DDTP now offers Visually Assisted Speech-to-Speech (VA STS), technology that can enhance the relay experience of individuals with a speech disability.

**How does Visually Assisted Speech-to-Speech (VA STS) work?**

In addition to a phone call to the relay service, the Speech-to-Speech (STS) caller is also using a webcam or videophone with Skype™ to connect with the Communications Assistant (CA) at the relay call center\(^1\). This allows the Communications Assistant (CA) to see the Speech-to-Speech (STS) user as they are speaking. Seeing the Speech-to-Speech (STS) caller’s mouth movements, facial expressions, and gestures can enable the Communications Assistant (CA) to better understand and re-voice for the caller. Users of Augmentative and Alternative Communication (AAC) devices can also share the information they are typing via Skype™ using computer emulation.

\(^1\) The equipment and Internet service to access the video service are required to make a VA STS call but are not provided by CRS.
How to get started?

If you are interested in knowing more about this service, contact the California Relay Service (CRS) provider’s Speech-to-Speech (STS) Training Line to find out more information and for help with getting started:

**Call** 1-877-632-9095 and ask for the Speech-to-Speech (STS) Training Line (available 24/7).

You can also visit the California Relay Service Visually Assisted Speech-to-Speech (VA STS) website at [http://ddtp.cpuc.ca.gov/default1.aspx?id=2974](http://ddtp.cpuc.ca.gov/default1.aspx?id=2974)