

# California Relay Service Speech-to-Speech (STS)

Speech-to-Speech relay service is especially useful for people 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 the toll-free Speech-to-Speech relay number: 1-800-855-7300.
2. Give the Speech-to-Speech CA the number to call.
3. The CA will ask the STS user about his/her 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 to follow during the call.
5. The CA will revoice three- to four-word segments unless requested otherwise.

## User Training Line

The Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses, and organizations in California to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of California and/or

intend to use the STS Service with a California resident are eligible to call the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are managed, and what happens during a typical STS call
- Explain call handling instructions including, dictated messages, privacy options, and what information is useful to share before the Communication Assistant dials the call
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls



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[www.DDTP.org](http://www.DDTP.org)



**Speech  
To  
Speech**

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Offered through the California Relay Service, by Hamilton Relay, the STS User Training Line is available 24/7, and can be reached by contacting the Customer Service Department at **1-877-632-9095** V/TTY.

Hamilton Relay is one of two California Speech-to-Speech providers. The California Relay Service including Speech-to-Speech is funded by the Deaf and Disabled Telecommunications Program, a program of the California Public Utilities Commission.