

West Virginia Relay.

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

Speech-to-Speech (STS) Service

711 or

866-519-0570 for English

866-519-0569 for Spanish-to-Spanish

877-298-3348 for Spanish-to-English



This service is designed for people who have a Speech Difference or those who use an assistive voice device.

With Speech-to-Speech (STS), you can call anyone on the phone. A relay operator ensures that you will be heard and understood.

No special equipment is needed!

This relay service is available in English-to-English, Spanish-to-Spanish and Spanish-to-English

The TRS Customer Profile allows you to store your relay call preferences and helps speed up call processing.

How Does STS Relay Work?

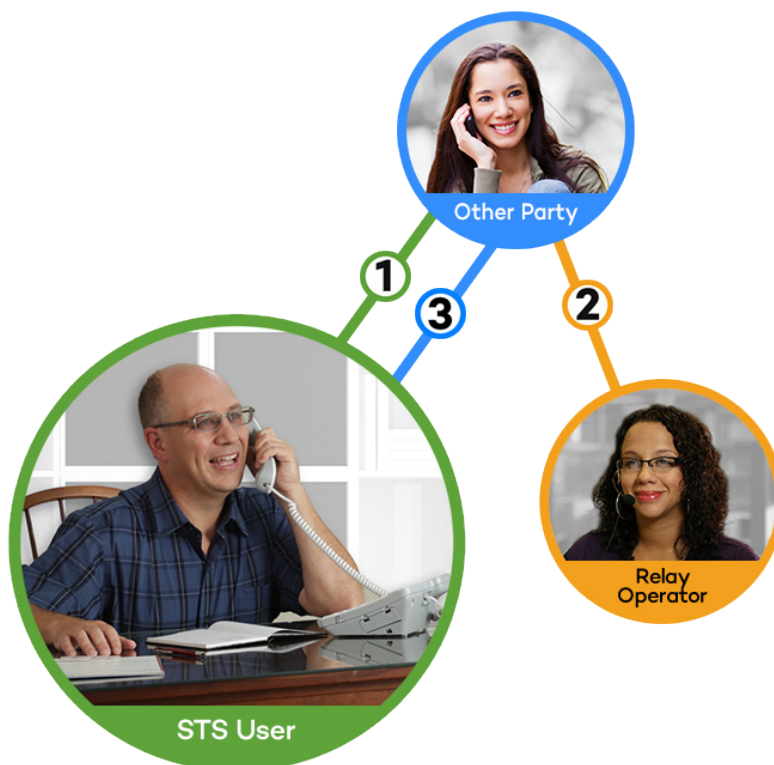
It's straightforward!

Just dial 711 (or 866-519-0570 for English, 866-519-0569 for Spanish-to-Spanish or 877-298-3348 for Spanish-to-English) and ask for a Speech-to-Speech relay operator.

Provide the area code and telephone number of the person you wish to call. The relay operator will dial the number and connect you to the other party.

- 1** You speak on your phone directly to the other party.
- 2** The relay operator repeats your spoken words to the other party as needed for clarity.
- 3** The other party talks directly you.

To conclude the call, just say "goodbye".

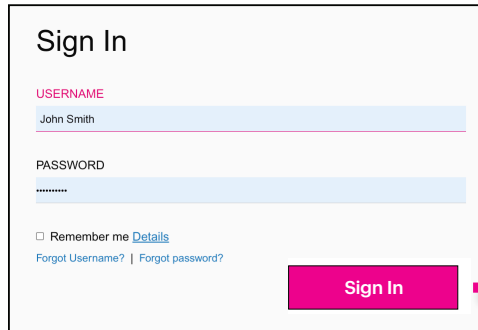


For more information, visit westvirginiarelay.com/sts

STS Call Setup

The STS Call Setup feature allows users to send call instructions to the West Virginia Relay Operator in advance. Here is a detailed step-by-step guide to filling out the STS Call Setup form.

