



****UPDATE** Sprint requests that your agency submit a Task Order for Federal Relay to ensure no interruption of services.**

To find out the status of your agency, go to www.federalrelay.us and click "Task Order Status" tab.

For more information about the Task Order process, go to www.federalrelay.us and click the "Task Order (TO) submission" tab. *Note: The Federal Relay program is a "standalone" contract and not a part of the FTS2001/Networx contract/program.*

Federal Relay, established by Congress under Public Law 100-542, the Telecommunications Accessibility Act of 1988, requires the General Services Administration (GSA) provide an intermediary telecommunications service for individuals who are deaf, hard of hearing, deaf-blind, and/or have speech disabilities, including federal employees, for communications with and within the Federal Government. Federal Government agencies may meet their obligation under Section 504 of Rehabilitation Act with the Federal Relay as an option to provide reasonable accommodations to employees with hearing and/or speech disabilities in the workplace.

Sprint has been the Federal Relay services provider since 1993.

Federal Relay is available in two forms:

1) Telephonically-based

- TTY (text telephone)/ASCII/Voice,
- STS (speech to speech), and
- Captioned Telephone (CapTel),

2) Internet-based

- Video Relay Service (VRS),
- IP Relay, and
- Relay Conference Captioning (RCC).

Where can I Use Federal Relay?

Federal Relay is accessible for both domestic and non-domestic locations. Domestic locations are those within the fifty United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and the Northern Marianas. All other locations are defined as non-domestic. Certain features of Federal Relay may have geographical restrictions and there are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained. *Note: The CA (communication assistant), or VI (video interpreter) will ask what Federal/Military agency you are either calling from or to, this is required to be given before the CA or VI can initiate the call.*

Who can Use Federal Relay?

This contract is for the use of all Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories; the general public to access Federal agencies; and when authorized by law or regulation, state, local, and tribal governments, and other organizations listed in [GSA Order 4800.2E](#). The Government reserves the right to restrict the use of Federal Relay authorized users as defined above at any time.

Note: In case of emergency, Federal Relay users should call 9-1-1 directly using a TTY. All local or toll (domestic) calls to Federal Relay from a TTY public payphone are free of charge.

TTY (text telephone – a.k.a. TRS, telecommunications relay service)

This service has been in existence since 1993. Deaf, hard of hearing or speech disabled customers use a TTY to type their conversation to a Federal Relay operator and the operator reads aloud these typed words to friends, family members or business associates. The standard telephone user responds with spoken words which the operator types back to the TTY users. Hours 24/7/365

- TTY (text telephone)/ASCII 800.877.8339
- Voice 866.377.8642
- Spanish (Español) 800.845.6136
- Tele-Braille 866.893.8340
- International Voice/TTY/VCO/ASCII/Spanish (calling from overseas into USA) 1.605.331.4923



Voice Carry-Over (VCO) - allows deaf or hard of hearing customers to speak directly to standard telephone users. When they speak to you, a Relay operator serves as your "ears" and types everything said to your TTY or VCO phone. To use this service, dial 877.877.6280

Speech-to-Speech - allows speech-disabled persons to voice their conversation. A specially trained Sprint Relay operator repeats the words of the person with a speech disability or synthesizer output to the other party. You do not need special equipment to use this service. To use this service, dial 877.877.8982

Customer Service - 800-877-0996 (Voice/TTY)

U.S. Government Online TTY Directory

- Online Federal Government TTY Directory accessible through the Internet at www.federaltty.us
- Listing available 24/7/365 – anytime, anywhere
- No charge to print or download directory in MS Word or PDF format

Federal CapTel™ Service

What is CapTel?

The Captioned Telephone (or CapTel™ for short) is a new technology that allows people to receive word-for-word captions of their telephone conversations. It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read. The CapTel phone looks and works like any traditional phone, with callers talking and listening to each other, but with one very significant difference: captions are provided live for every phone call. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the voice of the other party. If the CapTel phone user has difficulty hearing what the caller says, he can read the captions for clarification.



How does the CapTel phone work?

