



Need Help? Call **1.800.georgia**

The Governor's Office of Customer Service introduces a new service to Georgia's citizens: **1.800.georgia**. In the Atlanta calling area, the number is **678.georgia**.

1.800.georgia is:

- A number and a service.
- For Georgians seeking state services who don't know what number to call.
- A call center that connects citizens to the right government service on the first call.
- A local number (678.georgia – that's 678-436-7442) and a toll-free alternative (1.800.georgia – that's 1-800-436-7442).
- A crucial component in achieving Governor Perdue's goal for Georgia to have the BEST customer service in the nation.

1.800.georgia is NOT replacing other state call centers.

Georgians who already know what service to call should continue to contact it directly.

How does 1.800.georgia work?

- 1.800.georgia is supported by a statewide KnowledgeBase of data owned and maintained by individual state agencies.
- Calls are answered by a trained agent who searches the state KnowledgeBase for the correct service and phone number. The agent connects the caller to the person or place responsible for the service needed.
- Whenever possible, the agent remains on the line until the person who can help answers. This is known as a "warm transfer." As a result, callers don't just get a phone number; they get an actual person who can help.

For more information about 1.800.georgia, contact the Governor's Office of Customer Service at 404-463-8793.