What is Federal Relay?

The Federal Relay Service (FedRelay) is the only federal government telecommunications service contracted through the General Services Administration that allows Federal employees who are deaf, hard-of-hearing, deaf/blind, or have speech disabilities to have equal communication access. This contract provides a package of services so that Federal employees may conduct official duties and become functionally equivalent. The FedRelay also allows the general public to conduct business with the federal government and its agencies. Calls are relayed using specially trained Communications Assistants (CA). The CA simply acts as a transparent conduit for the transmittal of information.

All calls are strictly confidential and no records of any conversations are maintained.

Federal Relay provides quality telecommunication access with the latest technology and services available.

Federal Relay is available in two forms:

**Telephonically-based Services**
- Text Telephone (TTY) / ASCII / Voice
- Speech to Speech (STS)
- Captioned Telephone (CapTel)

**Internet-based Services**
- Video Relay Service (VRS)
- Video Remote Interpreting (VRI)
- IP Relay
- Relay Conference Captioning (RCC)
- Captioned Telephone (IP CapTel)

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

To find out if your agency has a Task Order, go to www.federalrelay.us and click “Task Order Status” tab or email federalrelay@sprint.com.

For more information about the Task Order process, go to www.federalrelay.us and click the “Task Order (TO) submission” tab.

The Federal Relay program is a “standalone” contract and not a part of the FTS2001/Networx contract/program.
Where can I Use Federal Relay?

Federal Relay is accessible for both domestic and non-domestic locations. For more information on where you can use Federal Relay, visit www.federalrelay.us.

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?

The contract is for the use of all Federal agencies, agency-sponsored universities and laboratories; and when authorized by law or regulation, state, and local governments. Federal Relay is provided through a contract between the Government and Sprint, and agencies that provide a task order under this contract have access to all services. Authorized users are subject to change based on the status of an agency’s task order.

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)

Toll-Free and Toll Access Numbers for Federal Relay are:

TTY (text telephone) / ASCII
(800) 877-8339
Voice
(866) 377-8642
Speech to Speech
(877) 877-8982
Spanish (Español) to Spanish
(800) 845-6136
Spanish to English
(888) 474-8983
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.

Customer Service
(800) 877-0996 (Voice/TTY)
Speech-to-Speech (STS)
(877) 877-8982

Federal employees who have speech disabilities may utilize STS to voice their conversation. A specially trained Federal Relay operator will repeat the words of the individual with a speech disability or synthesize output to the other party. No special equipment is required to use this service!

New Features Include

STS Email Set Up
This new feature makes call set-up a piece of cake for STS users.

This Email Set Up feature allows STS users to send an email call instructions or information to Federal Relay STS at least two hours before the call.

Contact My Support
(877) 787-1989

A dedicated customer support line for STS users. This new support system for STS is standing by to assist STS users or organizations serving STS users with basic information about STS, filling out customer profiles, and other Federal Relay features designed to support STS customers and their callers.

My Saved Messages
With My Saved Messages, the STS relay operator can help. Upon request, the STS relay operator can copy any messages desired onto the Customer's Profile for 24 hours. When the STS user would like to try again, they simply redial STS and ask to retrieve saved messages. After 24-hours the message copied into the profile is automatically deleted from the system.

My Name and My Places
Receiving calls is now easier than ever for STS users with My Name and My Places.

Once an STS users registers at My Name, voice callers can simply call and ask for the STS user directly by name without having to provide the telephone number.

My Style
STS users are allowed to determine how we support them. For example they can choose whether the STS user would like the STS relay operator to re-voice the entire conversation or simply repeat upon request, we will provide STS that meets the customer's needs.

My Phonebook
Your profile can store up to 30 speed dial numbers in a STS user's phonebook. To place a call, the STS user simply asks for a caller by name.

For Further Information
Please visit www.federalrelay.us/speech-speech-sts for instructions, and further information.
Federal CapTel™ Service (Captioned Telephone)

What is CapTel?

• Captioned Telephone (or CapTel™ for short)

• Allows people to receive word-for-word captions of their telephone conversations.

• Spoken words appear as written text for viewers to read.

• CapTel looks and works like a traditional phone, however 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.

• Available Devices:
  - CapTel 840 for standard analog telephone line(s)
  - CapTel 840i for internet based use

For more information on devices, visit www.captel.com/federal

How does the CapTel phone work?

1. You talk to the other party – who talks back for you to hear.

2. Everything the other party says also goes through a Captioning Service...

3. ...which transcribes their words into captions...

4. ...for you to read on the CapTel display.

- Federal Relay CapTel user dials the number of the person they wish to call on the Captioned Telephone.

- 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.

- Text captions are bundled with the speaking party’s actual voice and sent down the telephone line to the CapTel phone.

