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

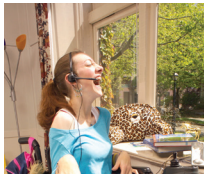
Speech-to-Speech
California Relay Service
The power to connect us all.

DIAL 711

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!

You call the STS Service...



...and connect with an STS CA who will...

...re-voice your speech to the other person!

1. Dial 711 and request STS, or dial the dedicated California STS Service number 1-800-854-7784.
2. Provide the telephone number of the person or business you want to call. The Communications 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 Customer Service to set up your call preferences in a Customer Profile to ensure the best STS experience.

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

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 website below:

- Deaf and Disabled Telecommunications Program: www.ddtp.org
- California Relay Service (Hamilton Relay): www.ca-relay.com

To make an STS call or learn more about STS, set up a Customer Profile, and store call preferences such as frequently called numbers, dial one of the following:

To reach California Speech-to-Speech Service (24/7):

English:	711	
	1-800-855-7300	(Hamilton Relay)
	1-800-854-7784	(DDTP)
Spanish:	711	
	1-800-855-7200	(Hamilton Relay)
	1-800-854-7784	(DDTP)

To reach California Relay Customer Service or the STS Training Line (upon request) (24/7):

1-877-632-9095 (English) 1-877-419-8440 (Spanish)

California Phones *Keeping you connected.* | CRS California Relay Service *The power to connect us all.* | California Telephone Access Program | Speech-to-Speech California Relay Service *The power to connect us all.*

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

STS-17-E

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

English TTY: 1-800-806-4474
Español: 1-800-949-5650
Hmoob: 1-866-880-3394
Tiếng Việt: 1-855-247-0106
Español TTY: 1-844-867-1135
粵語: 1-866-324-8754
國 語: 1-866-324-8747
Русский: 1-855-546-7500

Or visit: www.CaliforniaPhones.org

*For people who cannot speak aloud because their voice box (larynx) has been removed.

STS-17-E