

New York Relay. Connecting people to people... One call at a time!

Speech-to-Speech (STS) Service

711 or

877-662-4234 for English

877-662-4886 for Spanish



This service is designed for people who have a Speech Difference or those who use an assistive voice device.

With Speech-to-Speech (STS), you can call anyone on the phone. A relay operator ensures that you will be heard and understood.

No special equipment is needed!

This relay service is available in English-to-English and Spanish-to-Spanish.

The Customer Profile allows you to store your relay call preferences and helps speed up call processing. To learn more about the Customer Profile, visit nyrelay.com/customer-profile.

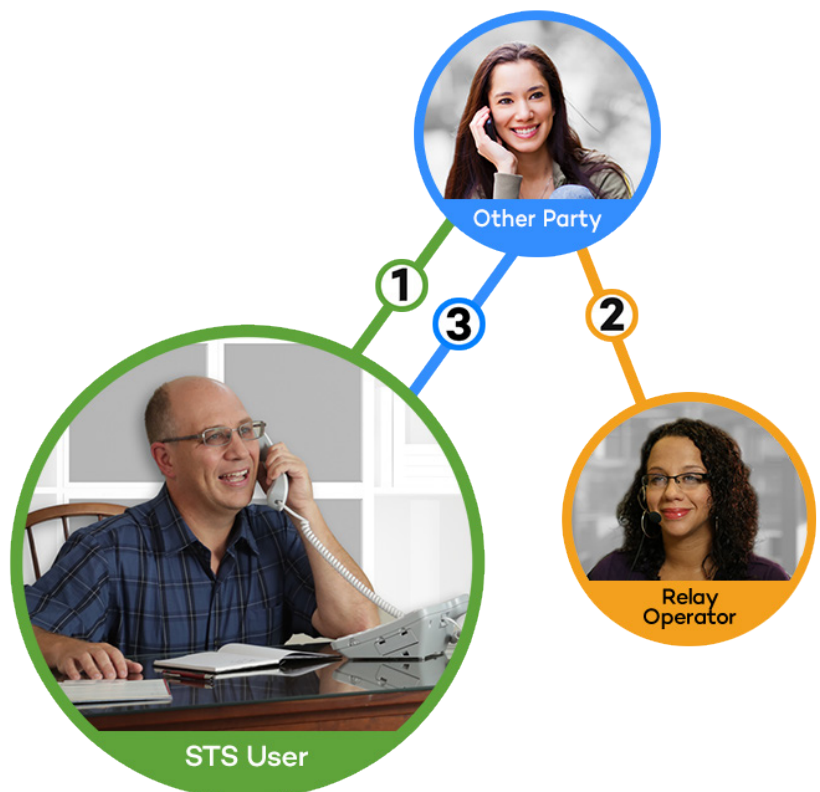
How Does STS Relay Work?

It's straightforward!

Just dial 711 (or 877-662-4234 for English or 877-662-4886 for Spanish) and ask for a Speech-to-Speech relay operator.

Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to the other party.

