

Speech-to-Speech



www.westvirginiarelay.com

Communication solutions for people with speech loss who prefer to hear their relay calls.

7-1-1 or 866-519-0570

What is Speech-to-Speech (STS)?

Specially trained Relay Operators serve as the speech-disabled user's voice and repeat his/her responses to the called party. West Virginia Relay's unparalleled equipment and exceptional STS operator training ensure that speech-disabled users will be heard and understood. There may be instances when an STS user will be asked to repeat his/her message to ensure that it is relayed correctly. As an added benefit, West Virginia Relay can permanently establish your call type as Speech-to-Speech.

STS is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

My Email Set Up

This new feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, West Virginia Relay now offers My Email Set Up. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

Read more information on the back.

“ Now I can make my own phone calls without having to depend on someone else. ”

For further assistance with STS,
call West Virginia Relay STS
24-hour Customer Service at
877-787-1989

For more information, visit our website at
www.westvirginiarelay.com/sts

*Connecting people to people...
One call at a time.*



Speech-to-Speech

What works for you...



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1 The STS user speaks directly to the voice user.



2 The Relay Operator repeats the STS user's conversation if needed.



3 The voice caller talks directly to the STS user.



Speech Assistance Features - Easier Than Ever



My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- Information can be included such as:
 - the number to be dialed
 - the name of the person being called, or
 - anything that makes it easier for you to complete the call.



My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



My Name



My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



My Support: 877-787-1989

- A dedicated customer support for STS users.
- Assist you with:
 - basic information about STS,
 - filling out customer profiles, and
 - other Sprint Relay features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



My Phone Book

- Your customer profile can store up to 30 speed dial numbers in a phone book.
- To place a call, you simply ask for a caller by name.

