

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 Communications Assistant # (each Communications Assistant has a unique identification number) may I have the number you are calling please?"
- 2** Give the Communications Assistant the area code and telephone number you wish to call and any further instructions.
- 3** Let the Communications 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 Communications Assistant will voice what the HCO caller types or may re-voice 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 Communications 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 Communications Assistant.
- 2** The Communications Assistant reads aloud the typed message to the other caller.
- 3** The other caller speaks directly to the HCO user.



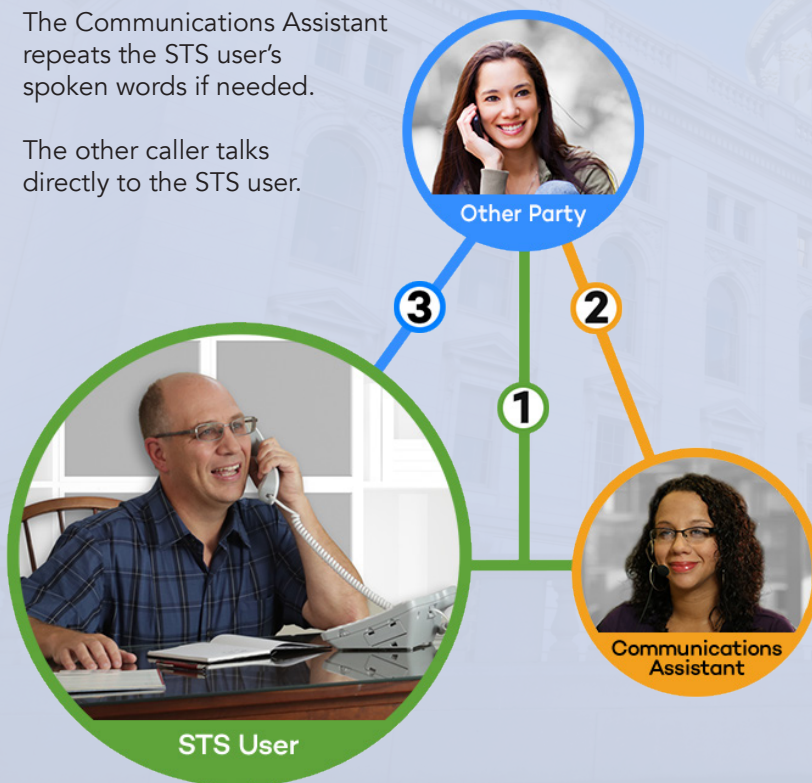
Speech-to-Speech (STS)

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 Communications 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 Communications 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

Telecommunications Equipment Purchase Program (TEPP)

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) and TTYs
- 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



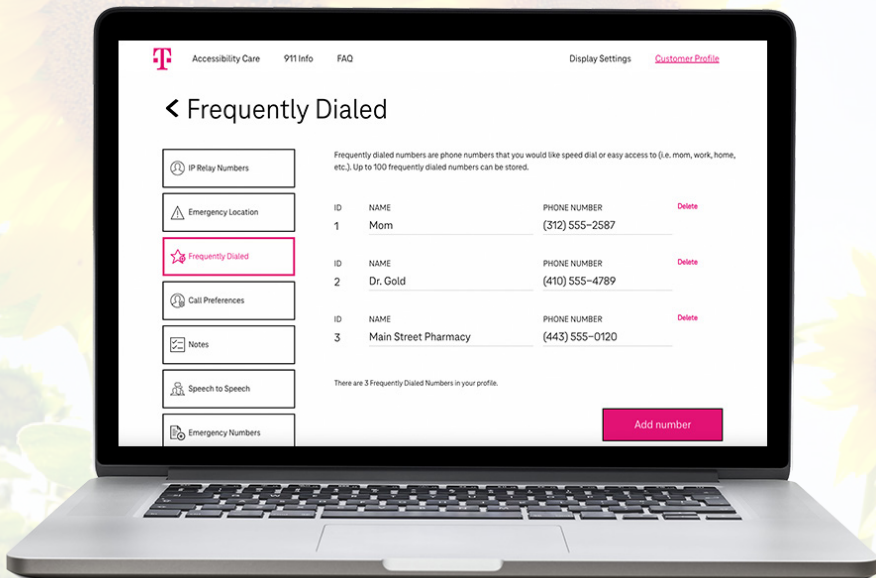
To learn more about TEPP including Voucher Application, visit the TEPP website at **tepp.solixcs.com**.

