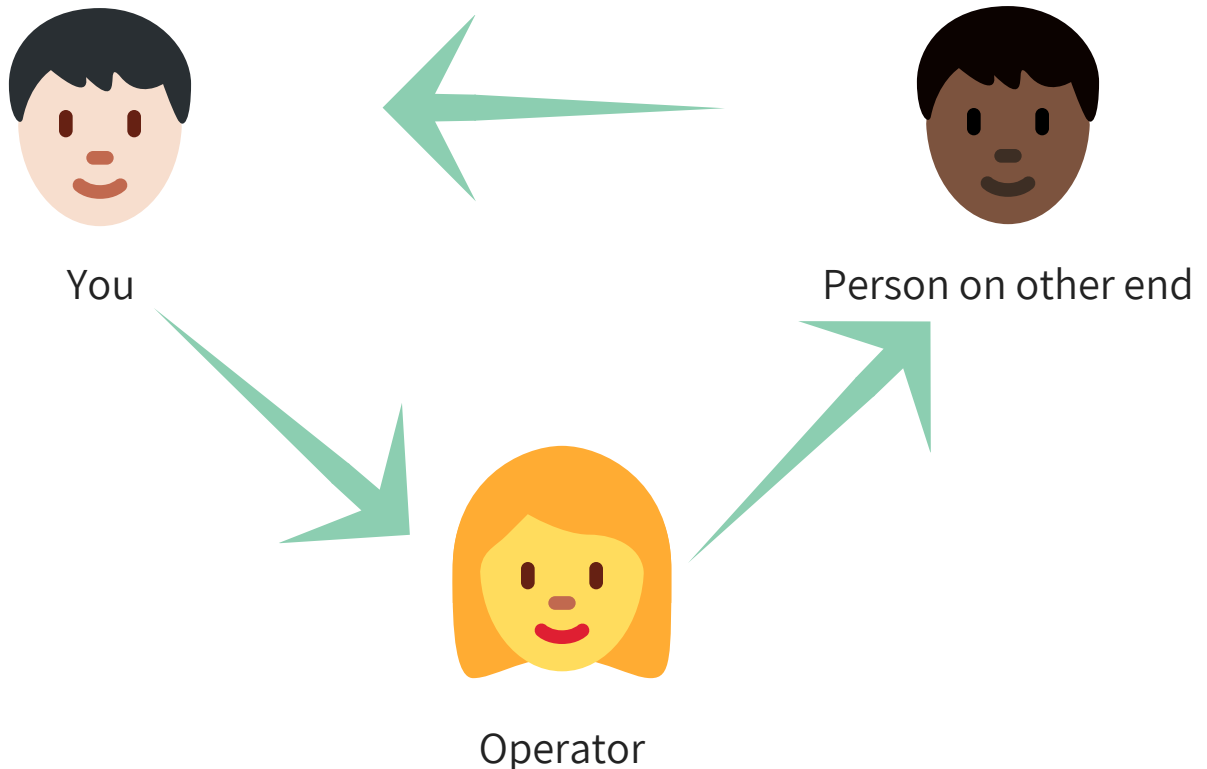


## AN EASY GUIDE TO SPEECH-TO-SPEECH (STS) RELAY



STS relay involves 3 people



## How to make an STS relay call



Dial 711 and ask for STS relay.



Operator answers and asks for the number you want to call.



Tell the operator the number and give any special instructions. Say "Go ahead" to end your turn.



Operator dials the number, explains STS relay, and follows your special instructions. The operator ends by saying, "Caller, go ahead."



Speak to the person you called and say "Go ahead."



Operator repeats what you said to the other person and says "Go ahead."



The other person speaks and says "Go ahead."



You speak and say "Go ahead."

The call continues for as long as you'd like. End the call by saying "stop keying".

## Facts about STS relay

- Confidential and free. No special equipment is required.
- You may call anyone just about anywhere in the world, 24 hours a day, 7 days a week.
- Long-distance charges may apply, depending on your personal phone plan.
- Anyone in the USA can call you via STS relay.
- You may produce speech in the way you normally do: with your voice, a voice synthesizer, or other assistive device.
- You chose whether to mute your voice to the person you are talking to.
- You chose whether the operator will repeat all of your words or just the parts that are hard to understand.
- Some states offer interpretation between languages.
- Some states offer visually assisted STS relay via Skype, which allows you to be seen as well as heard.

## Two ways to save time with STS relay

1. Create a customer profile to be automatically connected with an STS relay operator and set your preferences.
2. Set up your STS relay call in advance.

Sprint now offers an email set up option that can speed up your STS relay call. After registering for the service, you can set up your STS relay call from 2 to 24 hours before you make your call by completing this online form.

Then when you call STS relay, you simply tell the operator to use the My Email Call Set-up form. The operator will read the form to dial the number you wish to call, speak your preferred announcement, and follow any special instructions.