

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

Transcript

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

Images appear on the screen of scenes from the video to follow.

Upbeat, instrumental music plays underneath the entire video.

Announcer: "If you have a speech challenge that impacts your ability to be understood on the phone, Speech-to-Speech Relay is for you!"

A man in a wheelchair dials the Relay Center to place a call. Alternating scenes of the STS user and the relay operator are shown.

STS user says: "Hi, please call Genesee F-Florist at 5-5-5-5, 1-2-1-2..."

Relay operator, "One moment, please."

Inside a florist shop a woman female walks to a counter and answers the phone. Alternating scenes of the florist, the operator and the STS user are shown.

The announcer talks through these shots, “A specially trained operator will RE-VOICE your conversation to the person you are calling.”

Relay Operator speaks: “Caller, you may go ahead.”

STS user speaks: “Hi, this is Tim.”

The relay operator re-voices, “Hi, this is Tim.”

Tim: “I want to order f-flowers...f-f-for my niece, Alison Rose.”

The relay operator repeats Tim’s words to the florist, “I want to order flowers...for my niece, Alison Rose.”

The florist takes notes of the order in her shop and says, “Great! We’ll send her the ‘Bundle of Joy’ basket and sign the card, ‘Love, Uncle Tim’.”

Tim replies “Awesome! Thank you!”

The relay operator re-voices, “Awesome! Thank you!”

Florist: “You’re welcome. And thanks for your order!”

As the announcer speaks, there is a large Tennessee Relay logo on the screen with the video title, “Speech-to-Speech Relay Service”, “TennRelay.com”, and the phone number 1-877-787-1989.

Announcer: “To learn more about Speech-to-Speech Relay Service, go to TennRelay.com, or call 1-877-787-1989.”