

ALASKA RELAY NEWSLETTER 2022



Relay Service For People Who Have a Speech Disability



Here's some great news for you if you have difficulty being understood on the phone! There's a no-cost service called "Speech-to-Speech" or "STS", for short, that is designed for people with speech disabilities.

Our STS Communications Assistants (CAs) are specially trained to understand different speech patterns. During your phone calls, they can repeat your words as needed for clarification to the person you are speaking with. Our STS CAs ensure that you will be heard and understood. Plus, no special equipment is needed. No special equipment is needed for STS.

Simply dial 711 (or 866-355-6198) and ask for an STS CA. Give the area code and telephone number of the person you wish to call, and the CA will connect you. You speak on your phone directly to the other party **(1)**, and the STS CA will repeat your words as needed for clarity **(2)**. The other party will talk directly to you **(3)**.

STS empowers you to use the phone anytime, anywhere! If you know someone who would benefit from this service, encourage them to check it out!

For more information, visit alaskarelay.com/sts.



Wireless *STS

Is your wireless phone on the T-Mobile network?

If so, you can easily dial *787 to directly reach Speech-to-Speech (STS) service!

Here's a helpful hint – *787 spells out *STS on the dial pad of your wireless phone.

Interested in getting a T-Mobile wireless phone? Visit tmobileaccess.com/wireless.



Alaska Relay Outreach Program

Alaska Relay Ambassadors help promote and increase relay service awareness on a local and statewide level by providing outreach services across Alaska, educating residents and professionals about the services available through the program.

Alaska Relay Ambassadors conduct workshops, public presentations, and seminars. We also provide demonstrations of the equipment and services Alaska Relay provides. There is no fee for these presentations or demonstrations.

Interested? Simply fill out a form at alaskarelay.com/outreach-program. We'll be in touch with you soon!



Introducing T-Mobile IP Relay Service

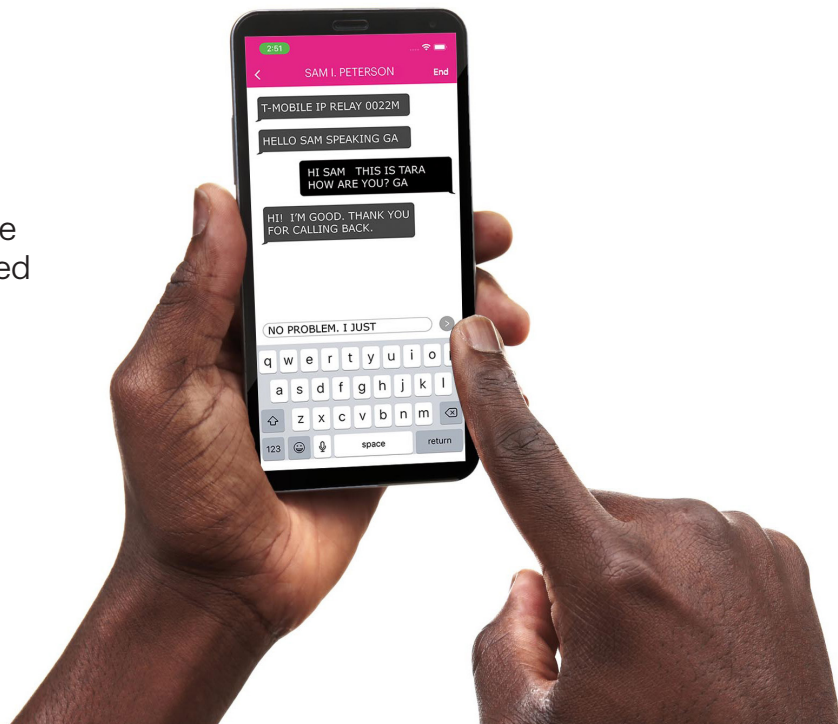
T-Mobile IP Relay allows people who are Deaf, Hard of Hearing, DeafBlind or have a Speech Disability to make or receive calls using an internet connection, a computer, a tablet or smartphone by connecting them with a relay operator. You type what you want to say to the other party, then the operator relays your typed message to the other party and types their spoken response to you.

To learn more:

- [T-Mobile IP Relay](#)
- [T-Mobile IP Relay Mobile App](#)

Download Instructions:

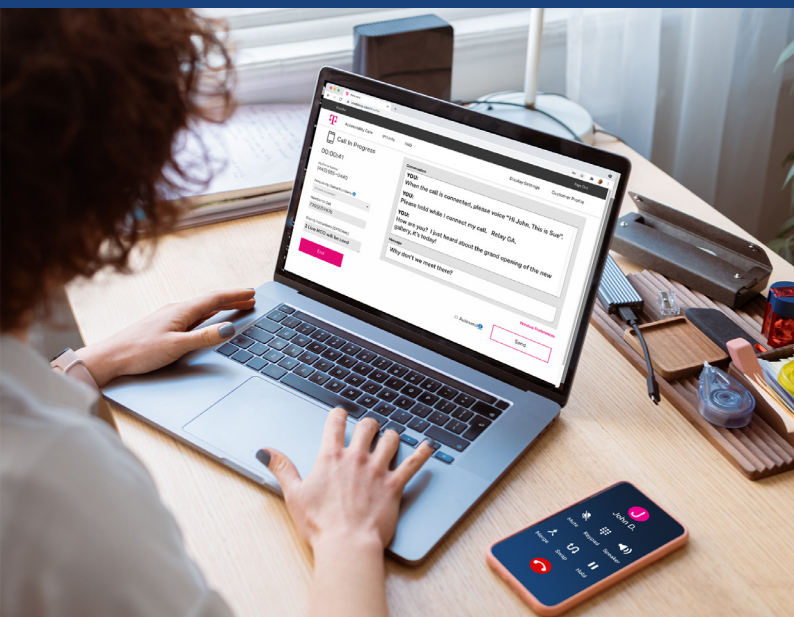
- [For Web Support](#)
- [For iOS](#)
- [For Android-based](#)



Two Additional Features for IP Relay Service

For Hearing Carry-Over (HCO) User:

For Voice Carry-Over (VCO) User:



IP Relay's Two-Line Hearing Carry-Over (HCO)

allows a person with a speech disability to listen and type their conversation while the Relay Operator reads aloud to the other party.

[Download Instructions for 2-Line HCO \(PDF\)](#)



IP Relay's Two-Line Voice Carry-Over (VCO)

allows a person with a hearing loss to read and speak directly to the other party while the Relay Operator types what is heard.

[Download instructions for 2-Line VCO \(PDF\)](#)

Relay calls can be made to anyone, anywhere in the world, 24 hours a day, 7 days a week by dialing 711 or these toll-free relay numbers:

All calls are completely confidential.

800-770-8973 TTY to Voice
800-770-8255 Voice to TTY
800-770-3919 ASCII
800-770-6108 Voice Carry-Over
800-770-8973 Hearing Carry-Over
866-355-6198 Speech-to-Speech
866-355-6199 Spanish Relay

T-Mobile Accessibility Care

800-676-3777 Voice/TTY
800-676-4290 Español - Voz/TTY
877-787-1989 Speech-to-Speech
866-931-9027 Voice Carry-Over

Email: access@t-mobile.com

Website

alaskarelay.com

Follow Us



Outreach Program/ Equipment Distribution Program

ATLA Assistive Technology of Alaska
1500 W 33rd Ave.
Anchorage, AK 99503

akrelay@atlaak.org

800-723-ATLA (Toll-Free Phone)

907-563-2599 (Voice)

907-561-2592 (TTY)

907-563-0699 (Fax)

alaskarelay.com/tedp

