

Relay Utah Speech-to-Speech (STS) Service

Speech-to-Speech Relay Service is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech relay involves specially-trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers with cerebral palsy, stroke complications, voice disorders or other speaking difficulties. The CA repeats the STS user's side of the telephone conversation, as needed, to ensure that the entire conversation is understood.

Making a call:

1. Dial 711 and request STS, or dial the toll-free STS relay number for Relay Utah, 888-346-5822.
2. Give the CA the number to call.
3. The CA will ask the STS user about their call preferences relating to revoicing either everything the STS user says or remaining in the background until assistance is requested.
4. The STS user may provide any other special instructions to the CA during the call.
5. The CA will repeat three- to four-word phrases unless requested otherwise.

Tips for STS Users

- You are in charge of your call. You may request a male or female CA – and as long as one is available, your request will be honored.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- Once the call is connected, everyone on the call

will be able to hear each other. You can choose whether or not the person on the other end hears your voice.

- It is helpful if you pause while the CA repeats what you've said.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to begin repeating what you've said at any time during the call, you must request the CA to do so. This approach is especially helpful when calling family, friends or others who may be familiar with your speech.
- If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- Do not be concerned with the length of time a call may take. There is no time limit and you may make as many consecutive calls as you like.



Visually Assisted Speech-to-Speech (VA STS)

Many individuals who have difficulty speaking are best understood when they can be seen. VA STS provides the opportunity to use both speech and visual cues when interacting with the Communication Assistant (CA) during Speech-to-Speech calls.

Visually Assisted Speech-to-Speech involves the use of a live video connection between the CA and the VA STS user. Utilizing a webcam and computer with Skype™, the CA is able to see the VA STS user's mouth movements, facial expressions and gestures as they speak. The CA uses these visual cues to assist in better understanding the VA STS user's side of the conversation.

How it Works

1. The VA STS user dials 844-218-9967 to connect with the CA.
2. Using Skype, the CA establishes a video connection with the VA STS user.
3. The VA STS user gives the CA the number to dial, and any specific call handling instructions.
4. The CA dials the requested number and facilitates the conversation.

What's Required

- A telephone with active service
- A computer and webcam
- High-speed Internet connection (512 kbps recommended)
- Skype* user account

Getting Started

Complete a Customer Profile online to make note of you call preferences: Relay.Utah.gov

You may also contact Relay Utah Customer Care to document your call handling preferences: 877-831-4782

**If you do not already have a Skype user account, visit Skype.com and click on "Download Skype". Follow directions to download and register. There is no cost to download Skype.*

Relay Utah is a program of the Public Service Commission of Utah. Relay Utah is provided by Hamilton Relay of Aurora, Nebraska - a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer care, reliable technology, essential relay education and professional Communication Assistants.

