

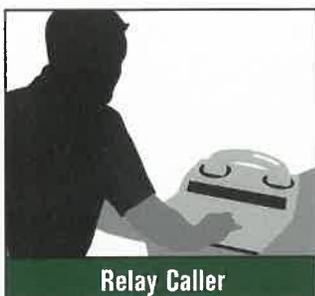


# Answer the Call from Relay Customers

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!

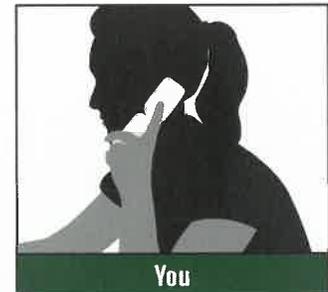
## How a Relay Call Works:



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.