

Video: Speech-to-Speech Relay “Andy’s Story” – An STS Testimonial

Transcription

A man is walking outside talking on a cell phone.

Soft instrumental music plays throughout the video.

The man speaks as the narrator. He stutters as he speaks: “My parents first noticed something different about my speech when I was around the age of two and a half or so.”

T-Mobile Accessibility logo appears on the screen with the title of the video, “Speech-to-Speech Relay”, “Andy’s Story”.

Andy sitting in a living room speaks directly to the camera. There are many times throughout the video when he stutters.

Andy continues, “They began to notice that I was having a lot of repetitions and blocking in my speech.”

Andy enters a modern office setting with a woman. They are talking to each other. Another woman at a reception desk greets them.

Andy continues to narrate over the scene and then speaks directly to the camera, “The life for a person who stutters can be very difficult. Talking takes a lot of physical and

mental energy that I think a lot of people don't understand, and you really can't understand unless you deal with this on a daily basis.”

Andy in an office speaks into a phone while looking at papers on his desk. He narrates, “Talking on the phone was very difficult because I never knew how they were going to react to me.”

He speaks directly to the camera, “Would they hang up on me if they heard me stutter or would they think that I was a prank caller? I've had that happen before too. I would often have someone make telephone calls for me.”

Andy enters his home office and sits at his desk. He picks up the receiver of his desk phone and dials a number. Andy narrates as this action takes place, “Since I discovered Speech-to-Speech, I make all my own phone calls now.”

A relay operator reads from the monitor in front of him. The relay operator wears a wireless headset with a microphone. Andy narrates, “I'm able to have the relay operator tell the person who answers the phone that I am a person who stutters and that sometimes it takes me a little bit longer to get my words out.”

Andy is calling a woman and we see her at her desk talking to him on the phone.

The scenes with Andy and the woman shift back and forth as he narrates and then he speaks directly to the camera, “And I think, when I'm able to advertise the fact that I

stutter, it makes me much more comfortable. It's not some big shameful secret that I'm trying to hide.”

Andy walks out of a large office building in a city. He is talking to someone on his cell phone. He narrates, “The Speech-to-Speech is a wonderful service that has dramatically improved my life, and I believe, anyone with a speech difference.”

Andy speaking directly to the camera, “There's nothing more empowering to me than knowing I can do something for myself. And I want people to know that this service is available.”

Andy is in the kitchen with a woman. They are preparing a meal together. Andy talks on a cordless home phone and then asks the woman for information related to the call. He narrates, “People who stutter or have any speech or communication difference, we're really no different than you.”

Andy speaks directly to the camera. “The only difference is that sometimes it takes us a little bit longer to get our words out, but we have a lot to say too, and a lot to offer the world and we just ask that you be patient. We're people too and we can do anything that other people can do.”

The screen is filled with a large T-Mobile Accessibility logo, underneath the logo is “Speech-to-Speech Relay”, “www.T-Mobile.com/STS” and “7-1-1” and “1-877-787-1989”.

There is a disclosure statement in small print under the larger phone number. It reads, "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."

Screen fades to black. End.