



California Telephone Access Program
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Speech
To
Speech
California Relay Service

The power to connect us all.

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

Speech to Speech (STS) Relay Service Fact Sheet

The California Speech to Speech (STS) Relay Service enables people who have a speech disability to communicate with other people by telephone. You can call specially-trained STS Relay Operators/Communication Assistants (ROs/CAs) who will re-voice your conversation to the person you are calling. You may use your own voice or a speech-generating device. People can also call you through the STS Relay Service.

The California Speech to Speech Relay Service is part of the California Relay Service (CRS), a program of the California Public Utilities Commission (CPUC). There is no charge to use this Relay Service; you pay only for the cost of the local or long distance call, if any.

How to reach a Speech to Speech (STS) Relay Operator/Communication Assistant (RO/CA):

- Dial 711 and ask for Speech to Speech, or
- Dial (800) 854-7784 to reach STS, or
- Dial one of the STS providers' dedicated numbers:
 - GoAmerica 1-866-854-7784
 - Nordia 1-866-734-2305
 - Sprint 1-888-877-5302

These numbers are the same for both English-speaking and Spanish-speaking callers.

Let the CRS relay providers know in advance how you want your STS call handled – by 711 Choice or by a Customer Profile:

711 Choice:

By registering your 711 Choice, you can pre-select from the following options:

- Choice of CRS provider – GoAmerica, Nordia, or Sprint
- Type of Communication – Speech to Speech
- Preferred Language – English or Spanish

After registering your choices, all your calls will be routed automatically to your chosen provider, a trained STS Relay Operator/Communication Assistant, and in your preferred language. All providers will have this information.

To register for 711 Choice, dial 711, and ask to be connected to Customer Service.

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CRS Provider Customer Profile:

You can also let the CRS Providers know exactly how you want your calls handled by setting up a Customer Profile. The settings you choose will apply to all of your 711 phone calls. The choices you make are for your specified provider. If you would like to use your preferences with more than one provider, you will need to set up profiles with each of them.

The options that you can choose include, but are not limited to:

- **STS** – Your calls automatically connected to a trained STS Relay Operator/Communication Assistant (RO/CA).
- **Language** – Your calls will automatically be relayed in the language of your choice (English or Spanish).
- **Gender** – Choose whether you want a male or female RO/CA to relay your call.
- **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 RO/CA will dial their phone number.
- **Announcement** - The RO/CA can give people you call a custom explanation of the STS service, which will be used in place of the standard explanation.
- **Message** – You can create a standard message you want left when you reach a telephone answering machine, e.g., this might include identifying yourself by name, requesting the person call you back, giving the STS Relay number, and your phone number.
- **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 RO/CA will direct the call appropriately.
- **Long Distance Carrier** – You can pre-select what phone company you want to use for long distance calls.
- **Caller ID Blocking** – You can prevent your phone number from being displayed on the phone of the person you call.
- **Call Blocking** – You can choose to not allow pay-per-use calls and/or up to five specific numbers to be dialed from your phone number.

To set up a profile, call the STS number of the provider of your choice (see earlier section on “How to reach a Speech to Speech (STS) Relay Operator/Communication Assistant (RO/CA)” for provider phone numbers) and ask to be connected to Customer Service.

Other Special Instructions for the Relay Operator/Communication Assistant (RO/CA):

Even if you don't have a Customer Profile, you can give the Relay Operator/Communication Assistant (RO/CA) instructions before (s)he places your call. Examples:

- You can ask the RO/CA to re-voice everything you say, or 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 RO/CA before the actual call is placed to be used during the conversation.
- You can ask the RO/CA to retain parts or all of a message for use in future phone calls.