

Have you experienced...

Frustration?

Getting hung up on?

Not being understood?

Depending on others to make calls?

Misunderstandings?

Your solution is

New Jersey's own

Speech-to-Speech Service

DIAL 7-1-1,

ask for Speech-to-Speech
and Be Yourself.

Talk on the phone with
ease and **confidence!**



“ STS is a lifesaver! It really does help me be more independent. ”

Learn more about New Jersey
Speech-to-Speech Service
www.newjerseysts.com



Speech-to-Speech Customer Service
877.STS.1989 (877.787.1989)

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SPEECH TO
SPEECH
SERVICE



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

NEW JERSEY RELAY
Connect. Experience. Thrive.

Speech-to-Speech Service Defined:

Persons who have difficulty being understood over the phone can benefit from Speech-to-Speech (STS) Service. STS Service provides specially trained operators who facilitate conversations between the user and the other party by repeating the message of the person with a speech impediment or synthesizer output.

What You Should Know:

- New Jersey Speech to Speech is a free¹ telecommunications service provided by Sprint Relay and approved by the NJ Board of Public Utilities that ensures full telephone accessibility to people who have a speech disability.
- All calls are strictly confidential and no records of any conversations are maintained.
- No special equipment needed. Just use any phone.
- Open 24 hours and 7 days a week.²
- Current customers include those with Cerebral Palsy, Muscular Dystrophy, Aphasia, Laryngectomy, Down syndrome, stroke, and brain injury.

¹ STS users are responsible for their own long distance charges. There is no charge for using NJ Speech-to-Speech Service.

² Spanish speaking operators are available between 8 am to 10 pm Eastern Time daily.

How does NJ Speech-to-Speech Service work?



- 1** The STS user dials 711 (or 866.658.7712) for a trained NJ STS operator to connect to the requested party.
- 2** The STS operator will facilitate the conversation between the STS user and the other party by repeating or re-voicing the STS user's messages when necessary.
- 3** The other party speaks directly to the STS user.



Video-Assisted STS

Video-Assisted (VA-STS) utilizes video conferencing technology to provide the STS relay operator with visual cues during the conversation which can improve the quality of an STS user's call.

For more information:
newjerseysts.com/vasts



Presentations and Training Available

A team of outreach specialists are available to provide free demonstrations, training, presentations or support on how to use STS in your home or office.

If you are interested, please contact an outreach specialist today to set up an appointment.

- E-mail: njrelayoutreach@sprint.com
- Phone: 201.355.0579
- Fax: 913.523.1137
- Customer Support: 877.787.1989
- Website: newjerseysts.com