

Alabama Relay for Speech Disability



**Full telephone accessibility for people
who have a speech disability**

Speech-to-Speech (STS)



“ I feel more confidence in talking
over the phone. ”

711 or 800-548-2928

Alabama Relay Re-voices What You Say

People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call.

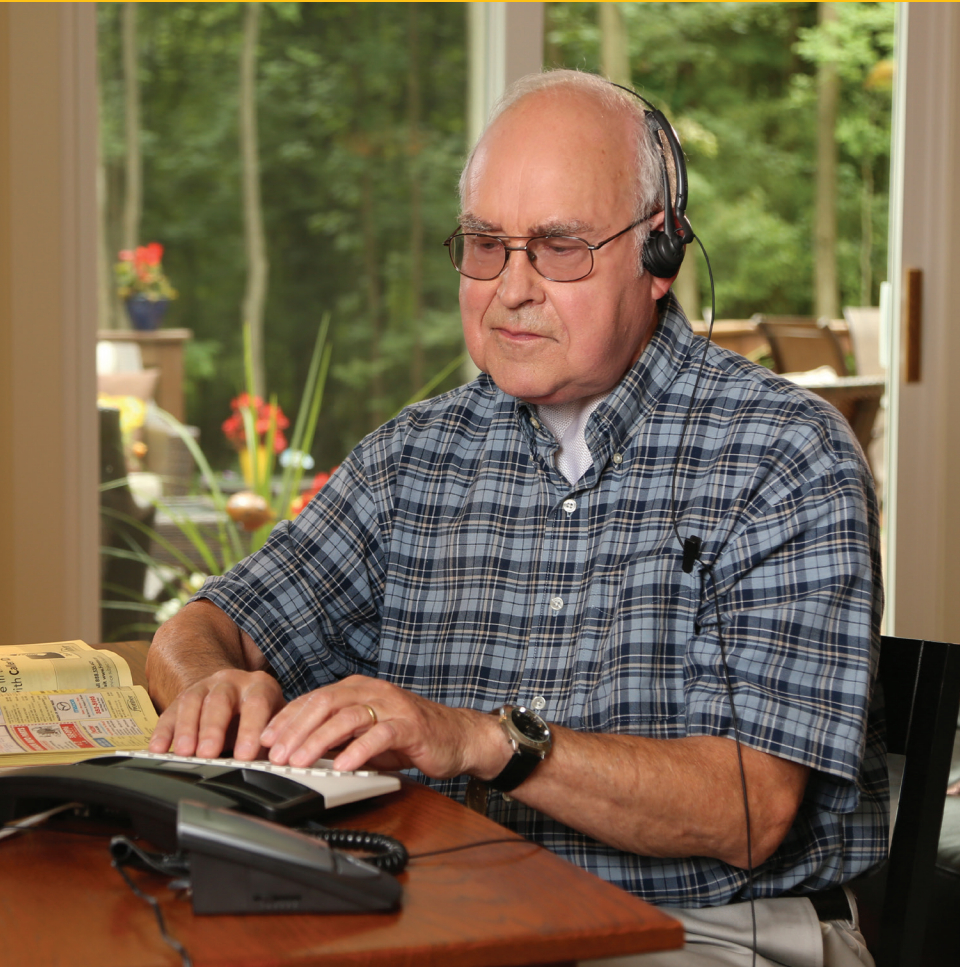
alabamarelay.com/speech-to-speech

How does STS work?

- 1** The STS user speaks directly to the other caller.
- 2** The relay operator repeats the STS user's spoken words if needed.
- 3** The other caller talks directly to the STS user.



Hearing Carry-Over (HCO)



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

711 or 800-582-2233

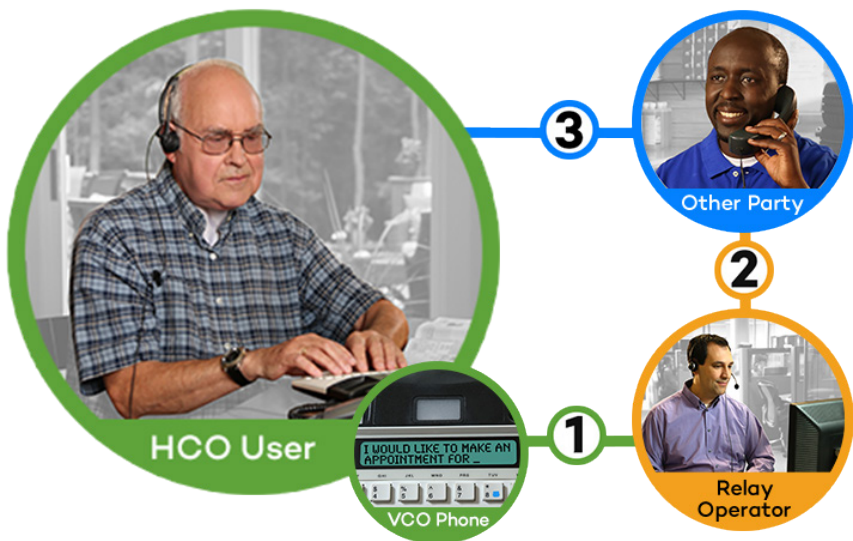
Alabama Relay Reads Aloud While You Type

Hearing Carry-Over (HCO) is a service for a person who is unable to speak. It allows them to listen to the other caller while typing their words on a TTY for the relay operator to read aloud to the other caller.

alabamarelay.com/hearing-carry-over

How does HCO work?

- 1** The HCO user types to the relay operator.
- 2** The relay operator reads aloud the typed message to the other caller.
- 3** The other caller talks directly to the HCO user.



Standard Phone User



“ Communicating with a person with a speech disability through Alabama Relay is so easy! ”

711 or 800-548-2547

Alabama Relay Offers Service for Standard Phone Users

Standard phone users can communicate freely with family members, friends, colleagues or clients who have a speech disability.

alabamarelay.com/voice

How to contact a person who has a speech disability

1. Dial 711 (or 800-548-2547) You will hear “Alabama Relay Operator #1234 (each relay operator has a unique identification number) may I have the number you are calling please?”
2. Give the relay operator the area code and telephone number you wish to call and any further instructions.
3. Let the relay operator know that you are speaking with an STS or HCO user.
4. When the caller answers the call, the relay operator will voice what the HCO caller types or may revoice what the STS caller says.
5. Speak directly to your caller.

Accessibility Care Information

- access@t-mobile.com
- 800-676-3777 (Voice/TTY)
- 877-787-1989 (STS)
- 800-676-4290 (Español)
- alabamarelay.com

Trainings & Webinars Available

Webinars, trainings, or support on how to use STS or HCO is available virtually or in-person.

- Teresa Burns
Associate Accessibility Relationship Manager
- teresa.burn@t-mobile.com (Email)
- 601-936-5012 (Voice Mail)
- alabamarelay.com/outreach-request (Website)