- 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 or digital phone line(s).

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

To apply for free equipment, please go to www.cap.mil

CapTel phones for active Federal employees are available for the agency to purchase by going to the following website: www.federalrelay.us/captel.

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

- International Federal voice (calling from overseas into USA)
  (608) 204-2790

- E-mail
  CapTel@CapTel.com

- By Mail
  Ultratec, Inc.
  Attn: CapTel Customer Service
  450 Science Drive, Madison, WI 53711

Website
www.captel.com/customer-service.php
What is FedRCC?

- FedRCC is real-time captioning for Deaf and Hard of Hearing Federal employees.
- An Internet-based technology that revolutionizes the way you join and participate in teleconference calls and web conferencing.
- 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.

User-friendly features include:

- Background Color, Text Color and Size Options
- Text transcript available at the end of a teleconference call – transcript record of captioning
- Online Customer Support and Federal RCC Customer Service
- 2-way voice option for captioner to speak on behalf of Deaf and Hard of Hearing people.
- New features are continually being developed

Hours of Operation

FedRCC is available from 8 a.m. to 6 p.m. local time, Monday through Friday (including Federal holidays). Requests to use FedRCC must be made at least 12 hours in advance (one business day). Requests received with less than 12 hours advance notice will be covered using our best efforts, but cannot be guaranteed.

To see a demo of FedRCC, go to www.fedrcc.us and click on the “View the Demo” link.

For tips on how to use Federal Relay to ensure the highest quality and accuracy please go to http://www.fedrcc.us/FedRcc/Tips.aspx

FedRCC Supports the Following Browsers:

- Internet Explorer 6.0 and above
- Chrome
- Firefox
- Safari

Scheduling Your FedRCC Teleconference Call

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

Step 1: Secure a teleconference/audio bridge from your telecommunication provider;

Step 2: Complete the ordering form including date, time, conference call number or web conferencing.

Please have your agency’s account billing code accessible.

Customer Care/Scheduling Support
(800) 775-7838
cc@captioncolorado.com

Technical Support
(800) 775-4203
help@captionedtext.com

Corporate Fax
(720) 489-5994
Federal Video Relay Service (FedVRS)  
www.fedvrs.us

What is VRS?

• A communication solution for sign language users.
• 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.

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

User-friendly features include:

• 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

FedVRS is available 7 a.m. to 11 p.m. ET, Monday through Friday (including Federal holidays).

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

Federal Video Relay Service

www.myfedvrs.us  
(via web camera)

myfedvrs.tv  
(via video phone)

(877) 709-5797  
(via video phone)

espanol.myfedvrs.tv  
(via video phone)

vco.myfedvrs.tv  
(Via video phone - this allows to use your own voice through Video Relay Service)

Where do I obtain a Web Camera or a Videophone?

• Apply for free video-conferencing equipment through CAP (Computer Electronics Accommodations Program) at http://www.cap.mil
• Purchase either products from authorized resellers such as Best Buy (www.bestbuy.com) or directly from manufacturers – Logitech or D-Link
What is VRI?

Federal Video Remote Interpreting (VRI) is a feature of Federal Relay’s Video Relay product which provides Deaf and Hard of Hearing Federal employees with on-demand remote sign language interpreting in order to facilitate communication between individuals who are in the same location (i.e. office, cubical, front desk, etc.).

What are the benefits of Federal VRI?

- Communicate effectively and efficiently with your managers, coworkers, and peers using a certified sign language interpreter
- No need to reserve a live sign language interpreter in advance
- Communicate from your own office space
- No time limits, or minimums so you can use Federal VRI for as little or as much time as you need
- All calls are confidential and no records of conversations are ever retained
- Available sign language interpreting in English and Spanish language (if English/Spanish translation is needed, 24 hours notice is required)
- Meets a number of security requirements including GSA IT Security Standards, Federal Information Processing Standards (see www.federalrelay.us/federal-vs-state-national for more information)

Video Phone Users:

1. Dial 877-689-7775 on your video phone equipment
2. You will be connected to a VRI interpreter
   a. If your video phone has audio capabilities, you may go ahead and start your call
   b. If your video phone does not have audio capabilities provide the VRI Interpreter with the telephone number so that they may call back in to your meeting. You have the option to enable your video phone’s speaker capabilities or the hearing person can speak through his/her cell phone or telephone in your office.
3. Simply begin your conversation!

For ISDN Access

- Please dial (855) 724-6514

Federal Video Relay Software (Webcam):

1. Download/Open the Federal Video Relay Software on your computer (If you have not already done so)
   a. Ensure that your computer’s microphone/audio capabilities are on (unmute your computer’s microphone, ensure that the volume is turned up)
2. Dial 877-689-7775 to connect to the VRI Interpreter
3. Simply begin your conversation!