Customer Profile

The 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**.



Speech-to-Speech Call Setup

Registering and creating your Customer Profile can help speed up call processing for all of your STS calls. Your profile contains all your call preferences in one place.

STS Call Setup is an optional feature in the Speech-to-Speech (STS) tab of your Customer Profile. It allows you to provide additional information to an Communications Assistant prior to making an STS call to a specific party. Simply fill out the online form with information such as:

- Phone number and name of the person or business you are calling
- Announcement for the STS Communications Assistant to make at the start of your call (e.g., "This is John calling to check on my dog.")
- Instructions for the STS Communications Assistant (e.g. details about the subject of the call, menu option, or anything to make the call easier)

Please contact support service if you would like assistance with your Customer Profile and/or STS Call Setup.

- 877-787-1989 (STS only)

The screenshot displays the 'Speech-to-Speech (STS)' section of a customer profile. On the left is a sidebar menu with options: IP Relay Numbers, Emergency Location, Frequently Dialed, Call Preferences, Notes, Speech-to-Speech (STS) (highlighted), Emergency Numbers, Permissions, Personal Information, Account Security, and Print. The main content area is titled '< Speech-to-Speech (STS)' and includes a sub-header 'STS settings allow STS users to select unique Call Handling options:' with radio buttons for 'Repeat Everything' and 'Repeat when not understood'. Below this is a 'CREATE A UNIQUE STS USER ID' field with an 'Update' button. A note states: 'STS Call Setup allows STS callers to provide call information in advance of making a call. The information is available up to 24 hours.' A pink arrow points from the 'Update STS Call Setup' button to the 'Update STS Call Setup' form below. This form has a sidebar with the same menu as the first form, with 'Speech-to-Speech (STS)' highlighted. The main content area is titled '< Update STS Call Setup' and contains three call setup entries. Each entry shows an expiration date, a call name, and an announcement. The first entry is for 'Amazing Pizza' at (333) 555-3333, expiring 11:35 PT. The second is for 'City Bank' at (111) 555-1111, expiring 08:45 PT. The third is for 'Happy Tails Veterinarian' at (222) 555-2222, expiring 03:55PT. Each entry has 'Edit' and 'Delete' buttons. A 'Back' button and an 'Add Call Setup' button are at the top right of the form.

< Speech-to-Speech (STS)

STS settings allow STS users to select unique Call Handling options:

☐ Repeat Everything

☐ Repeat when not understood

CREATE A UNIQUE STS USER ID

STS Call Setup allows STS callers to provide call information in advance of making a call. The information is available up to 24 hours.

STS Contacts:

This feature allows STS users to store contact description and phone numbers for easier access when placing STS calls.

There are currently no STS contact times saved.

< Update STS Call Setup

Expiring at: 12-18-2024 11:35 PT

Call Amazing Pizza at (333) 555-3333

Announcement at the beginning of your call (optional): Hey there, this is John again. I would like to order 2 plain cheese pizzas and 2 pepperoni pizzas to be delivered to my house at 7:00pm, please.

Instructions for the STS operator: Please provide this address for the pizza delivery: 123 Main Street.

Expiring at: 12-18-2024 08:45 PT

Call City Bank at (111) 555-1111

Announcement at the beginning of your call (optional): This is John. I would like to talk with Taylor, please.

Instructions for the STS operator: Select menu option #2 for the mortgage department.

Expiring at: 12-17-2024 03:55PT

Call Happy Tails Veterinarian at (222) 555-2222

Announcement at the beginning of your call (optional): This is John calling to check on my dog

Instructions for the STS operator: Ask for Veterinarian Timothy Smith

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:

- Michelle Vicino
Customer Relations Manager
Email: michelle.vicino@t-mobile.com
- Customer Support (24 hours)
877-787-1989 (STS only)
800-395-9877 (Voice)
800-283-9877 (TTY)
- Website: wisconsinrelay.com