

Dan Beck  
8195 Canyon Oak Drive  
Citrus Heights, CA 95610

- STS providers should be required to offer the STS user the option of having her or his voice muted, so that the other party to the call would hear only the STS CA re-voicing the call, and not the voice of the STS user.
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- STS providers must ensure that all STS users fully understand they can have their telephone numbers configured for STS, and can complete an STS profile including their provider of choice as the default.
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- The Commission should require that when an STS caller is silent but does not say “good-bye,” the CA cannot disconnect from either party until at least 60 seconds have passed.
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- The Commission should require that a menu be added to the 711 greeting providing the STS user the option, for example, to “press 1 for Speech-to-Speech.”
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- STS Internet Protocol (STS IP) should be regarded as a form of Telecommunications Relay Service (TRS) compensable from the Interstate TRS Fund, because it is an extension of STS which gives persons with speech disabilities an alternative way to make an STS call.
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- States should be required to provide STS users adequate information regarding the availability of STS.
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- STS and IP STS compensation should be adequate to establish a career path for the CA – similar to compensation for video relay interpreters.