

Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program

Speech to Speech (STS) Relay Service

The California Speech to Speech (STS) Relay Service enables people who have a speech disability to communicate with other people by telephone. You can call specially-trained STS Communication Assistants (CAs) who will re-voice your conversation to the person you are calling. You may use your own voice or a speech-generating device. People can also call you through the STS Relay Service.

How to reach a Speech to Speech (STS) Communication Assistant (CA):

- Dial 711 and ask for Speech to Speech, or
- Dial (800) 854-7784 to reach STS, or
- Dial one of the STS providers' dedicated numbers.

You have control over your relay call. Let the CRS relay providers know in advance how you want your STS call handled (see below: 711 Choice & Customer Profile). If the CA you have on the line has difficulties understanding you, you can request to be transferred to a different operator.

711 Choice:

By registering your 711 Choice, you can pre-select from the following options:

- Choice of CRS provider – Identify your preferred provider, or “no preference” to allow you to experience all relay providers
- Type of Communication – Speech to Speech
- Preferred Language – English or Spanish

After registering your choices, all your 711 calls will be routed automatically according to your preferences. This will save you time setting up your relay call. All providers will have this information.

CRS Provider Customer Profile:

You can also let the CRS Providers know exactly how you want your calls handled by setting up a Customer Profile. The settings you choose will apply to all of your relay phone calls. The choices you make are for your specified provider. If you would like to use your preferences with more than one provider, you will need to set up profiles with each of them.

The options that you can choose include, but are not limited to:

- **Speed Dial** – You can set up a list of most frequently called names and numbers. Later, you just say the name you want to call and the CA will dial their phone number.
- **Call Handling** – You can request that the CA check with you before each call how to handle this particular call.
- **Standard Message** – You can create a standard message you want left when you reach a telephone answering machine, e.g., this might include identifying yourself by name, requesting the person call you back, giving the STS Relay number, and your phone number.
- **Standard First Thoughts** – You can create a standard message that can be conveyed to the people you call.
- **Mute** – You can have your voice muted, so the person you call hears only the CA's voice.
- **Using assistive technology** – You can let the provider know whether or not you are using a speech generating device or other technology that assists you with communication.



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- **Your location** – You can register different phone numbers and times where you can be reached, e.g., listing home and work telephone numbers and days/hours of availability for each. People calling you can just give your name and the CA will direct the call appropriately.
- **Long Distance Carrier** – You can pre-select what phone company you want to use for long distance calls.

To register your 711 Choice or to set up a Customer Profile,

- Dial 711, and ask to be connected to Customer Service, or
- Call Customer Service of your provider of choice.

Other Special Instructions for the Communication Assistant (CA):

Even if you don't have 711 Choice or a Customer Profile, you can give Communication Assistants instructions before they place your call. Examples:

- The CA can give people you call a custom explanation of the STS service, which will be used in place of the standard explanation.
- You can ask the CA to re-voice everything you say, or to only re-voice when the person you are talking to doesn't understand, or to not re-voice anything unless you ask for assistance.
- You can dictate a message to the CA before the actual call is placed to be used during the conversation.
- You can ask the CA to retain parts or all of a message for use in subsequent phone calls.



Important STS Relay Consumer Notice:

Beginning June 2, Hamilton Relay and AT&T Relay will be the CRS providers.

Your 711 Choice registered relay mode (TTY, HCO, VCO, STS) will continue to be honored. During June and July continue calling 711 or the relay service provider numbers you use now. You will also be able to call AT&T Relay and Hamilton Relay through their direct toll-

free relay numbers. Beginning on August 1, after you have had an opportunity to use the services of both providers, you may update your 711 Choice Form.

	To reach either provider	To reach Hamilton Relay directly	To reach AT&T Relay directly
English STS	1-800-854-7784	1-800-855-7300	1-866-988-4288
English Customer Service	---	1-877-632-9095	1-866-288-1909
Spanish STS	1-800-854-7784	1-800-855-7200	1-866-288-7504
Spanish Customer Service	---	1-877-419-8440	1-866-288-4151

As before, you may not be able to use the same operator every time you make an STS call. Some CAs may be more familiar with your speech pattern than others. If the CA you have on the line has difficulties understanding you, you can request to be transferred to a different operator.

Please note: Starting June 2, 2010, toll-charges will apply to all non-local relay calls. Please contact the providers' Customer Service to select your long distance carrier of choice.

Beginning June 2, 2010, STS calls will be relayed by Hamilton Relay and AT&T Relay CAs.

For questions about the transition to the new relay service providers, please call 1-866-409-0178 (toll-free).