

# Communicate on the phone with the confidence that you will be understood



Submitted by Teresa Burns  
Associate Accessibility Relationship Manager  
Email: [teresa.burns@t-mobile.com](mailto:teresa.burns@t-mobile.com)  
Website: [mississippirelay.com/speech-to-speech](http://mississippirelay.com/speech-to-speech)

Here's some great news for you if you have difficulty being understood on the phone! It's a no-cost service called "Speech-to-Speech" or "STS", for short. STS is designed for people with speech disabilities.

Our STS operators are specially trained to understand different speech patterns. During your phone calls, they can repeat your words as needed for clarification to the person you are speaking with. Our STS operators ensure that you will be heard and understood. No special equipment is needed for STS.

If you live or work in Mississippi, simply dial 711 (or 800-582-2395 for English or 800-582-2544 for Spanish) and ask for an STS operator. Give the operator the area code and telephone number of the person you wish to call, and they will dial it and connect you. You speak on your phone directly to the other party **(1)**, and the STS operator will repeat your spoken words as needed for clarity **(2)**. The other party will talk directly to you **(3)**.

STS empowers you to use the phone anytime, anywhere! If you know someone who would benefit from this service, encourage them to check it out!



## Mississippi Relay Speech-to-Speech

[teresa.burns@t-mobile.com](mailto:teresa.burns@t-mobile.com) | [mississippirelay.com/speech-to-speech](http://mississippirelay.com/speech-to-speech)

 [facebook.com/MSRelay711](https://facebook.com/MSRelay711)

 [instagram.com/MSRelay711](https://instagram.com/MSRelay711)