The Federal Relay CapTel user dials the number of the person they wish to call on the Captioned Telephone. The call is transparently connected to a service that provides the captioning. At the CapTel captioning service, a specially-trained operator transcribes everything the caller says into text, using the latest in voice recognition technology. The text captions are bundled with the speaking party's actual voice and sent down the telephone line to the CapTel phone. When the CapTel phone receives this combined information, the voice and text are split so that the voice goes to the earpiece of the phone and the captions appear on the display screen.



Hours of Operation

Federal CapTel service is available 24 hours a day, 7 days a week, and 365 days a year (including Federal holidays). Spanish Federal CapTel service is available from 8 a.m. to Midnight ET, 7 days and 365 days a year (including Federal holidays).

What equipment do I need to use CapTel service by Federal Relay?

A Federal CapTel phone and analog phone line(s).

Where can I get a CapTel Phone for work and/or home?

CapTel phones for active Federal employees are available for the agency to purchase on the GSA schedule by going to www.federalrelay.us and click "GSA Schedule" tab. *Note: Spouse, siblings or children of deceased federal active employee are not qualified to purchase for free Federal CapTel phone on their behalf. In addition, Veterans and Retirees no longer qualify for Federal CapTel program and should apply for equipment through their State CapTel program if available by going to <http://www.captionedtelephone.com/availability.phtml> .*

Customer Service

For any technical questions about the CapTel phone or service, please contact CapTel Customer Service:

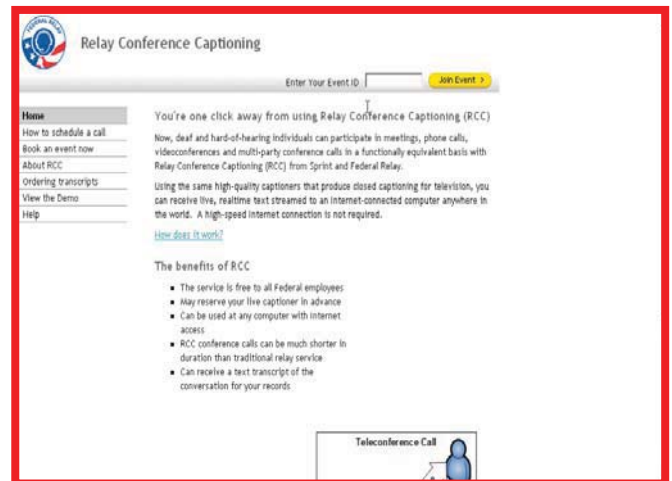
By CapTel Phone, or Voice: 888.269.7477	By TTY: 800.482.2424
By FAX: 608.238.3008	E-mail: CapTel@ultratec.com
By Mail: Ultratec, Inc. Attn: CapTel Customer Service 450 Science Drive, Madison, WI 53711	

Federal Relay Conference Captioning (FedRCC)

What is RCC?

Federal Relay Conference Captioning (FedRCC) is an Internet-based technology that can revolutionize the way you join and participate in teleconference calls. Anyone who has access to the Internet and has a web browser can use www.fedrcc.us. FedRCC uses the same high-quality steno-captioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet or dial-up (56k) connection will work. FedRCC has user-friendly features including:

- Background Color, Text Color and Size Options
- Text transcript available at the end of a teleconference call
- Online Customer Support and Federal RCC Customer Service
- New features are continually being developed



Hours of Operation

FedRCC is available from 8 a.m. to 5 p.m. local time, Monday through Friday (excluding Federal holidays). Requests to use FedRCC must be made at least 24 hours in advance (one business day).

Requests received with less than 24 hours advance notice will be covered using our best efforts, but cannot be guaranteed. Note: To see a demo of FedRCC, go to www.fedrcc.us and click on the "View the Demo" link.

Scheduling Your FedRCC Teleconference Call

Currently, all FedRCC calls are scheduled using an online ordering system at www.fedrcc.us and click "Book and event now".

- **Step 1** – Secure a teleconference/audio bridge from your telecommunication provider;
- **Step 2** – Complete the [ordering form](#) including date, time and conference call number.

