

Lesson 6  
Performance Standards

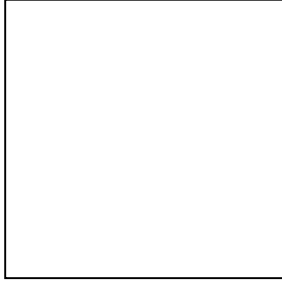
OBJECTIVES	DATE	SESSION LENGTH	SESSION #	GOALS	PROGRESS/ NOTES	ACTIVITIES
1. Use Speech to Speech to place a telephone call.				Learner will differentiate between individuals to be called using Speech to Speech and individuals to be called using standard telephone call placement.		
2. Know the phone number or speed dial button for Speech to Speech.				Learner will dial the Speech to Speech number via keypad or memory dial selections.		
3. Respond appropriately to Speech to Speech Communication Assistant's (STS CA) questions				Learner will provide requested information to Speech to Speech Communication Assistant (STS CA) relative to placing a call: his/her name, call recipient's name and phone number, re-voicing strategy, and long distance billing information as appropriate.		
4. Provide names and phone numbers as needed to complete the Customer Database Profile.				Learner will complete and submit a Customer Database Profile document including long distance billing information, interpretation strategy, 10 frequently dialed names and phone numbers and any special instructions/information needed.		
5. Reference Customer Database Profile (CDP) information when placing a call				Learner will reference the Customer Database Profile as necessary when providing information for the Speech to Speech Communication Assistant (STS CA) as call is placed.		
7. Give instruction regarding call support procedures to Speech to Speech Communication Assistant (STS CA) as it pertains to placing the call.				Learner will specify required call support procedures to the Speech to Speech Communication Assistant (STS CA): leave a message on an answering machine, have information written down to be provided when the call ends, use personal information such as prescription or account numbers		
8. Close a call appropriately				Learner will close a call appropriately by first ending the call with the call recipient then terminating with Speech to Speech Communication Assistant (STS CA).		

# Activity 1

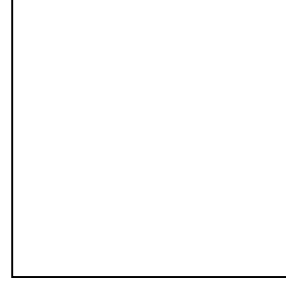
## Placing a Call with STS

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.

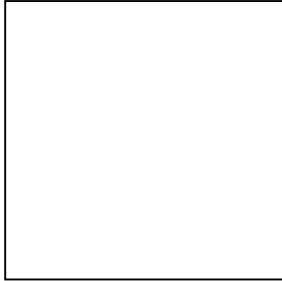
1. I want to make a call.



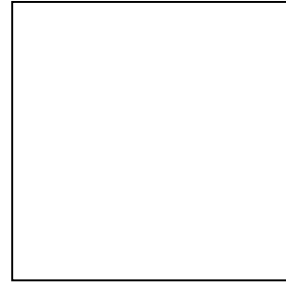
2. My name is \_\_\_\_\_.



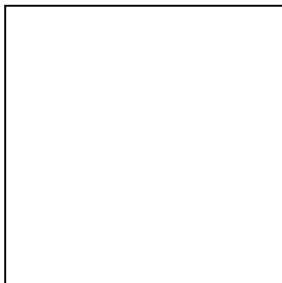
3. Please look at my frequently dialed list.



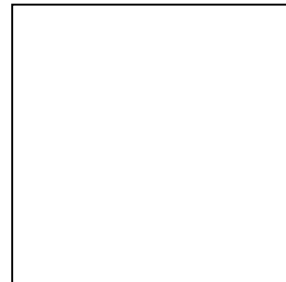
4. Please re-voice what is misunderstood.



5. Ask me a yes/no question.



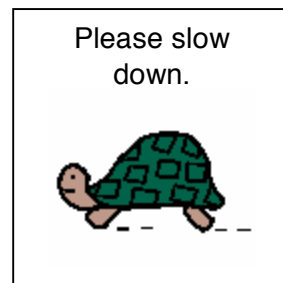
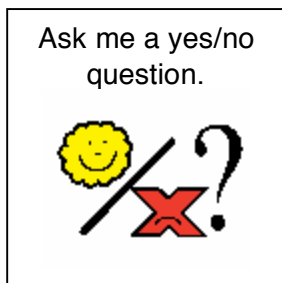
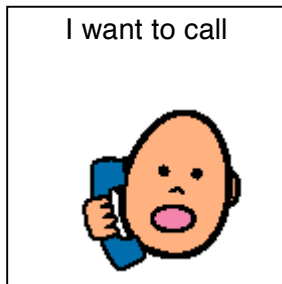
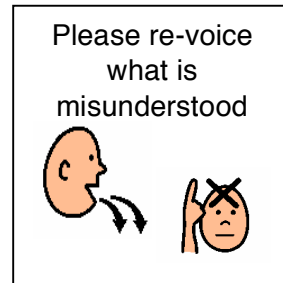
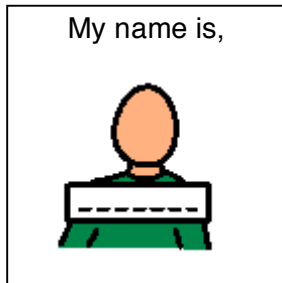
6. Please speak slowly.



# 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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# Relay Texas Customer Database Profile (CDP) Form and Instructions

The Customer Database Profile (CDP) feature helps you make your Relay calls easier than before. The database stores information on how you prefer to have Relay calls processed by Relay Texas agents. You can add 10 frequently dialed numbers to the CDP or make special notes tailored to your specific needs. This will help agents automatically identify your calling preferences while setting up your call. As a result, your calls can be processed faster and more efficiently.

