

To: Secretary
Federal Communications Commission
Washington, D.C,

I received the following information from this STS consumer who finds STS very helpful. - Bob Segalman

From: Helen L. Lo [mailto:hll524@juno.com]
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Sent: Thursday, October 03, 2002 2:55 PM

To: Bob Segalman, Ph.D.
Subject: Re: Speech to Speech--Helen Lo

Bob,

I use Speech-to-Speech for vary kinds of calls. This morning I used it to call the caregivers union. I had to call SEIU 715 on the behalf of my Mom, which she speaks English to get by.

I used Speech-to-Speech to call the ads from the Daily Journal and from the lists from the Housing Authority to find a place to rent by the 27th of November, and I used Speech-to-Speech for 3 months and I found a place. The operators are very helpful in leaving messages and understanding my speech. If they don't understand the word, I spell it out. Mostly I use Speech-to-Speech to call the public and some friends that aren't used to my speech and a friend who's hearing impaired.

I don't have a TDD, so I use Speech-to-Speech for a TDD call. I have Cerebral Palsy. In 97 I went to few Commission on Disabilities general meetings and a staff from Aging and Adult Services gave me a flyer about the California Speech-to-Speech and I have been using it ever since.

I found I rely on it so much nowadays. I hate people hanging up when I call that I rely on it. I tried 711 last Friday, and I found that I could barely hear the other person, so I'm sticking with 1-800-854-7784 so I could hear better! Last Thursday a specialist was the speaker for the Commission on Disabilities general meeting and I learned about 711, but I find if I dial the 800 number, I can hear better.

Two weeks ago I called the police using Speech-to-Speech on my computer. I have a program that acts like a phone on the computer. I had to file a report because a man from Fed Ex forced his way into the complex and knocked my Mom down.

I love Speech-to-Speech Service. I mentioned it at the Olmstead forum on September 20th. People was raising the issue that some can't remember or press a number from the menu, and I suggested that the California Speech-to-Speech can help with pressing the number(s). I called the Pacific Bell and AT&T to straighten things out because I moved and want to cancel AT&T from where I used to live. I called Pacific Bell to unblock Caller ID.

Helen Lo, hll524@juno.com

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