What are the Federal VRI hours of operation?

- Service is available on Monday through Friday from 7:00 a.m. to 11:00 p.m. EST.
- Service on all Federal Holidays!
- Please send an email to FedVRShelp@sprint.com for English/Spanish Translation. (24 hours notice is required).
Users are required to register for a 10-digit number through the Federal IP website.

Please visit www.federalip.us and follow the link in red that says "Register." You will then come to a page called: "Sprint Relay Customer Profile/Call Now Registration (10 Digit Local Number)." On this page, there is a menu on the left hand side where you will see an option for “Create New Profile/Call Now Number Registration.” Once there, follow the instructions and register for your preferred service (Federal Relay).

Calls are supported via videophone solutions over a standard internet connection or an ISDN connection.

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.

Hours
Mondays through Fridays — 7:00 am to 1:00 am ET (including Federal Holidays)

General Voice Access
(877-709-5776)

Voice
(877) 709-5783

TTY
(877) 709-5778

FAX
(877) 709-5784

Videophone
help.myfedvrs.tv

Website
www.myfedvrs.us/support

E-Mail
fedvrshelp@sprint.com

Federal IP Relay
www.federalip.us

What is Federal IP Relay?

• 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.

User-friendly features include:

• 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)
Federal Relay
Contact Information

Sprint Federal Relay Account Manager
(Contract/Service Issues and/or Compliance)

Name: Tatyana Mezentseva
Title: Account Manager
E-Mail: tatyana.mezentseva@sprint.com
Phone: (720) 545-0154
Video IP: By Appointment Only

Sprint Outreach

Name: Chanel Gleicher
Title: Sprint Outreach and Marketing Specialist
E-Mail: chanel.gleicher@sprint.com
Video IP: By Appointment Only

GSA Program Management
(Contract/Service Issues and/or Compliance)

Name: Patricia Stevens
Title: COTR
E-Mail: patricia.stevens@gsa.gov
Phone: (703) 306-6308
Video IP: (800) 877-8339 via Federal Relay
Fax: (703) 306-6920

Comparison between Two Major Relay Programs

<table>
<thead>
<tr>
<th>Features</th>
<th>Federal</th>
<th>State / National</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC TRS Standards Conformance</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Certification &amp; Accreditation (C&amp;A) of all Federal Relay IP-based systems has been accredited as determined by FIPS 199 with GSA. Relay Conference Captioning (RCC) at <a href="http://www.fedrcc.us">www.fedrcc.us</a> Video Relay Service (VRS) at <a href="http://www.fedvrs.us">www.fedvrs.us</a> IP Relay at <a href="http://www.federalip.us">www.federalip.us</a></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Section 508 Conformance (copy of VPAT for any of the IP-based services are available upon request)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>GSA IT Security Standards</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Federal Information Processing Standards (FIPS) 199</td>
<td>Yes</td>
<td>Fed CTRS Standards Only</td>
</tr>
</tbody>
</table>
| Confidentiality
  FCC TRS Standards PLUS conformance with the Privacy Act of 1974 (PL.93-579), and the Internal Revenue Service Acquisition Procedures (IRSAIP) | Yes     | FCC TRS Standards Only |
| Privacy Impact Assessment (PIA)               | Yes     | No               |
| Authorized Provider per GSA Contract No. GS00Q13NSD3000 | Sprint | No               |
| TTY/ASCII/Voice/STS (TRS)                     | Yes     | Yes              |
| Captioned Telephone (CapTel) All 50 States + DC | All 50 States + DC |
| Relay Conference Captioning (RCC)             | Yes     | Few States       |
| Video Relay Service (VRS) IP and ISDN         | National IP Only |
| Video Remote Interpreting (VRI) IP and ISDN   | No - Not regulated by the FCC |
| IP Relay                                      | Yes     | National Only    |
Frequently Asked Questions (FAQ)

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.

Are there any “validation” of users who use Federal Relay services?

No, all services are available to both Federal employees and constituents nationwide.

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/Networx contract and Federal Relay is not part of that program.

Federal Relay —
Task Order Process (direct-billing)

The Federal Agency’s 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.federalerelay.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 (913) 523-1814 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.federalerelay.us, call Federal Relay Customer Service at (800) 877-0996 (Voice/TTY) or email federalerelay@sprint.com.

• Questions about change from “centralized” to “direct” billing, contact GSA – Federal Relay Program Office at (703) 306-6308 or patricia.stevens@gsa.gov.

The above Task Order process is subject to change at any time.
The Federal Relay program is a “standalone” contract and not a part of the FTS2001/Networx contract/program.

www.federalrelay.us