Scheduling Support E-Mail cc@captioncolorado.com

Technical Requirements for FedRCC

FedRCC service is optimized for Internet Explorer 5.5 or greater with cookies and JavaScript enabled. Screen resolution should be 800 x 600 minimum and we recommend 1024 x 768 or higher. Do you need to change your screen resolution setting for better performance? Please reference your screen manufacturer's directions for modifying your resolution settings. RCC does not work with Netscape Navigator. Please use Microsoft Internet Explorer as your Web browser to view the streaming text captions. *Technical Support E-Mail* help@captioncolorado.com

Federal Video Relay Service (FedVRS)

What is VRS?

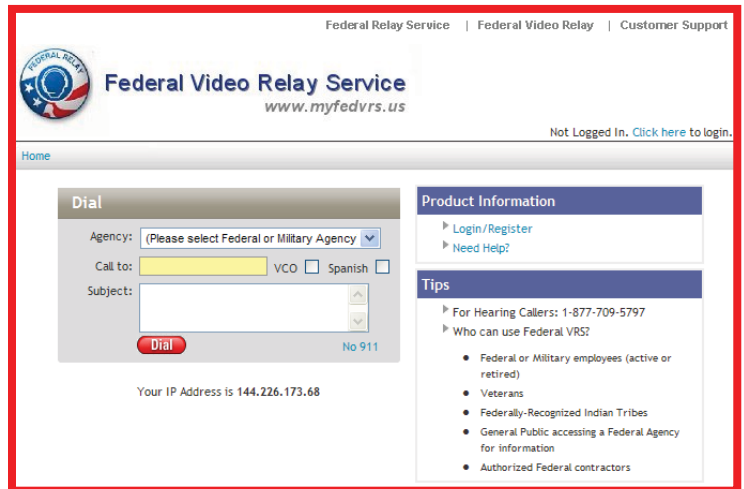
Federal VRS (FedVRS) is the communication solution for sign language users. VRS allows natural telephone communication between sign language and standard phone users. After connecting to FedVRS, the sign language user signs to the video interpreter (VI), who voices what he/she is saying to the other party.

Emotions and facial expressions are conveyed via video, allowing both parties to be fully involved. Callers are free to interrupt one another, no typing is required and no GAS needed. FedVRS has user-friendly features including:

- Language Preferences (English or Spanish);
- Voice Carry Over (VCO);
- Dialing Instructions
- Online Customer Support and Connection to FedVRS Customer Service;
- H.323 (Internet) and H.320 (ISDN).

Hours of Operation

7 a.m. to 11 p.m. ET, Monday through Friday (excluding Federal holidays).



What equipment and/or broadband types do I need?

- A computer with web camera using NetMeeting or any h.323 compatible software;
- A TV or flat screen monitor (w/AV jacks) with videophone;
- Broadband "non-firewall" line (Cable, T-1, or DSL) or firewall configured (LAN) with minimum upload and download speed of 256kbps.



Note: Federal Relay does not endorse a specific brand of video-conferencing equipment.

ISDN Access (a.k.a. Video Tele-Conferencing and Requires Specialized Equipment)

- ISDN Users to Call FedVRS – 877.709.5798
- Hearing People to Call ISDN FedVRS Users – 877.709.5801

Web Cameras vs. Videophones

Item	Web Camera	Videophone
H.323 Video Compliant	Yes	Yes
Connection Requirement	Broadband	Broadband
Secured Connection¹	Low (worse)	High (better)
Equipment Connected by	PC via USB	TV via RCA Audio/Video Jacks
Video Software	NetMeeting	D-Link
Hardware	PC (desktop or laptop)	Videophone and a TV (13" or larger)
Interface Type	Mouse	Remote control
Access Addresses	www.myfedvrs.us	myfedvrs.tv (English) vco.myfedvrs.tv (VCO) espanol.myfedvrs.tv (Spanish)
Multi-Tasking	Difficult <i>(hard to use computer to do your work while you are on the video call within same unit)</i>	Easy <i>(Videophone is separate from PC so one can work on computer while on the call).</i>
IP Address Range and Ports Required for Firewall Configuration	Contact Technical Support	Contact Technical Support

Where do I obtain a Web Camera or a Videophone?

