

# 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

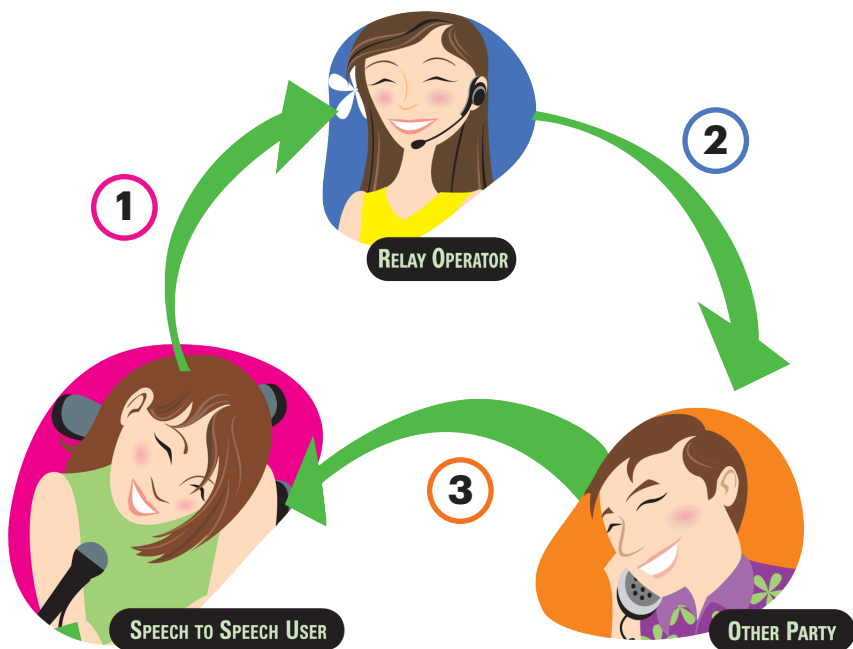
People with a speech disability, or those who use a voice synthesizer, can use their own voice on a STS relay call.

[relayhawaii.com/sts](http://relayhawaii.com/sts)

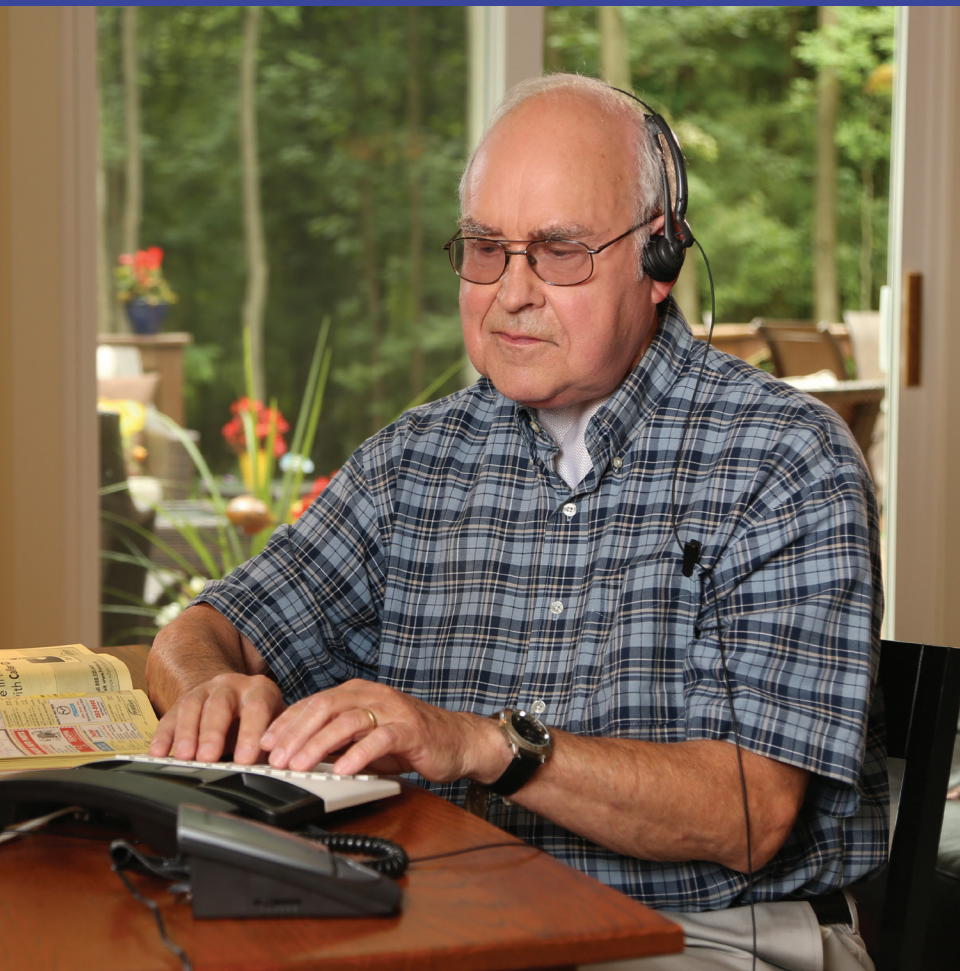
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### How does STS work?

- 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

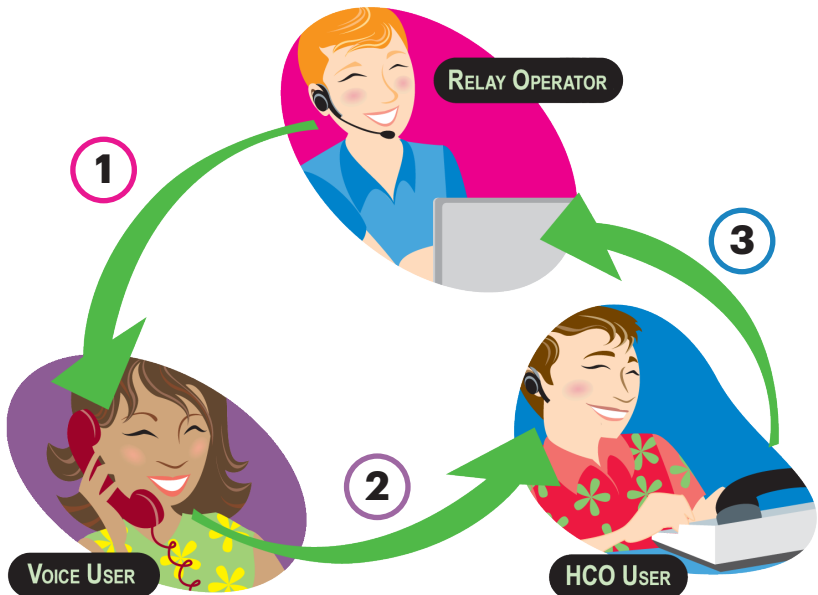
Hearing Carry-Over (HCO) is a service for a person who is unable to speak but can hear. It allows them to listen to the other party, then type their words on a TTY for the Relay Operator to read aloud to the other party.

[relayhawaii.com/hco](http://relayhawaii.com/hco)

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### 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)

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### **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 re-voice what the STS user says.
- 5.** Speak directly to the STS or HCO user.

# Accessibility Care Information

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

## Training & Webinars Available

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

- [relayhawaii@t-mobile.com](mailto:relayhawaii@t-mobile.com)
- 808-447-3027
- [relayhawaii.com/request-presentation](http://relayhawaii.com/request-presentation)

### For more information, contact:

- LisaAnn Tom  
Relay Hawaii Customer Relations Manager
- [relayhawaii@t-mobile.com](mailto:relayhawaii@t-mobile.com)



Scan the QR code with your phone to learn more about STS.

