

STS North Carolina for Speech Disability

nc-sts.com



Full telephone accessibility
for people who have
a speech disability.



Need Special Equipment?

Equipment Distribution Services (EDS), operated by the North Carolina Division of Services for the Deaf and Hard of Hearing (DSDHH), provides specialized telecommunication devices to North Carolinians to communicate due to speech disabilities.

For more information about the equipment distribution services, visit the STS NC EDS website:

- nc-sts.com/equipment-distribution

911 Emergency Calls

In the event of an emergency, dial 911 directly using any phone, including a TTY or VCO phone.*

You may use any relay services to call 911, but that will not be as fast as dialing 911 directly.

Be prepared to provide your full name, phone number, location and description of emergency.

*For HCO users, inform 911 that you are a HCO user.

Hearing Carry-Over (HCO)

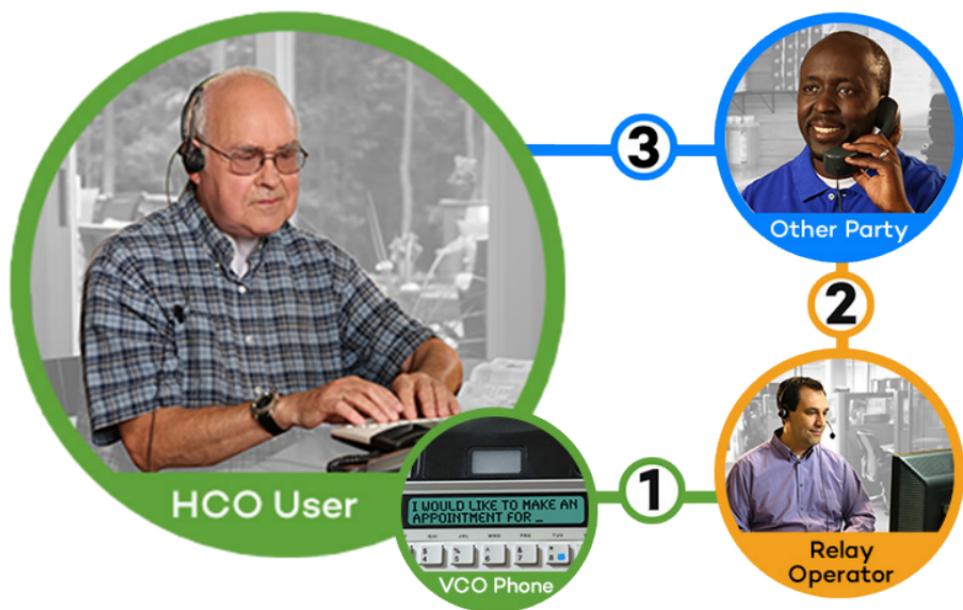
711 or 800-735-2962

HCO allows people who are unable to speak to type their words on a TTY for the Relay Operator who reads aloud to another party.

nc-sts.com/hearing-carry-over

How does HCO Relay 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.



Speech-to-Speech (STS)

711 or 877-735-8261

STS allows the Relay Operator to re-voice (repeat) what people with a speech disability say during phone conversations through the relay service.

nc-sts.com/speech-to-speech

How does STS Relay 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.



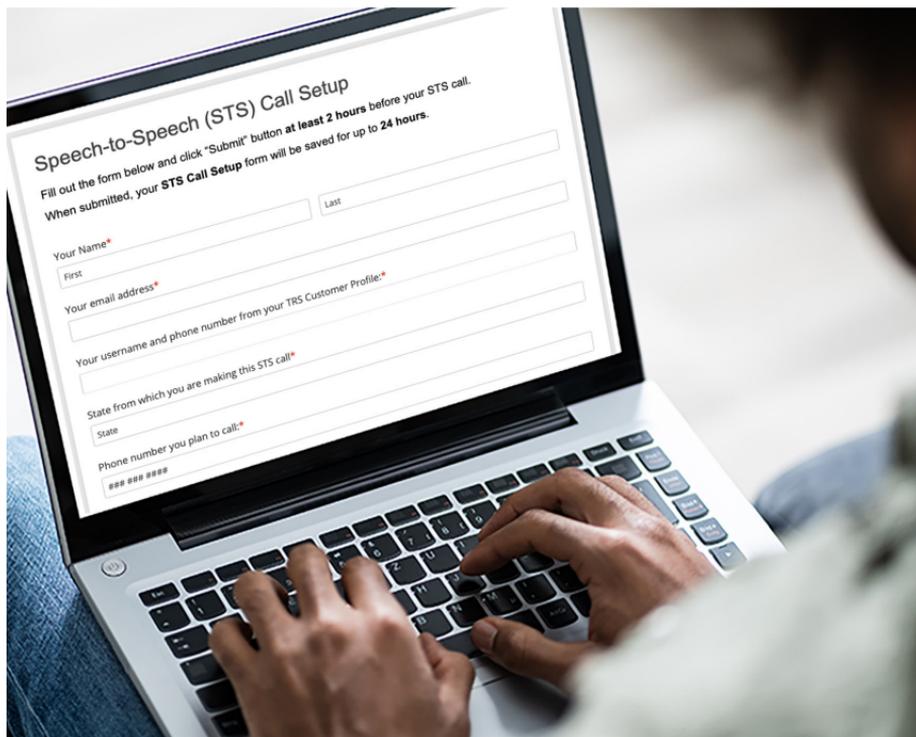
STS Call Setup

The STS Call Setup feature makes it easier for callers with a speech disability.

In order to speed up the setup of the call, STS NC now offers STS Call Setup.

People with a speech disability can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for STS callers to complete the call.

To learn, visit tmobilests.com/call-setup.



STS Accessibility Care

- access@t-mobile.com
- 877-787-1989 (STS)
- 800-735-0533 (TTY)
- 800-735-0341 (Voice)
- 800-676-4290 (Español)
- nc-sts.com

Trainings & Webinars Available

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

Contact us today if interested.

- bola.desalu@t-mobile.com
- 919-324-3795 (Voice/Videophone)
- 919-238-4137 (TTY)
- nc-sts.com/webinar
- nc-sts.com/outreach



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Services for the
Deaf and Hard of Hearing



STS North Carolina (STS NC) is funded by a surcharge on landlines and wireless connections in North Carolina and administered by the North Carolina Division of Services for the Deaf and the Hard of Hearing. ncdhhs.gov/divisions/dsdhh. NCDHHS is an equal opportunity employer and provider.

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