

## How an STS Call Works (60 seconds)

### Transcript

T-Mobile Accessibility logo on the screen with the title of the video, “Speech-to-Speech Relay”.

Soft instrumental music plays throughout the video.

A man and a woman are sitting together on a sofa. They are communicating with each other.

Man says to the woman: “I will go ahead and call the credit union, <stuttering> and see if we can get that loan approved.”

The man walks into his home office to sit at the desk. He looks at his notes, picks up the phone handset to dial a number.

Throughout the rest of the commercial [www.T-Mobile.com/STS](http://www.T-Mobile.com/STS) and “877-787-1989”, along with the T-Mobile “T-Digit” graphic are on the lower left corner of the screen.

Announcer: “Over a million American adults stutter. Their symptoms often become more severe when talking on the telephone. T-Mobile Accessibility offers a free telecommunications service called Speech-to-Speech, making it more comfortable for a person who stutters to talk on the phone.”

Scene shifts to a woman who is given a file folder by another woman and walks out of the office. The woman at her desks looks at the file and then picks up the phone's receiver.

The man at his home desk as he says, <stuttering>, "Hi Nihada, this is Andy Smith and I was calling to see if our home loan has been approved?"

Scene shifts briefly to a male relay operator at the Relay Center, wearing a headset and sitting in an office cubicle with only a monitor and keyboard.

Announcer: "A specially trained operator re-voices the conversation to the person on the other end of the line."

Scene shifts back to the woman at the desk on the phone.

Then back to the Relay operator who repeats what Andy said: "Hi, Nihada, this is Andy Smith and I was calling to see if our home loan has been approved?"

Back the woman, Nihada, who says, "Oh, Andy, we have great news! You've been approved for the full amount."

Announcer: "To learn more about Speech-to-Speech Relay Service, go to [T-Mobile.com/STS](http://T-Mobile.com/STS)."

Screen defocuses and a large T-Mobile Accessibility logo appears, along with "Speech-to-Speech Relay, [www.T-Mobile.com/STS](http://www.T-Mobile.com/STS), 1-877-787-1989".

Underneath in small type is the disclosure, “Restrictions apply. Int’l calls will either be blocked or terminated. Data & standard msg. rates may apply. Offer/coverage not avail. Everywhere or for all networks. See t-mobile.com/sts for details. T-Mobile, the T logo, and the color magenta are registered trademarks of Deutsche Telekom AG. © 2021 T-Mobile USA, Inc.”