

Relay Colorado Service for Speech Disability



Full telephone accessibility for people
who have a speech disability

Speech-to-Speech (STS)



“ I feel more confidence in talking
over the phone. ”

711 or 877-659-4279

Relay Colorado Re-voices What You Say

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

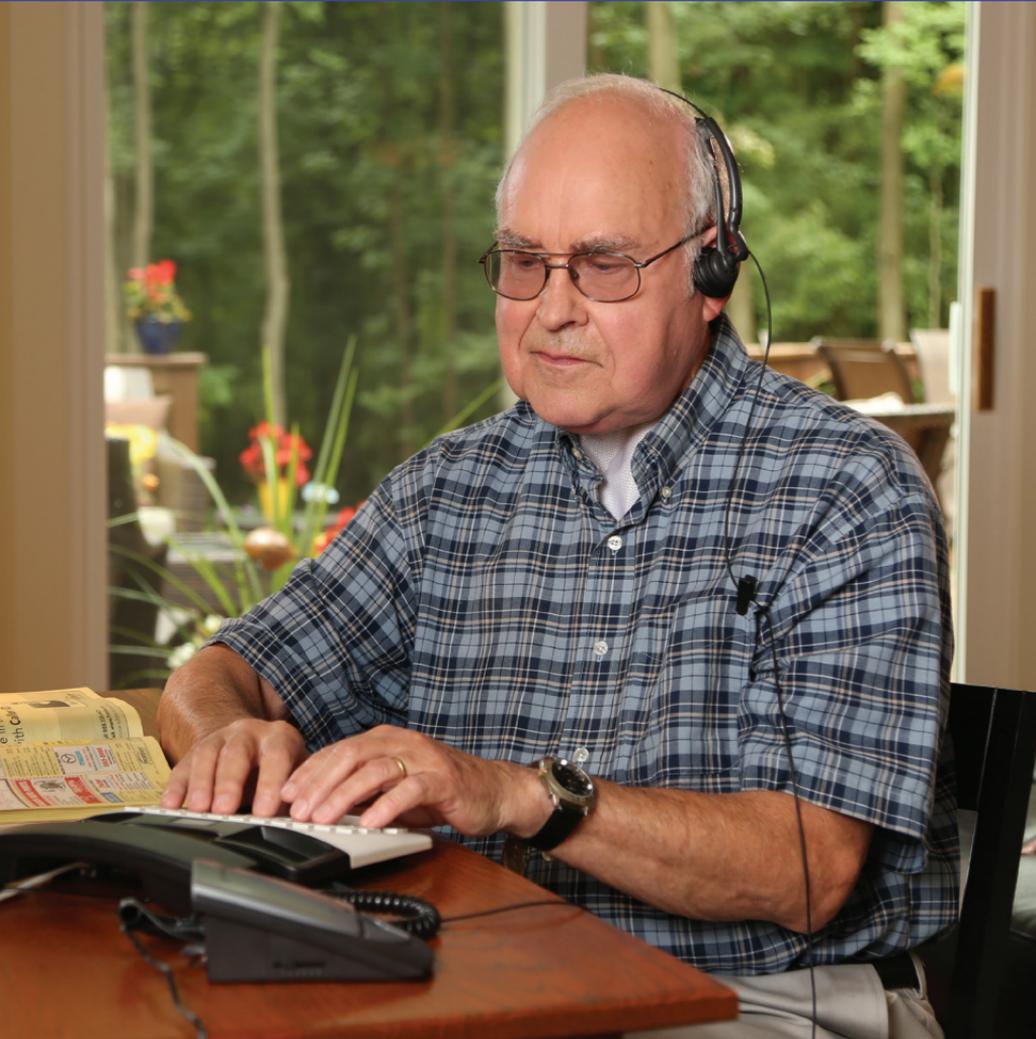
relaycolorado.com/sts

How does STS work?

- 1** The STS user speaks directly to the other caller.
- 2** The Communications Assistant repeats the STS user's spoken words if needed.
- 3** The other caller talks directly 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 800-659-2656

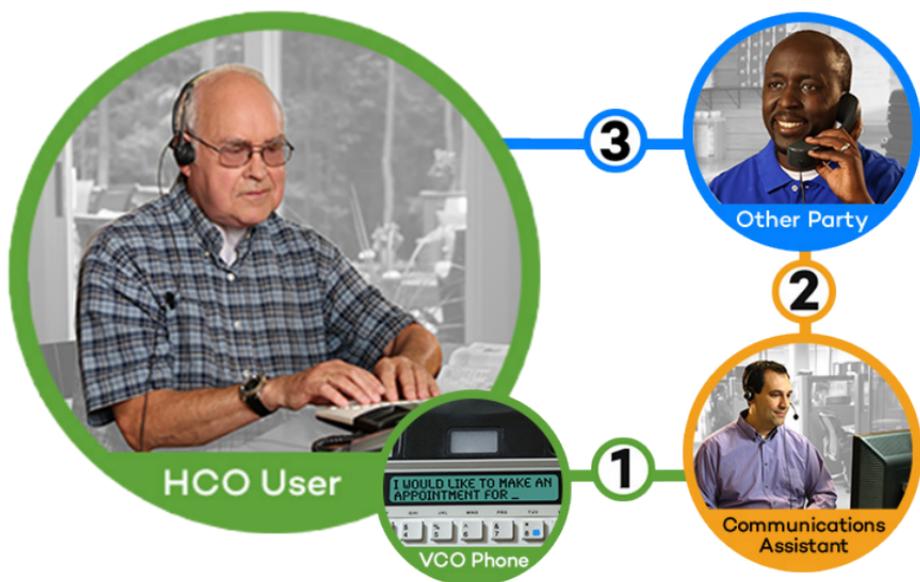
Relay Colorado Reads Aloud While You Type

Hearing Carry-Over (HCO) is a service for a person who is unable to speak. It allows them to listen to the other caller while typing their words on a TTY for the Communications Assistant to read aloud to the other caller.

relaycolorado.com/hco

How does HCO work?

- 1** The HCO user types to the Communications Assistant.
- 2** The Communications Assistant reads aloud the typed message to the other caller.
- 3** The other caller talks directly to the HCO user.



Standard Phone User



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

711 or 800-659-3656

Relay Colorado Offers Service for Standard Phone Users

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

relaycolorado.com/voice

How to contact a person who has a speech disability

1. Dial 711 (or 800-659-3656) You will hear “Relay Colorado Communications Assistant #1234 (each Communications Assistant has a unique identification number) may I have the number you are calling please?”
2. Give the Communications Assistant the area code and telephone number you wish to call and any further instructions.
3. Let the Communications Assistant know that you are speaking with an STS or HCO user.
4. When the caller answers the call, the relay operator will voice what the HCO caller types or may revoice what the STS caller says.
5. Speak directly to your caller.

Accessibility Care Information

- access@t-mobile.com
- 800-676-3777 (Customer Support - Voice/TTY)
- 800-676-4290 (Atención al cliente - Español)
- relaycolorado.com

Trainings & Webinars Available

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

- relaycolorado@t-mobile.com
- 877-787-1989
- 800-676-4290 (Español)
- relaycolorado.com/request

