



www.ddtp.org

Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program

Speech-to-Speech (STS) Relay Service

California Relay Service (CRS) Speech-to-Speech (STS) 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. Others can also call you through the STS Relay Service.

There is no charge to use this service.

Reach a Speech-to-Speech (STS) Communications Assistant (CA):

- Dial 711 or 1-800-854-7784 (English or Spanish) and ask for Speech-to-Speech; or
- Dial the California Relay Service (Hamilton Relay):
 - 1-800-855-7300 (English STS)
 - 1-800-855-7200 (Spanish STS)

Please note: If you make international calls or operator assisted calls, charges may apply. Please complete a Customer Profile so that we know your preferred carrier for these types of calls.

If the CA you have on the line has difficulties understanding you, you can request to be transferred to a different operator.

HOW TO SET UP A CUSTOMER PROFILE:

You can let CRS 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.

Options: 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 to leave when you reach a telephone answering machine, e.g., this might include identifying yourself by name, requesting the person call 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 the carrier you want to use for international and toll calls.

TO SET UP a Customer Profile

- Call a Speech-to-Speech Communication Assistant:

711	or	1-800-854-7784
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 - Ask for Customer Service
 OR
- Call California Relay Service (Hamilton Relay) Customer Service:

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

Other Special Instructions for the Communications Assistant (CA):

Even if you don't have 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; 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? For details visit:

- DDTP: www.ddtp.org. Select "Relay Calls" and "Speech-to-Speech" from the menu bar
- Hamilton Relay: www.hamiltonrelay.com/state_711_relay/how_it_works/sts.html