It is highly recommended that you use the database only with your home phone line. The database may not work properly on business lines or when pressing 8 or 9 before the dial-out number, because the number you are calling from (for instance in PBX environments) is not always the same number that Relay receives.

Please complete the information you wish to have entered into your Customer Database Profile:

## Form Instructions

These instructions are **only for calls placed through the Sprint Relay Service**. They will not apply to direct-dialed calls.

### **Name, Address, Phone number**

Please use your street address, not a post office box. This could save valuable time when calling for emergency service.

### **Caller ID Blockage info**

Please check the box only if you **do not** want to send your telephone number to a Caller ID device.

### **Long Distance Profile**

Intralata: For in-state long distance, if the call cannot be billed by your local phone company, which long distance carrier do you prefer? *Choose only one.*

Interlata: Which long distance carrier do you prefer to bill your out-of-state long distance calls? *Choose only one.*

NOTE: We suggest you list your preferred long distance carrier in “customer notes.”

Preferred Billing Method: Calls are currently charged to the number you are calling from. If you do not want your calls billed this way, please choose an option.

## **Out-dial Restrictions**

Please mark on the form the restrictions you would like.

Long Distance: Restrict any calls that you will be charged for.

International: Restrict all Relay calls to an international phone number.

800 Numbers: Restrict all Relay calls to toll-free 800 numbers.

Operator Assistance: Restrict all Relay calls that would require operator assistance.

Directory Assistance: Restrict all Relay calls to directory assistance.

NOTE: Restricting 976 and 900 number calls is not an option that is available through Relay. *To block outgoing 900 or 976 numbers, contact your local telephone company.*

## **Phone Numbers Profile**

Frequently Dialed Numbers: This will allow you to "speed dial" your calls through the Relay. Please provide the name (up to nine letters/spaces) and the area code with the phone number. You may enter up to 10 frequently dialed numbers.

Emergency Numbers: This will allow you to enter up to five emergency numbers, such as fire, doctor, police, etc. Please provide the name (up to nine letters/spaces) and the area code with complete phone number.

Blocked Numbers: You may enter up to five telephone numbers from which you do not wish to receive Relay calls. Please provide the area code and phone number.

## **Answer Type**

This allows the Relay operator to be aware of how you will answer the phone when Relay is calling you.

## **Language Type**

This tells the agent which language you will use when Relay calls you.

## **Customer Notes**

This tells the Relay operator of requests that you have when using the Relay service. You can have up to three notes, with 76 characters/spaces per note. If you have three notes and add a new note, the oldest note will be dropped.

**Reference Number**

Please make special note of your Reference Number, located on the bottom of your Customer Database Profile form. Please write this number down and save it for future use. When you call Sprint Relay Customer Service, we will need the Reference Number in order to discuss your database entries. To ensure your privacy, without the Reference Number we will communicate through the mail.

When you have completed the form, please return to:

**Sprint TRS Customer Service**  
**PO Box 29230**  
**Shawnee Mission, KS 66201-9230**  
**Toll Free Fax 1-877-877-3291**

**For more Information**

If you have any questions, please call Sprint Relay Customer Service at 1-800-676-3777 V/TTY.



## Relay Texas Service Customer Database Profile

<b>Last Name:</b>	
<b>First Name and Middle Initial:</b>	
<b>Area Code and Phone Number:</b>	
<b>Street Address:</b>	
<b>City, State, Zip:</b>	

**Caller ID Blockage** (Check the box if you **DO NOT** want to send your telephone number to a Caller ID device):

<input type="checkbox"/> Caller ID Blockage
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### Long Distance Profile:

<b>Intralata (in state)</b>	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI	Other:
<b>Interlata (out of state)</b>	<input type="checkbox"/> Sprint	<input type="checkbox"/> AT&T	<input type="checkbox"/> MCI	Other:
<b>Preferred Billing Method:</b>	<input type="checkbox"/> Collect			
	<input type="checkbox"/> Third Party:	Phone Number:		
	<input type="checkbox"/> Calling Card:	Calling Card Name:		
		Card Number:		

### Outdial Restrictions:

<input type="checkbox"/> Long Distance Calls	<input type="checkbox"/> International	<input type="checkbox"/> 800#
<input type="checkbox"/> Operator Assistance	<input type="checkbox"/> Directory Assistance	

### Phone Numbers Profile:

Frequently Dialed Numbers			Emergency Numbers		
	Name	Phone Number		Name	Phone Number
1			1		
2			2		
3			3		
4			4		
5			5		
6			<b>Blocked Numbers</b>		
7			Call Block 1:		
8			Call Block 2:		
9			Call Block 3:		
10			Call Block 4:		
			Call Block 5:		

*Note: Limit 9 characters per name*

<b>Answer Type:</b>	<input type="checkbox"/> TTY	<input type="checkbox"/> VOICE	<input type="checkbox"/> VCO	<input type="checkbox"/> HCO
	<input type="checkbox"/> ASCII-300	<input type="checkbox"/> ASCII-1200	<input type="checkbox"/> ASCII-2400	
<b>Language Type:</b>	<input type="checkbox"/> English	<input type="checkbox"/> Spanish	<input type="checkbox"/> ASL	
<b>Customer Notes:</b>	1.			
	2.			
<i>Note: Limit 76 characters per note</i>	3.			

**Reference Number:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

When completed please return to: Sprint TRS Customer Service  
FAX 877-877-3291 P.O Box 29230  
Shawnee Mission, KS 66201-9230

Updated 7/2/01