- Apply for free video-conferencing equipment through CAP (Computer Electronics Accommodations Program)

¹ The PC's hard drive is susceptible to virus or hackers. TV has no hard drive, therefore minimal data exposure risk.
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- www.tricare.osd.mil/cap/request/request_acc.cfm
 - If your agency is a partner (www.tricare.osd.mil/cap/about/about_agency.cfm);
 - If your agency is not partner of CAP, check with your agency's disability resource or assistive technology center (www.tricare.osd.mil/cap/resources/resources_other.cfm)
- Purchase either products from authorized resellers such as Best Buy (www.bestbuy.com) or directly from manufacturers – **Logitech** or **D-Link**

To get more detailed information about video-conferencing products

- Logitech Web Cameras
 - www.logitech.com/index.cfm/webcam_communications/webcams/&cl=us,en
- D-Link DVC-1000 or DVC-2000 Videophones
 - www.dlink.com/products/category.asp?cid=39&sec=0

Customer Care and Technical Support

FedVRS Customer Care and Technical Support are available for any Federal agency (Civilian or Military) or qualified user in the U.S.

- Mondays through Fridays -- 7 a.m. to 1 a.m. ET
- Federal Holidays -- Closed
- Voice -- 877.709.5783
- TTY – 877.709.5778
- FAX – 877.709.5784
- Videophone – help.myfedvrs.tv
- Website: www.myfedvrs.us/support

E-Mail: vrshelp@sprint.com

Federal IP Relay ²

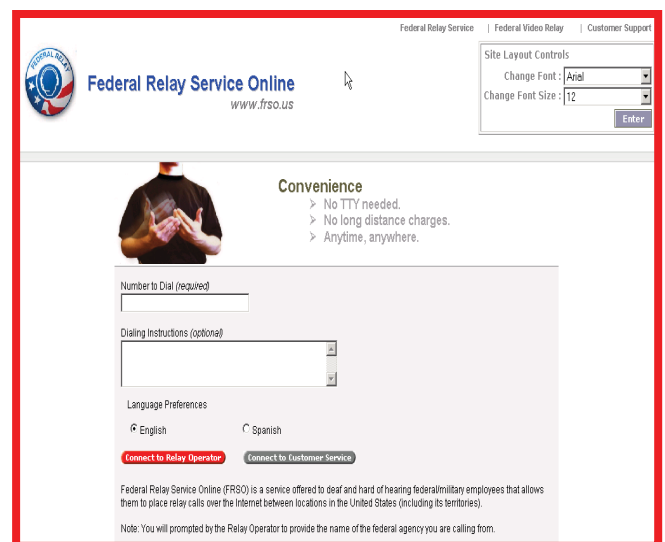
What is Federal IP Relay?

Federal IP is an Internet Relay technology that can revolutionize the way you use relay. Anyone who has access to the Internet and has a web browser can use www.federalip.us to access user-friendly features including:

- Language Preferences (English or Spanish)
- Background Color, Text Color and Size Options
- Print and Save
- Dialing Instructions
- Horizontal Split Screen
- ASL Emoticons (Happy Faces)
- Online Website Customer Support
- Connection to Federal Relay Customer Service

Hours of Operation: Federal IP Relay is available 24 hours a day, seven days a week, and 365 days a year (including Federal holidays).

Customer Service - 800-877-0996 (Voice/TTY)



² A.K.A. Internet Relay or IP Relay

Federal Relay Contact Information

	Sprint Presentation/demo (Outreach) and Information on Products and Services	Sprint Program Management (Contract/Service Issues and/or Compliance)	GSA Program Management (Contract/Service Issues and/or Compliance)
Name	Natalie Clanton	Angie Officer	Patricia Stevens
Title	Agency Liaison	Program Manager	COTR
E-Mail	federalrelayoutreach@sprint.com	federalrelay@sprint.com	patricia.stevens@gsa.gov
Voice	720.545.0152	703.689.5654	703.306.6308
Video IP	Email for an Appointment	Email for an Appointment	800.877.8339 via Federal Relay
Fax	913.523.9070	866.486.7858	703.306.6920
Address	Sprint – Federal Relay 707 17th St. Ste 3750 Denver, CO 80202	Sprint – Federal Relay 12524 Sunrise Valley Drive Reston, VA 20196	GSA – Federal Relay 10304 Eaton Place Fairfax, Virginia 22030



