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I teach ESL to immigrants. Among that population I have encountered a number of persons who would benefit from Speech-to-Speech. As well, I have a very good friend who relies upon Speech-to-Speech in order to telephone anyone. Without Speech-to-Speech, his life would be utterly different. Being unable to use technology -- the telephone -- that we all take for granted.

-Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. When operators hurry through the process, they make errors in translation because they haven't taken enough time to learn to understand the speaker.

-Operators should tell callers that everything is confidential. Knowing that everything is confidential makes the telephone into the same instrument that it is for all other users. A speaker who is unclear about the confidentiality won't utilize the service to its best potential.

-People with a speech disability need an easy way to reach Speech-To-Speech.

-The FCC must stop people in jails from abusing STS.

I suspect that any abuse of Speech-to-Speech by inmates would be due to the outrageous charges that the private providers of telephone service to jails and prisons charge the users. Lonely inmates want to call home, but the charges for calling per month can be as much as \$400, which comes out of the family's pocket. When a state contracts with a telephone service provider for its institutions of incarceration, the state needs to protect the inmates from such abuses. Solve this problem and you will have solved the problem of any abuse of

Speech-to-Speech by inmates.

-More people with speech disabilities need to be taught to use STS. Outreach and education are key to the success of Speech-to-Speech.

-All these statements also apply to people who use STS on the computer.

-There should be competition, as that makes STS work better.

-The operators need to be paid enough so that they do a good job, and they need good training.

As with operators in a hurry, operators with insufficient training sometimes get in the way of successful communication. When the system works -- with patient and well-trained operators -- it is terrific.