

How to connect with Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY:** 1.800.367.8939
- **ASCII:** 1.888.842.3372
- **Voice:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Captioned Telephone Service:**
To reach a Captioned Telephone Service user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.800.842.6520
- **Spanish:** 1.800.842.2088
(includes Spanish-to-Spanish and translation from English-to-Spanish)

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Arizona para obtener más información sobre la repetición telefónica en español:

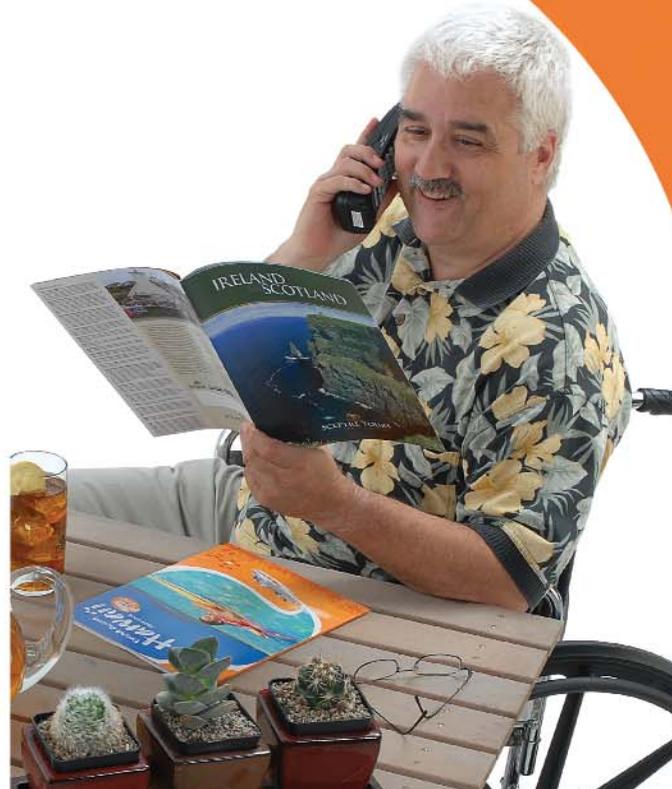
- **Captioned Telephone Service:** Para ponerse en contacto con un usuario de Captioned Telephone Service, marque el 1.866.217.3362 Español
- **Español:** 1.800.842.2088 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.866.519.8277 Español
- **Correo Electrónico:** info@azrelay.org
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Commission for the Deaf and Hard of Hearing
Attn: Arizona Relay Customer Service
100 N. 15th Avenue, Suite 104
Phoenix, AZ 85007
TTY: 1.800.347.1695
Voice: 1.866.259.1768
Fax: 1.866.519.8277
E-mail: info@azreal.org

Arizona Relay Service 7-1-1

Speech-to-Speech



Arizona Relay Service 7-1-1

Speech-to-Speech

Arizona Relay (AZRS) is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech impairments.

The CA revoices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

Required Equipment There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

- Arizona Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

dial 1.800.842.6520 or 7-1-1



Arizona Relay Service 7-1-1

Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit: www.azrelay.org/callerprofile.cfm or contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

Making a Speech-to-Speech Call

- Dial the toll free Speech-to-Speech number for Arizona Relay: **1.800.842.6520**.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.
- The CA will clarify anything that is not clear before revoicing.

- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say “Go Ahead” or “GA”* each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

*“GA” (“Go Ahead”) is a term used in relay calls for turn-taking purposes. “GA” ensures that the relay user and the standard telephone user do not respond at the same time. When you see “GA,” you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say “GA.”

Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are Hard of Hearing or Deaf and have a speech impairment. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

To make a VCO/STS relay call:

- Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:
- Dial the Speech-to-Speech number for Arizona Relay using your TTY or VCO phone: **1.800.842.6520**.
 - Request VCO or complete a VCO profile with Customer Service.

- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see “GA” from the CA, say your first phrase or sentence followed by “Go Ahead.”
- The CA will type what you said back to you adding “CORRECT QQ** GA” at the end of the phrase or sentence. If you say “Yes,GA,” the CA will type “(REVOICING NOW...)” and revoice your entire phrase or sentence to the person you are calling.
- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

**QQ is used when asking a question, as an alternative to a question mark.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Arizona Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO to Speech-to-Speech calls and convenient options available, contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).



Speech Impaired Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Communication Assistant, specially trained in a variety of speech patterns, facilitates the conversation by revoicing as needed or as directed.



Family, Friends and Businesses use a standard telephone to communicate freely.