

Video: How does a Speech-to-Speech (STS) call work?

Transcript

New Jersey Relay logo on the screen with the title of the video, "Speech-to-Speech Relay".

Soft instrumental music plays throughout the video.

Announcer: "Disfluent speech or stuttering is characterized by repetition of sounds, syllables, or words; prolongation of sounds and interruptions in speech known as blocks. Individuals who stutter know what he or she wants to say but has trouble producing a normal flow of speech."

A man and a woman are sitting together on a sofa, looking at blueprints for a home addition. They are communicating with each other.

Man says to the woman: "I will go ahead and call the credit union, <stuttering> and see if we can get that loan approved."

The man walks into his home office to sit at the desk. He looks at his notes, picks up the phone handset to dial a number.

Announcer: "Roughly 1 million American adults stutter, and while symptoms of stuttering vary throughout the day,

they often become more severe when speaking before a group or talking on the telephone. New Jersey Relay offers a free telecommunications service called Speech-to-Speech that makes it more comfortable for a person who stutters to talk on the phone.”

Scene shifts to a different man wearing a tie and sitting at his desk. He answers his phone: “Good afternoon, thank you for calling Advantage Credit Union. This is Donald. How may I help you?”

Scene shifts to a male relay operator at the Relay Center, wearing a headset and sitting in an office cubicle with only a monitor and keyboard.

Relay operator: “Hello, a person is calling you through Speech-to-Speech Relay. This is operator 2838. Have you received a Speech-to-Speech call before?”

Donald answers: “No, I have not.”

Relay operator explains: “The person who is calling can hear and has a speech disability. They will speak directly to you and I will repeat what they say.”

Announcer: “A specially trained operator re-voices the conversation to the person on the other end of the line.”

Scene shifts to show a different woman handing a file to another woman who is seated at her desk. The first woman walks out of the office. The second woman

reviews the file and then answers the phone by picking up the handset.

The man with stutter is in his home office, speaking to the second woman on the phone: “<stuttering> Hi Nihada, this is Andy Smith and I was calling to see if our <long pause> home loan has been approved.”

Relay operator re-voices Andy’s comment to Nihada: “Hi Nihada, this is Andy Smith and I was calling to see if our home loan has been approved.”

Nihada types on her computer and looks at her monitor.

Announcer: “Speech-to-Speech provides users the opportunity to use the phone comfortably, without feeling rushed or anxious. With Speech-to-Speech, potentially stressful calls to businesses, doctors, and schools can be made with confidence.”

Nihada: “Oh, Andy, we have great news! You’ve been approved for the full amount. Would you like to schedule a time to come in and sign the papers?”

Andy: “<stuttering> Why don’t I speak with my wife and see when would be a good day for us to come in and do that.”

Andy continues to talk on the phone and take notes.

Screen defocuses and a large New Jersey Relay logo appears, along with “Speech-to-Speech Relay, NJRelay.com/STS, 1-877-787-1989”.

Announcer: “To learn more about Speech-to-Speech Relay Service, go to NJRelay.com/STS. Make things happen by phone today!”

Screen fades to black. End.