

STS



wisconsinrelay.com

Dial 711, Connect, and Communicate with Confidence

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



Wisconsin Relay provides full
telephone accessibility to people
who have a speech disability.

What is Wisconsin Relay?

Wisconsin Relay is a free 24-hours-a-day service that allows people who have a speech disability to place and receive telephone calls. Wisconsin Relay users can communicate freely with businesses, friends, and family who use a standard telephone. Wisconsin Relay offers two services that include Speech-to-Speech (STS) and Hearing Carry-Over (HCO).

All calls are strictly confidential and no records of any conversations are maintained.

Voice Relay for Hearing Callers

711 or 800-947-6644

You as a standard telephone user can easily initiate calls to anyone who has a speech disability. No special equipment is needed. You can use any type of phone from anywhere.

How to contact a person who has a speech disability



- 1** Dial 711 (or 1-800-947-6644) You will hear "Wisconsin Relay Communication Assistant # (each Communication Assistant has a unique identification number) may I have the number you are calling please?"
- 2** Give the Communication Assistant the area code and telephone number you wish to call and any further instructions.
- 3** Let the Communication Assistant know that you are speaking with an STS or HCO user. Then your call will be processed.
- 4** When the caller answers the call, the Communication Assistant will voice what the HCO caller types or may revoice what the STS caller says.
- 5** Speak directly to your caller.

To learn more, visit **wisconsinrelay.com/voice**

Hearing Carry-Over (HCO)

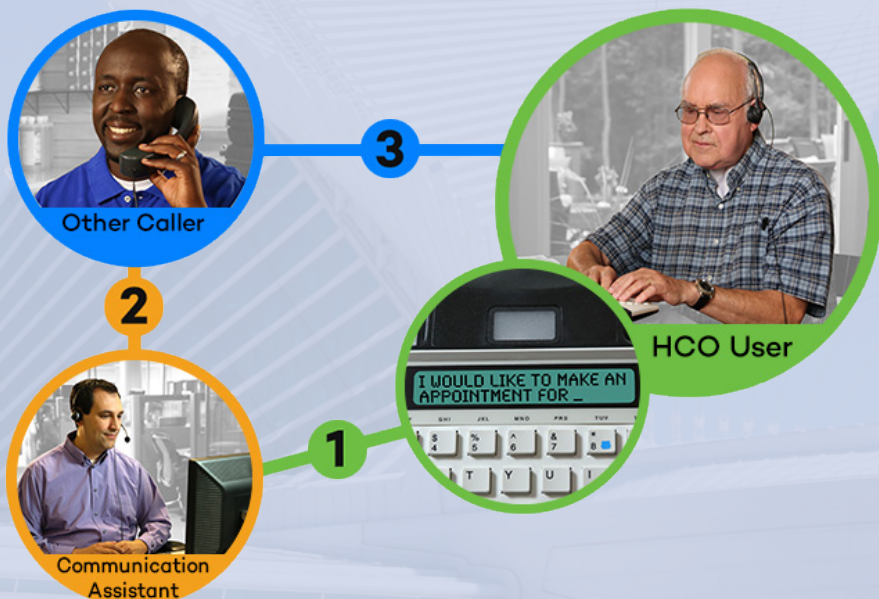
711 or 800-947-3529

Hearing Carry-Over (HCO) is a service for a person who is unable to speak. It allows them to listen to the other caller while typing his or her words on a TTY for the Communication Assistant to read aloud to the other caller.

To learn more, visit wisconsinrelay.com/hco

How does HCO work?

- 1** The HCO user types to the Communication Assistant.
- 2** The Communication Assistant reads aloud the typed message to the other caller.
- 3** The other caller speaks directly to the HCO user.



Speech-to-Speech (STS)

711 or 800-833-7637

People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call. The Communication Assistant, specially trained to understand unique speech patterns, repeats the words exactly as they are spoken to their caller.

How does STS work?

