

VOICE CARRY-OVER SPEECH-TO-SPEECH



Great new service for Hard-of-Hearing
or Deaf Voice Carry-Over (VCO) users

844-214-4968

WHO?

Voice Carry-Over Speech-to-Speech (VCO-STS) lets Deaf or Hard-of-Hearing individuals use their voices directly. In choosing the VCO-STS service the user permits the Relay Operator to repeat words the user has spoken but are not understood by the other party. This allows the conversation to progress without delay and may ease the frustration of being asked to repeat or concerns about being misunderstood. Register with Customer Service to be sure that your calls are “branded” VCO.

HOW?

Call **844-214-4968**. Inform the Relay Operator that you are using VCO-STS. You speak directly to the person you have called. The VCO-STS Relay Operator will only intervene in the conversation if the standard telephone user does not understand what the VCO-STS user is saying.

For more information,
visit nyrelay.com/vco-sts



QUESTIONS?

Call New York Relay 24-hour
Customer Service at
866-931-3291 (VCO)

*Another great service from
New York Relay!*