

Instructions for Using Speech-to-Speech Relay

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. A STS relay communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

STS relay CAs are specially trained to understand a variety of different speech patterns including callers with cerebral palsy, Parkinson's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis, muscular dystrophy, stuttering, a laryngectomy, stroke complications and other voice disorders or conditions affecting clarity of speech.

STS User Placing a Call Through Relay

1. Using your standard phone, dial: **1-877-627-3848**.
2. You will hear "Minnesota Relay Speech-to-Speech CA XXXX. May I have the number that you are calling please?"
3. Give the CA the area code and telephone number of the person you wish to call.
4. Tell the CA any special instructions that you have such as:
 - Repeat everything I say.
 - Repeat only if I am not understood.
 - Leave the following message on the called party's answering machine.
 - If you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you would like before the call is placed.
5. The CA will verify the number with you before dialing, and will explain STS to the person you are calling (if necessary).
6. Once the call is connected, everyone on the call will be able to hear each other.
7. You will listen directly to the other person's response.

Tips for STS Users

- You may request a male or female CA and as long as one is available, your request will be honored.
- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- The CA will re-voice what you say every 3 to 4 words. It is helpful if you pause while the CA is revoicing.
- There may be instances when you will be asked to repeat your message to ensure that is conveyed correctly.
- STS relay calls can be made by anyone or to anyone with a speech disability.
- You may take all the time you need to complete your call.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. Minnesota Relay can process emergency STS calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance STS calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance STS call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference Form

A Customer Preference form allows you to customize your STS relay call. By completing and submitting a *Minnesota Relay Customer Preference form*, the Relay is able to store your call preferences in their database. This will allow your STS relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

A Customer Preference form allows you to customize your STS relay call by:

- indicating your long distance carrier of choice
- indicating how you would like your long distance calls billed
- listing frequently dialed numbers
- indicating how you will answer your phone when you receive a Relay call
- listing call setup and processing notes

Call 1-800-657-3775 to request a *Minnesota Relay Customer Preference form*, or download the form at www.mnrelay.org.

Filing a Complement or Complaint

If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the Relay call, the CA's identification number and the nature of your complaint.

You may also file a relay complaint with the Federal Communications Commission by calling 1-888-225-5322 (voice)/1-888-835-5322 (TTY) or on line at www.fcc.gov/cgb/complaints.html.

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

Minnesota Relay Consumer Relations Office:

1-800-657-3775

E-mail: mnrelay@state.mn.us

Visit our Web site: www.mnrelay.org