia Council for the Hearing Impaired at www.gachi.org or dial 1-800-541-0710.

• Emergency Calls

Please note that 7-1-1 is only to be used to reach the Georgia Relay

For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using the relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. The Georgia Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