1 Go to t-mobile.com/trsprofile.



Sign In

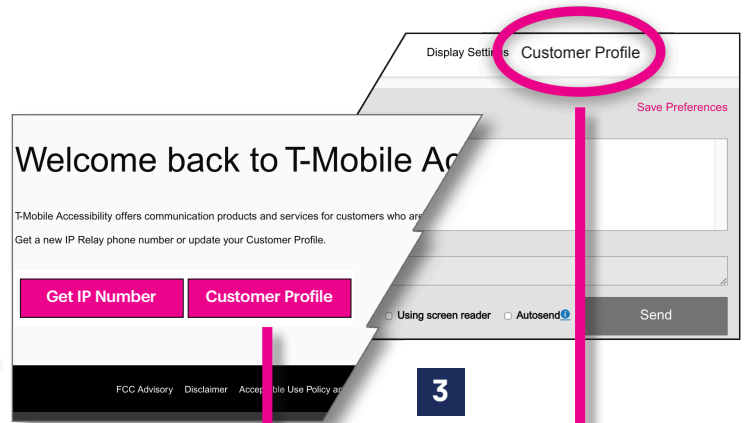
USERNAME
John Smith

PASSWORD

☐ Remember me [Details](#)
[Forgot Username?](#) | [Forgot password?](#)

Sign In

2 Type your username and password. Click **Sign In**.



Welcome back to T-Mobile Accessibility

T-Mobile Accessibility offers communication products and services for customers who are deaf, hard of hearing, or have a speech disability. Get a new IP Relay phone number or update your Customer Profile.

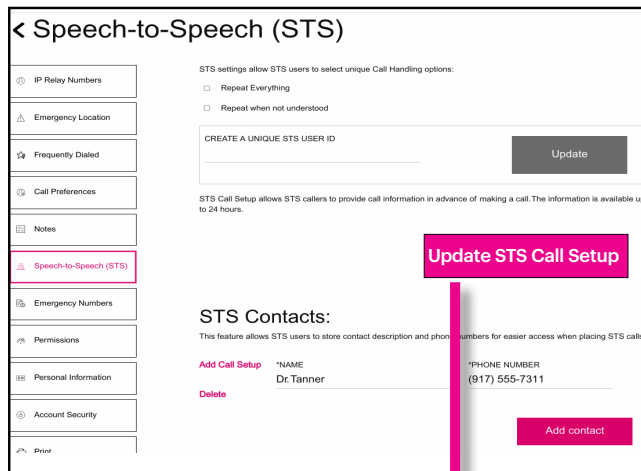
Get IP Number Customer Profile

Display Settings Customer Profile Save Preferences

Using screen reader Autosend Send

FCC Advisory Disclaimer Accessibility Policy

3 Select **Customer Profile**.



< Speech-to-Speech (STS)

IP Relay Numbers Emergency Location Frequently Dialed Call Preferences Notes Speech-to-Speech (STS) Emergency Numbers Permissions Personal Information Account Security Print

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

☐ Repeat Everything
☐ Repeat when not understood

CREATE A UNIQUE STS USER ID Update

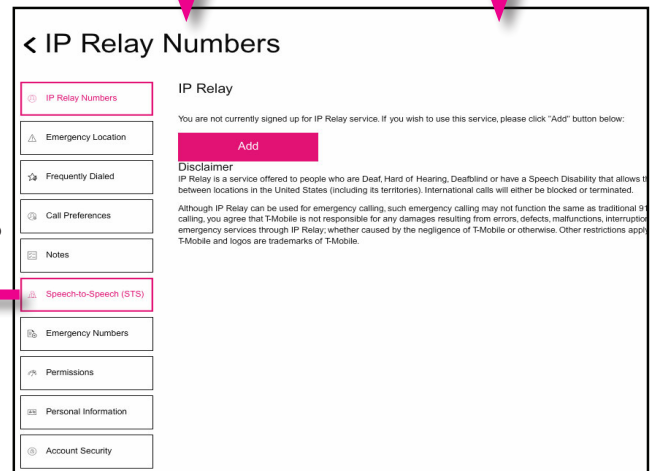
STS Call Setup allows STS callers to provide call information in advance of making a call. The information is available up to 24 hours.