Comparison between Two Major Relay Programs

Features	Federal	State/National
FCC TRS Standards Conformance	Yes	Yes
Certification & Accreditation (C&A) of all Federal Relay IP-based systems has been accredited as determined by FIPS 199 with GSA. <ul style="list-style-type: none"> • <i>Relay Conference Captioning (RCC)</i> at www.fedrcc.us • <i>Video Relay Service (VRS)</i> at www.fedvrs.us • <i>IP Relay</i> at www.federalip.us 	No	
Section 508 Conformance <i>(copy of VPAT for any of the IP-based services are available upon request)</i>	Yes	No
GSA IT Security Standards	Yes	No
Federal Information Processing Standards (FIPS) 199	Yes	No
Confidentiality – FCC TRS Standards PLUS conformance with the Privacy Act of 1974 (P.L.93-579), and the Internal Revenue Service Acquisition Procedures (IRSAP)	Yes	FCC TRS Standards Only
Privacy Impact Assessment (PIA)	Yes	No
Authorized Provider per GSA Contract No. GS00T07NSD0010	Sprint	No
Services available to end-users:		
1] TTY/ASCII/Voice/STS (TRS)	Yes	Yes
2] Captioned Telephone (CapTel)	All 50 States	44 States Only
3] Relay Conference Captioning (RCC)	Yes (secured)	Few states <i>(non-secured)</i>
4] Video Relay Service (VRS)	IP and ISDN <i>(secured)</i>	National IP Only <i>(non-secured)</i>
5] IP Relay	Yes (secured)	National Only <i>(non-secured)</i>

*Note: Be advised that Federal employees should check with their legal staff about using the "free" relay services advertised by a number of companies in the U.S., as it may be an unauthorized augmentation of appropriated budgets. Sprint is the only authorized provider of Federal Relay through GSA Contract No. GS00T07NSD0010. **Matrix information is subject to change at any time.***

Federal Relay - Task Order Process³ (direct-billing)

The Federal Agency's Designated Agency Representative (DAR) and/or Contract Officer (CO) will need to complete and submit the two forms (#1 and #2) as follows on the next page:

Step 1: Form#1 – Task Order (TO)

Complete your agency's specific **Task Order Form**, or use **GSA's Standard Form 1449 or Optional Form 347** which can be downloaded at www.federalrelay.us in your web browser in the "Task Order Submission" tab. Both forms have been "pre-filled" and all you need to do is update the "red" sections.

Step 2: Form# 2 – Billing Contact Information

Complete the Sprint – Federal Relay **Billing Contact Information Form** (Included in the OF347 and SF1449 documents on the last page)

Step 3: Submission

- Both forms (Task Order and Billing Contact Information) need to be submitted via eFax at - % ') & ' - \$+\$ to Sprint - Federal Relay Program Management for review and approval.
- If all documents are in order and are fully completed after review, it will take Sprint up to 90 days to set up the Agency direct-billing account. The Federal Relay Program Manager will communicate to the GSA and DAR the effective billing date.

For Further Information

- Federal Relay and/or contract, go to www.federalrelay.us, call Federal Relay Customer Service at 1-800-877-0996 (Voice/TTY) or email federalrelay@sprint.com
- Questions about change from "centralized" to "direct" billing, contact GSA – Federal Relay Program Office at (703) 306-6308 or fedrelay2007@gsa.gov .

Frequently Asked Questions (FAQ)

1. **How is the new contract an improvement over the old FedRelay contract?** The new contract will more accurately allocate payment of services among the using agencies. In the past, Federal Relay services were paid for by only those Federal government agencies who are centrally-billed, FTS2001 contract users. FTS2001 contract direct-billed agencies and non-Federal agency users received the service, but could not be allocated costs.
2. **Are there any "validation" of users who use Federal Relay services?** No, all services are available to both Federal employees and constituents nationwide.
3. **Will "Inventory" call data or "call from/call to" phone numbers be provided to track usage of Federal Relay?** No - Inventory and call from/to data pertains to the FTS2001/Networkx contract and Federal Relay is not part of that program.

³ Note: The above Task Order process is subject to change at any time.