

www.dntp.org
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 difficulty being understood to communicate by telephone. With this service, you can make calls by yourself independently of the availability of your assistant or care giver. When you make a call using STS a specially-trained STS Communications Assistant (CA) will be on the line with you to assist you during your call. The CA can repeat what you are saying for the person on the other end. You and the person on the phone with you can decide how much of your speech will be repeated: only particularly difficult words or every word you say. No special equipment is needed. You may use your own voice or a speech generating device. People can also make a call to you through the STS Relay Service. There is no charge to use this service.

How to reach a Speech-to-Speech (STS) Communications 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.

	Hamilton Relay	AT&T Relay
English STS	1-800-855-7300	1-866-988-4288
Spanish STS	1-800-855-7200	1-866-288-7504

Please note: Long distance charges apply to all non-local relay calls. Please contact the providers' Customer Service to select your long distance carrier of choice.

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. Both 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.
- **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 when you begin or end your conversation.
- **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.
- **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

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

	Hamilton Relay	AT&T Relay
English Customer Service	1-877-632-9095	1-866-288-1909
Spanish Customer Service	1-877-419-8440	1-866-288-4151

Other Special Instructions for the Communications Assistant (CA):

Even if you don't have 711 Choice or a Customer Profile, you can give the CA 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.

Need more information?

Visit the DDTP and/or the relay providers' Web sites for more details:

DDTP: www.ddtp.org and select "Relay Calls" and "Speech-to-Speech" from the menu bar

Hamilton Relay: www.hamiltonrelay.com/state_711_relay/how_it_works/sts.html

AT&T Relay: <http://relayservices.att.com/content/2/STS.html>