

MassRelay Speech-to-Speech (STS)

Speech-to-Speech is especially useful for individuals who have difficulty speaking or being understood on the phone.

Speech-to-Speech (STS) involves specially-trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers with cerebral palsy, stroke complications, voice disorders or other speaking difficulties. The CA repeats the STS user's side of the conversation as needed, to ensure that the entire conversation is understood.

Making a call:

1. Dial 711 and request STS, or dial the toll-free STS number for MassRelay, 866-645-9870.
2. Give the CA the number to call.
3. The CA will ask the STS user about his/her call preferences relating to repeating either everything the STS user says or remaining in the background until assistance is requested.
4. The STS user may provide any other special instructions to the CA during the call.
5. The CA will repeat three- to four-word phrases unless requested otherwise.

Tips for STS Users

- You are in charge of your call. You may request a male or female CA, and as long as one is available, your request will be honored.
- Give the CA as much information as possible about your call prior to them dialing. For example, if you know you are calling an automated system that requires you to select from a number of different options, let the CA know which options you want before the call is placed.
- Once the call is connected, everyone on the call will be able to hear each other. You can choose whether or not the person on the other end

hears your voice.

- It is helpful if you pause while the CA repeats what you've said.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to begin repeating what you've said at any time during the call, you must request the CA to do so. This approach is especially helpful when calling family, friends or others who are familiar with your speech.
- If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- Do not be concerned with the length of time a call may take. There is no time limit, and you may make as many consecutive calls as you like.

To learn more about Speech-to-Speech:

Call 800-720-3479

Email customerservice@massrelay.com

Visit [Mass.gov/MassRelay](https://www.mass.gov/MassRelay)