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

Add Call Setup *NAME Dr. Tanner *PHONE NUMBER (917) 555-7311 Delete Add contact

Update STS Call Setup

4 Select **Speech-to-Speech**.



< IP Relay Numbers

IP Relay

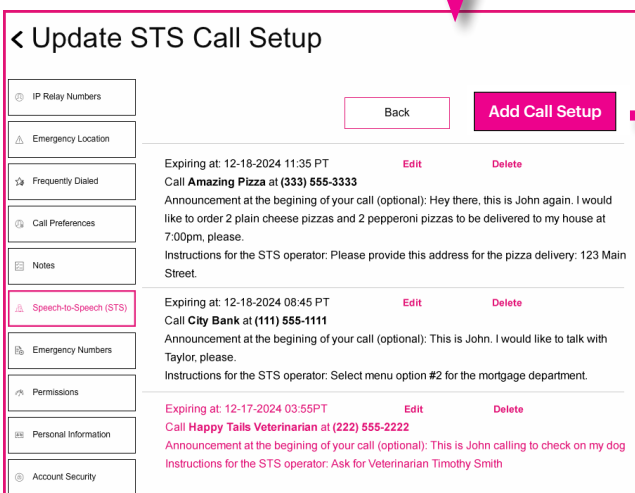
You are not currently signed up for IP Relay service. If you wish to use this service, please click "Add" button below:

Add

Disclaimer
IP Relay is a service offered to people who are Deaf, Hard of Hearing, Deafblind or have a Speech Disability that allows them to communicate between locations in the United States (including its territories). International calls will either be blocked or terminated. Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911 calling. You agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or emergency services through IP Relay, whether caused by the negligence of T-Mobile or otherwise. Other restrictions apply. T-Mobile and logos are trademarks of T-Mobile.

IP Relay Numbers Emergency Location Frequently Dialed Call Preferences Notes Speech-to-Speech (STS) Emergency Numbers Permissions Personal Information Account Security Print

5 Select **Update STS Call Setup**.



< Update STS Call Setup

IP Relay Numbers Emergency Location Frequently Dialed Call Preferences Notes Speech-to-Speech (STS) Emergency Numbers Permissions Personal Information Account Security Print

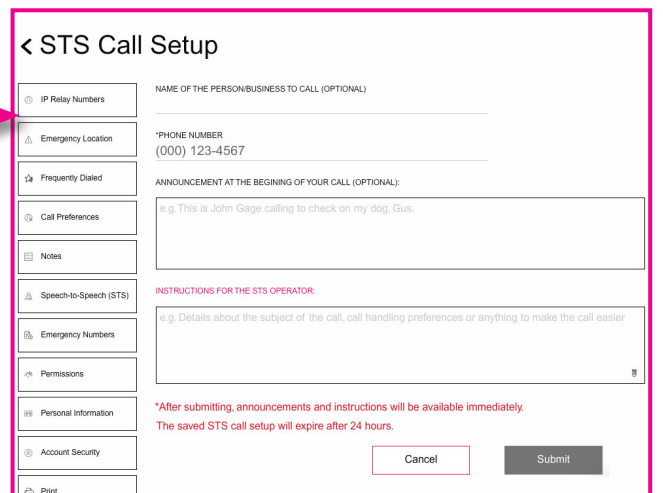
Back Add Call Setup

Expiring at: 12-18-2024 11:35 PT Edit Delete
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 Edit Delete
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 03:55 PT Edit Delete
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

6 Select **Add Call Setup**.



< STS Call Setup

IP Relay Numbers Emergency Location Frequently Dialed Call Preferences Notes Speech-to-Speech (STS) Emergency Numbers Permissions Personal Information Account Security Print

NAME OF THE PERSON/BUSINESS TO CALL (OPTIONAL)

*PHONE NUMBER (000) 123-4567

ANNOUNCEMENT AT THE BEGINNING OF YOUR CALL (OPTIONAL):
e.g. This is John Gage calling to check on my dog, Gus.

INSTRUCTIONS FOR THE STS OPERATOR:
e.g. Details about the subject of the call, call handling preferences or anything to make the call easier

*After submitting, announcements and instructions will be available immediately.
The saved STS call setup will expire after 24 hours.

Cancel Submit

7 Provide the name and phone number of the person or business you're calling.

Include announcements for the Relay Operator to read at the start of your call.

Add instructions to help the Relay Operator prepare for the call.

Click **Submit** to save the information for 24 hours.

Accessibility Care

You may contact customer service for assistance with your Call Setup or Customer Profile.

- English: **800-676-3777**
- Spanish: **800-676-4290**
- Email: access@t-mobile.com