

# Enhanced Speech-to-Speech

Dial **711** or **877-253-0446**

Talk with Ease and Confidence



Vermont  
Telecommunications  
Relay Service

- Tired of struggling to be understood over the phone?
- Want to be free to communicate anytime from anywhere?

Vermont Relay have the perfect solution for you — **Speech-to-Speech (STS)** provides one-on-one support for telephone calls.

## What is STS?

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

- Free and confidential
- Available 24 hours a day / 7 days a week
- Spanish is available

## My Email Set Up

This feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, Vermont Relay STS now offers My Email Set Up. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

Read more information on the back.

“ Now I can make my own phone calls without having to depend on someone else. ”



## Customer Service designed for STS users:

- Call: **877-787-1989**
- Email: **[accessibility@sprint.com](mailto:accessibility@sprint.com)**
- Website: **[vermontrelay.com/sts](http://vermontrelay.com/sts)**

For more information, contact: **Michelle Vicino**, Customer Relations Manager

- Email: **[michelle.vicino@t-mobile.com](mailto:michelle.vicino@t-mobile.com)**
- Videophone: **860-899-1097**

# My Email Set Up

## Speech Assistance - Easier Than Ever!



### My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- Information can be included such as:
  - the number to be dialed
  - the name of the person being called
  - any special instructions and subject of the call, or
  - anything that makes it easier for you to complete the call.
- **IMPORTANT INFORMATION:**  
Before you use My Email Set Up, it is important to call My Support (STS Customer Support) at 877-787-1989.  
The STS customer support representative will fill out your profile. Below is information about STS features and descriptions.



### My Support 877-787-1989

- Dedicated customer support for STS users.
- Assist you with:
  - basic information about STS,
  - filling out customer profiles, and
  - other features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



### My Wireless \*STS (Dial \*787)

- A NEW national wireless solution for STS users.
- A national wireless short code for STS to make it easier to place or receive STS calls.
- Simply dial \*787 (\*STS) from any Sprint wireless phone to be connected with a Sprint STS relay operator.
- **PLEASE NOTE** that this service is only available on the Sprint wireless network at this time.
- If you are interested in purchasing a Sprint wireless phone,
  - go to [t-mobile.com/accessibilitystore](http://t-mobile.com/accessibilitystore) or
  - contact My Support at 877-787-1989 and they will get a representative to assist you.



### My Name

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



### My Place



### My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



### My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- You simply say the name of the person being called.



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For more information, contact: Michelle Vicino, Customer Relations Manager

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- Videophone: 860-899-1097