



**NEWS RELEASE**  
**GEORGIA PUBLIC SERVICE COMMISSION**

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**CONTACT: Bill Edge, Public Information Officer**

**MEDIA CONTACT ONLY: (404) 656-2316; EMAIL ADDRESS: [BillE@psc.state.ga.us](mailto:BillE@psc.state.ga.us)**

**CONSUMER CONTACT: (404) 656-4501; 1-800-282-5813; [gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)**

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**Telecommunications Relay Service Now Accessible by Dialing 711**

ATLANTA – Effective March 1, 2001, Georgians can now dial 711 to reach the Georgia Telecommunications Relay Service (TRS) 24 hours a day, seven days a week.

To place calls to individuals who are deaf, hard of hearing or speech disabled, callers may still dial 1-800-255-0135 and text telephone users may still dial 1-800-255-0056. As of today however, callers can access the Georgia Relay Service from inside Georgia simply by dialing 711. There is no charge for dialing 711 and all options available to Georgia TRS users through existing 800 numbers will be available to 711 users.

When a person who is deaf, hard of hearing, or speech disabled uses the TRS system, he or she types his or her conversation using a text telephone (TDD/TTY). A Georgia Relay Service Communications Assistant (CA) relays the message by reading it to the hearing person on the other end. After this is done, the CA relays the hearing person's spoken words typing them back to the TDD/TTY user. Each call is handled in strict confidence and no record of the conversation is kept. Local calls are relayed free of charge and long-distance calls are billed at a 25 % discount.

Anyone encountering trouble in dialing 711 to reach the Georgia TRS should notify his or her local telephone company. Business customers with PBX systems should contact their equipment vendors to unblock the PBX and allow their customers access to 711.

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