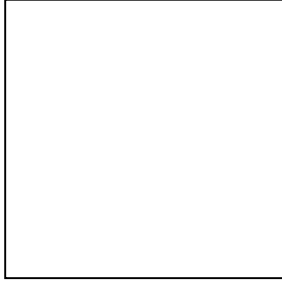


Activity 1

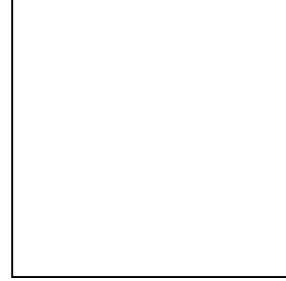
Placing a Call with STS

Directions: Are you ready to place a call using STS? You can learn how by using the information below. Match each sentence with the correct Picture Symbol.

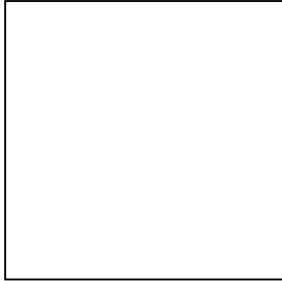
1. I want to make a call.



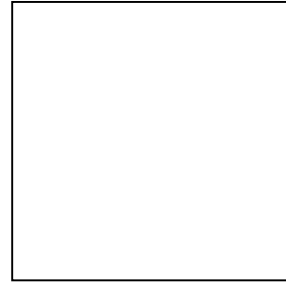
2. My name is _____.



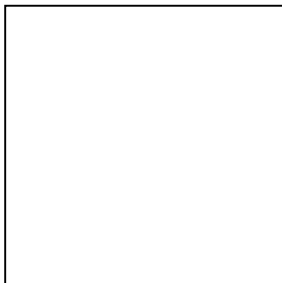
3. Please look at my frequently dialed list.



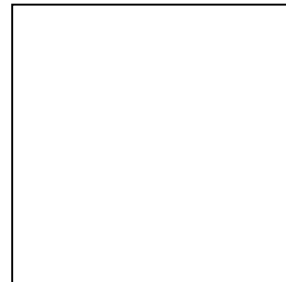
4. Please re-voice what is misunderstood.



5. Ask me a yes/no question.



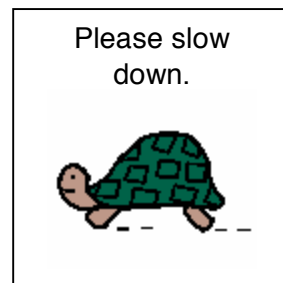
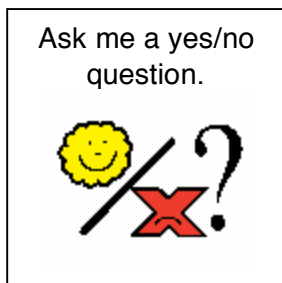
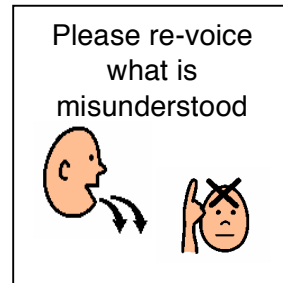
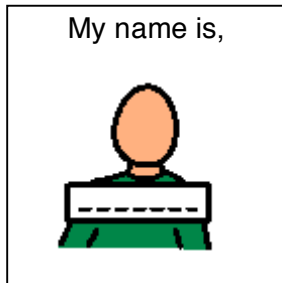
6. Please speak slowly.



Activity 1

Placing a Call with STS

Word Bank:



Activity 2

Call with an STS CA

Directions: What should you do when placing a call with STS? Read the sentences below to find out more about STS. Circle the correct answers to the questions below. You may circle more than one answer for each question.

1. Ask the STS CA to
 - a. Take notes for you
 - b. Help you leave a message on an answering machine
 - c. Announce the call using your name

2. You should tell the STS CA
 - a. Your name
 - b. The re-voicing strategy you prefer
 - c. The number you want to call

3. The STS CA can look in your database to find
 - a. Frequently dialed numbers
 - b. Long distance billing information
 - c. What you did last night

4. What is an appropriate way to end a call with an STS CA?
 - a. Tell the STS CA what you did last night
 - b. Hang up without saying anything
 - c. Say “goodbye” to your friend and stay on the line with the STS CA





















ANSWER KEY:

1. a, b, c 2. a, b, c 3. a, b 4. c

Activity 3

You and the STS Communication Assistant

Directions: Read each statement then circle 'yes' or 'no.'

	YES	NO
1. The STS CA has no way to get information about you.		
2. The STS CA can read information about you in your CDP.		
3. The STS CA can only talk to a person, not an answering machine.		
4. The STS CA can leave a message for you on an answering machine.		
5. The STS CA will make you pay in advance for long distance calls.		
6. The STS CA will help you with long distance calls.		
7. When you make a call using STS, you dial your friend's phone number.		
8. When you make a call using STS, you dial STS at 1-877-826-6607.		
9. If people have trouble understanding you on the telephone, you will have to work it out yourself.		
10. If people have trouble understanding you on the telephone, you can use STS to make it easier.		

ANSWER KEY:

1. N 2. Y 3. N 4. Y 5. N 6. Y 7. N 8. Y 9. N 10. Y

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