- 1** The STS user speaks directly to the other caller.
- 2** The Communication Assistant repeats the STS user's spoken words if needed.
- 3** The other caller talks directly to the STS user.



To learn more, visit wisconsinrelay.com/sts

Enhanced Speech-to-Speech

This new feature makes call set-up a piece of cake for you. In order to set up the call more quickly, Wisconsin 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. to you and then dial the person you want to call using standard STS procedures. STS users can access this service from a computer, laptop, or mobile device.

My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- Go to www.sprintsts.com/STS/form.html to email call set up.
- Information can be included such as:
 - the number to be dialed
 - the name of the person being called
 - any special instructions and subject of the call, or
 - anything that makes it easier for you to complete the call

IMPORTANT INFORMATION:

Before you use My Email Set Up, it is important to create your own Customer Profile.

See Wisconsin Relay STS Customer Profile on page 7 for more information.



Telecommunications Equipment Purchase Program

Under the Public Service Commission of Wisconsin, the Telecommunications Equipment Purchase Program (TEPP) offers accessible equipment for state residents with qualifying disabilities that interfere with the use of the standard telephone. Individuals who are experiencing difficulty using their current telephone equipment are encouraged to apply to receive assistive equipment.

What type of equipment is available to purchase?

- TTY, large visual display (LVD) TTYs and Captels
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- In-Home Notification systems for door, phone, etc
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system



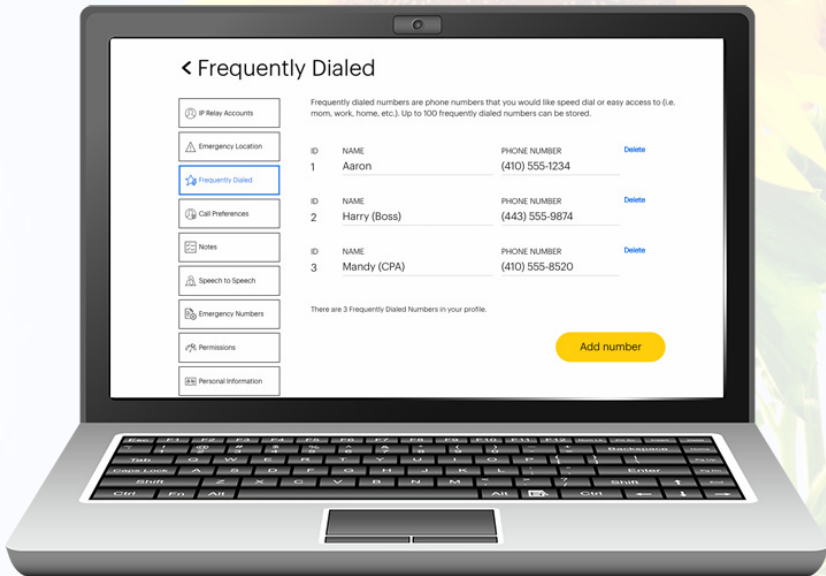
To learn more about TEPP including Voucher Application, visit the TEPP website at tepp.solixinc.com/ApplicationForm

Wisconsin Relay STS Customer Profile

The Wisconsin Relay Customer Profile allows consumers who have a speech disability to list their preferences for calls, such as:

- Contact information
- Emergency numbers
- Conversation preferences
- Speed dial numbers
- Customer notes

If you are interested in adding your information to the Customer Profile, visit **wisconsinrelay.com/profile**.



Important information

- Spanish-to-Spanish and Spanish-to-English are also available for Hearing Carry-Over (HCO).
- Hearing Carry-Over (HCO) relay is not compatible with PBX system, VOIP phones or digital landlines; a dedicated analog landline must be used.
- There is no charge for local and long-distance calls.

Request presentations

- Wisconsin Relay can provide customized presentations for organizations, agencies, schools, clubs, events, or companies at no charge. The presentations talk about Wisconsin Relay services and programs, and can last anywhere from an hour to a full day.
- To request, go to wisconsinrelay.com/outreach

For more information, contact:

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