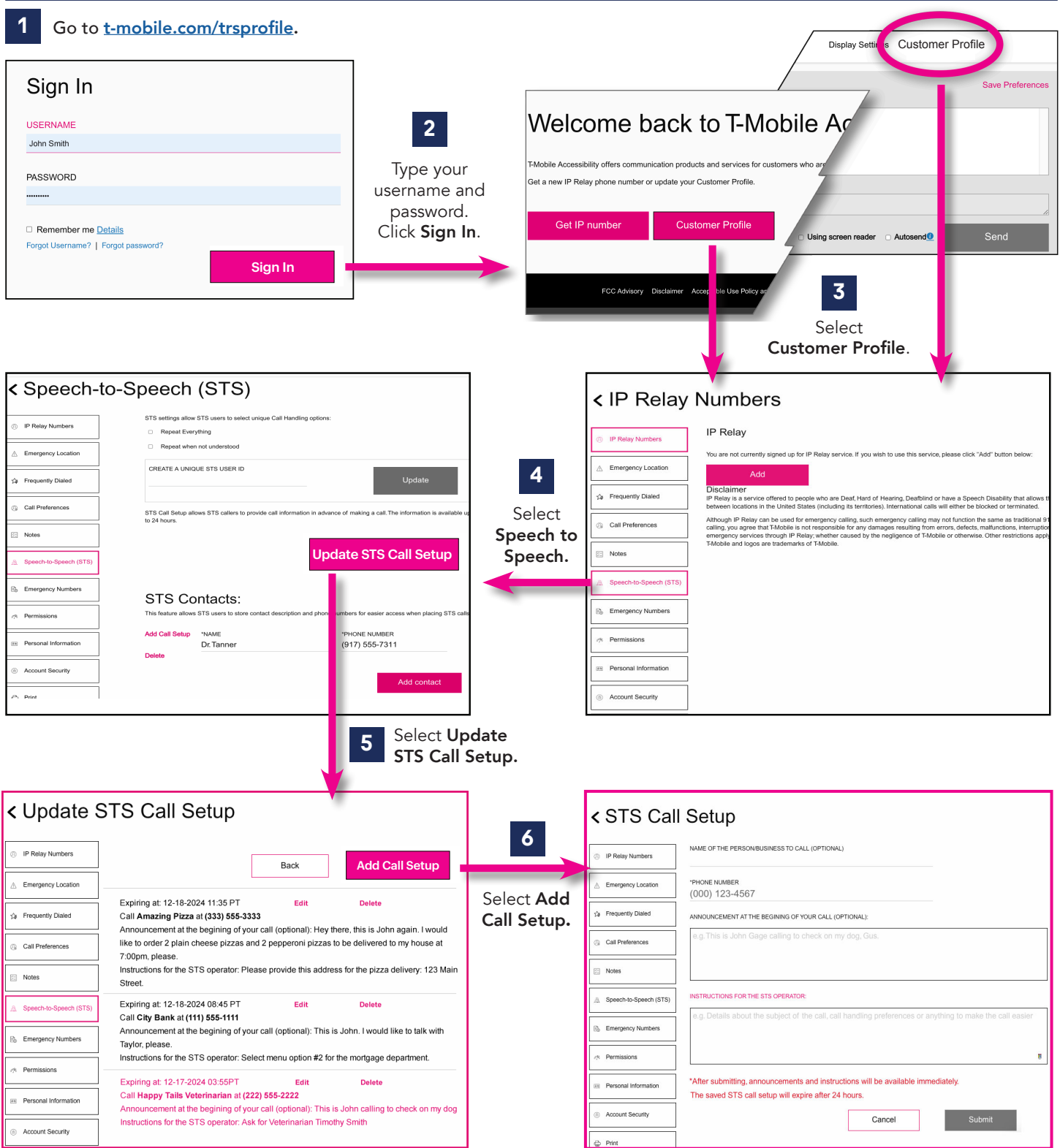
- 1 You speak on your phone directly to the other party.
 - 2 The relay operator repeats your spoken words to the other party as needed for clarity.
 - 3 The other party talks directly to you.
- To conclude the call, just say "goodbye".



For more information, visit nyrelay.com/sts

STS Call Setup

The STS Call Setup feature allows users to send call instructions to the New York Relay Operator in advance. Here is a detailed step-by-step guide to filling out the STS Call Setup form.



Accessibility Care

You may contact customer service for assistance with your Call Setup or Customer Profile.

- English: **800-676-3777**
- Spanish: **800-676-4290**
- Email: access@t-mobile.com

- 7** Provide the name and phone number of the person or business you're calling.

Include announcements for the Relay Operator to read at the start of your call.

Add instructions to help the Relay Operator prepare for the call.

Click **Submit** to save the information for 24 hours.