

SPEECH-TO-SPEECH (STS) RELAY SERVICE



The California Speech-to-Speech (STS) service enables people with a speech disability to communicate by telephone. This service enables you to make calls independent of your personal assistant or caregiver.

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

How Does Speech to Speech Work?

Set up your STS Customer Profile by calling:

- English: 1-877-632-9095
- Spanish: 1-877-419-8440

Dial 1-800-854-7784 or dial 711 and request STS.

Once you're connected with a Communications Assistant (CA) The CA will ask if you are familiar with STS. The two of you can review how you would like the call to go including things like instructions for announcing who is calling, how much the CA should re-voice your conversation, etc.

Once you're ready, you can share the phone number, including the area code, that you would like to call.

When the recipient picks up:

The CA will announce that the call is a Speech-to-Speech relay call and can explain what that means. Then you can begin your conversation and the CA will re-voice what you say and the recipient will speak to you directly.

When the call ends:

The CA will ask if you want to place another call. If you do, you can share another telephone number and make another call.

Learn More About Speech to Speech

The STS Relay Service is provided as part of the California Relay Service (CRS). Training materials and additional information about STS are available at [CAConnect.org/relay/sts/](https://caconnect.org/relay/sts/). You can also email California Relay Service at relay@caconnect.org.

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:

- Phone/VP 1-800-806-1191
- English TTY: 1-800-806-4474
- Español TTY: 1-844-867-1135
- STS Training Line English: 1-877-632-9095
- STS Training Line Spanish: 1-877-419-8440

1-800-806-1191

CAConnect.org

relay@caconnect.org

Specialized Communication Equipment



Chattervox Voice Amplifier



CooperRand Artificial Intra-Oral Larynx



Provox Trutone Electrolarynx



Speech Adjust-a-Tone

California Connect, also called the Deaf and Disabled Telecommunications Program (DDTP) provides communication access for Californians with hearing, vision, cognitive, mobility, and speech-related disabilities. The program of the California Public Utilities Commission (CPUC) includes accessible communication equipment and devices, relay service, and Augmentative and Alternative Communication (AAC) devices.

Visit CAConnect.org/speech to learn how to get access to communication equipment like Speech Generating Devices and Augmentative and Alternative Communication devices.