



Important Information Regarding the Georgia Telecommunications Relay Service

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

Here's how the Georgia Relay Service works: A person who is deaf, hard of hearing, or may have a speech loss and uses a TDD/TTY 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 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 TRS users through existing 800 numbers will be available to 7-1-1 users. If you are having trouble dialing 7-1-1 to reach the TRS in your area, please call your local telephone company.

Relay service is also available over the internet. Customers may also access Video Relay Service where a certified American Sign Language (ASL) interpreter will relay your signed conversation to the hearing party. Customers can find a list of Internet-Based Relay Service providers at www.fcc.gov/general/internet-based-trs-providers.

Telephone assistance is now 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 1-800-255-0135.

If you want to learn about the Georgia Telecommunications Equipment Distribution Program, please contact the Georgia Center of the Deaf and Hard of Hearing at www.gcdhh.org or dial 1-800-541-0710.

Spanish Relay Service is available to and from Spanish speaking residents of Georgia. TTY and Voice users can dial the Spanish Relay Service for local calls in Georgia and state-to-state calls anywhere in the United States, including Puerto Rico and the U.S. Virgin Islands. Bilingual Communication Assistants are available to process Spanish-to-Spanish relay calls. Translation between Spanish and English is also available if you and the person you are calling are both within the state. To initiate a Spanish Relay call, simply dial 1-888-202-3972.

These 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 additional charge to access the Georgia Relay Service.

To learn more about the Georgia Relay Service visit the website at www.georgiarelay.org.

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