

Relay Hawaii for people with a Speech Disability



Full telephone accessibility for people
who have a speech disability

Speech-to-Speech (STS)



“ I feel more confident
talking on the phone now. ”

711 or **877-447-8711** (English)
877-447-7261 (Spanish)

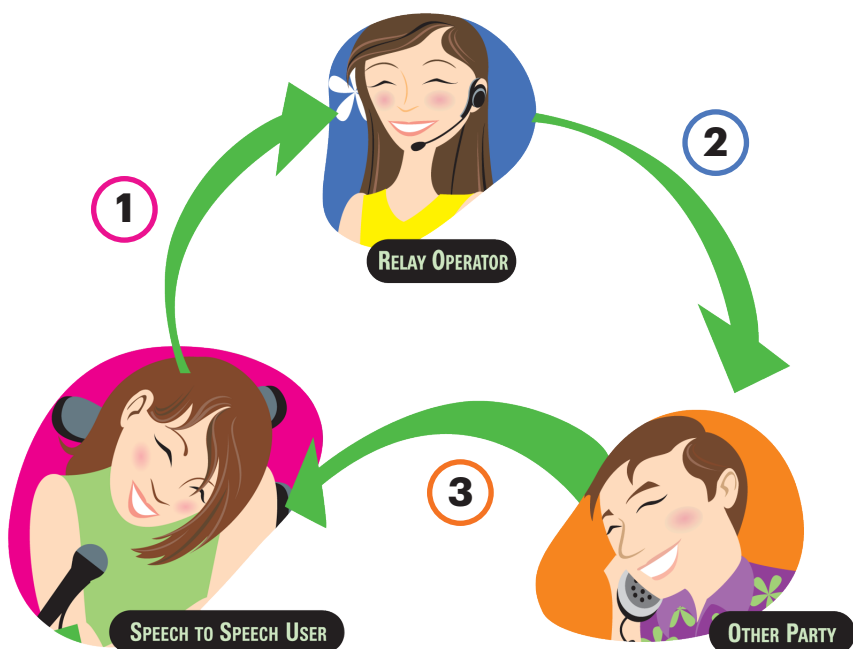
Relay Hawaii Repeats What You Say for Clarify

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

relayhawaii.com/sts

How does STS work?

- 1** The STS user speaks directly to the other party.
- 2** The Relay Operator repeats the STS user's spoken words if needed.
- 3** The other party talks directly back 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 877-447-5990 (English)

877-447-7261 (Spanish)

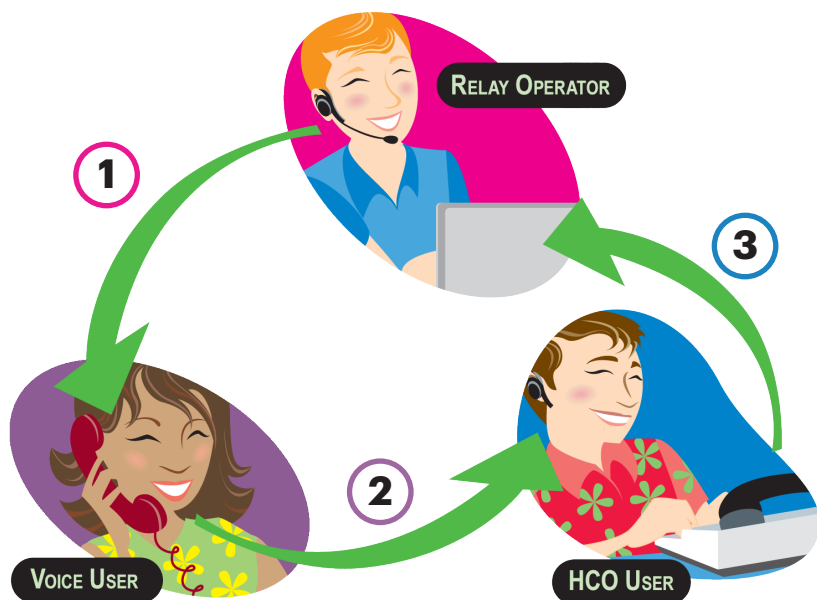
Relay Hawaii Reads Aloud While You Type

Hearing Carry-Over (HCO) is a service for a person who is unable to speak but can hear. It allows them to listen to the other party, then type their words on a TTY for the Relay Operator to read aloud to the other party.

relayhawaii.com/hco

How does HCO work?

- 1** The HCO user types his/her words to the Relay Operator.
- 2** The Relay Operator reads the HCO's typed message aloud to the other party.
- 3** The other party listens and speaks directly to the HCO user.



Standard Phone User



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

711 or 877-447-5991 (English)
877-447-7261 (Spanish)

Relay Hawaii Offers Service for Standard Phone Users

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

[**relayhawaii.com/voice**](https://relayhawaii.com/voice)

How to contact a person who has a speech disability

- 1.** Dial 711 (or 877-447-5991 for English or 877-447-7261 for Spanish). You will hear “Aloha Relay Hawaii 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 calling an STS or HCO user.
- 4.** When the HCO or STS user answers the call, the Relay Operator will read aloud what the HCO user types or may revoice what the STS user says.
- 5.** Speak directly to the STS or HCO user.

Accessibility Care Information

- access@t-mobile.com
- 844-882-3160 (Customer Support - Voice/TTY)
- 800-676-4290 (Atención al cliente - Español)
- 877-787-1989 (STS)
- relayhawaii.com

Training & Webinars Available

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

- relayhawaii@t-mobile.com
- 800-357-5168 (Voice Mail)
- 808-447-3027 (Videophone)
- relayhawaii.com/request-presentation

For more information, contact:

- LisaAnn Tom
Relay Hawaii Customer Relations Manager
- relayhawaii@t-mobile.com

