



The Speech-to-Speech (STS) Relay Service allows people with speech disabilities to communicate with others by telephone, Free!*



How does it work?

Making your own phone calls can be much easier through the California STS Relay Service, a free, federally and state mandated service!



1. Dial 7-1-1 and request STS, or dial the dedicated California STS Service number: 1-800-854-7784. Your call will be routed to one of the dedicated STS providers listed to the right.
2. Provide the telephone number of the person or business you want to call and the Communication Assistant (CA) will connect the call.
3. The CA will repeat what you say, word-for-word, to the other person on the call. The CA will be available throughout the call to assist you.
4. Call both providers' Customer Service to set up your 711 Choice and Customer Profile to ensure the best STS experience.

This service is completely confidential and private; CAs are regulated by federal privacy laws.

*Please note that long distance charges apply to all non-local calls.

Want to know more about STS?

The STS Relay Service is provided as part of the California Relay Service (CRS). Training materials and additional information about STS are available on the CRS and STS provider Web sites below:

- CRS: www.ddtp.org
- AT&T Relay: <http://crsrelayservices.att.com>
- Hamilton Relay: www.ca-relay.com

Please call the numbers below to make an STS call, learn more about STS, set up a Customer Profile to store call preferences such as frequently called numbers, and more:

Besides dialing 7-1-1, you can make calls through STS (24/7), by dialing:

- California STS Service:
1-800-854-7784 (English, Español)
- AT&T Relay:
1-866-988-4288 (English) 1-866-288-7504 (Español)
- Hamilton Relay:
1-800-855-7300 (English) 1-800-855-7200 (Español)

To reach Provider STS Customer Service (24/7), please dial:

- Hamilton Relay:
1-877-632-9095 (English) 1-877-419-8440 (Español)
- AT&T Relay:
1-866-288-1909 (English) 1-866-288-4151 (Español)

To reach Provider STS Training Lines (see hours below), please dial:

- AT&T Relay:
1-866-844-2626 (English Only, 9am-5pm, M-F, or by appointment)
- Hamilton Relay:
1-877-632-9095 (English, 24/7)
1-877-419-8440 (Español, 24/7)



www.CaliforniaPhones.org
Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program



Free Specialized Telephone Equipment and Devices for Eligible Californians



California Phones
Keeping you connected.



California Telephone Access Program (CTAP),
a program of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program.



ARTIFICIAL LARYNX DEVICE*



REMOTE CONTROL SPEAKER PHONE



CORDLESS SPEAKERPHONE



HEADSET



CORDED SPEAKERPHONE WITH OUTGOING-VOICE AMPLIFIER

Make calling easier with specialized telephone equipment for callers who have a speech disability.

The California Telephone Access Program (CTAP) provides this equipment free, with a certified medical professional's approval, to California residents who have phone service.

For Free Specialized Telephone Equipment and Devices

Call 1-800-806-1191

TTY: 1-800-806-4474

國語: 1-866-324-8747

Hmoob: 1-866-880-3394

Русский: 1-855-546-7500

Español: 1-800-949-5650

粵語: 1-866-324-8754

Tiếng Việt: 1-855-247-0106

Or visit: www.CaliforniaPhones.org

*For people who cannot speak aloud due to throat cancer surgery and/or other conditions