

You can be heard and understood with NZ Relay STS (speech to speech)

This relay service assists people with speech impairments to make national or local calls for free...

STS enables a person who has a speech impairment to use their own voice or voice synthesiser. Specially trained Relay Assistants (RA) acting as the speech impaired user's voice. The RA will listen and repeat the speech impaired user's dialogue to the called party, as necessary.*

STS

NZ RELAY



*All STS calls are strictly confidential

NZ Relay Help Desk

0800 4 713 713 TTY

0800 4 715 715 Voice

0800 4 329 697 Fax

Helpdesk@NZRelay.co.nz



NZ Relay Help Desk services are available 24 hours a day, 365 days a year

how does speech to speech relay (STS) work?

A specially trained Relay Assistant (RA) acts as the speech impaired user's voice, if required. The RA will listen and repeat the speech impaired user's dialogue to the called party if necessary. NZ Relay's exceptional RA training ensures that speech-impaired users will be heard and understood.

1 Speech impaired user connects to a STS RA by calling toll free **0800 8 715 715**.

2 Once connected you will hear, "Hello this is NZ Relay Assistant number..." "May I have the number you are calling please?" Tell the Relay Assistant (RA) the area code and telephone number of the party you want to call.

3 Tell the RA any special call instructions you have:

- Repeat everything
- Repeat only if I am not understood
- Leave the following information on the called party's answering machine



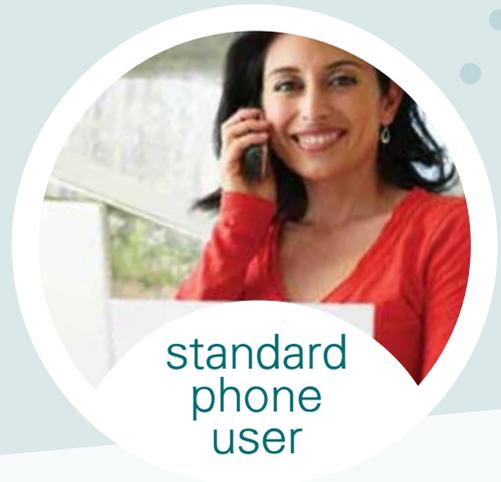
STS RA



STS user

4 The RA will say "Go Ahead" to you as your cue to speak directly to your party. The RA will repeat what you have said if the called party does not understand you. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly.

5 You may choose to say "Go Ahead" when you are ready for the other person to respond.



standard phone user

*To use this service you will need:



standard phone

NZ Relay STS is available:

24 hours a day

7 days a week - 365 days a year

For more information on STS: www.nzrelay.co.nz.

Sprint Relay is the provider of NZ Relay Services through a contract with New Zealand's Ministry of Business, Innovation & Employment (MBIE). Sprint, proudly the first TRS provider in New Zealand.