

Independence and Equality in Telecommunications—*get it right*



What is Federal Relay?

- Federal Relay provides equal telecommunications access for active or retired Federal employees (civilian or military), veterans, and U.S. Tribal members who are **deaf, hard of hearing, deaf-blind or have speech disabilities**.
- The Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988.
- Federal Relay is a Federal Government service that utilizes the FTS2001 network.
- There are no restrictions on the number, length or type of calls placed through Federal Relay.
- All Federal Relay calls are strictly confidential and no records of any conversations are maintained.
- Federal Relay's mission is to broaden employment and advancement opportunities for individuals with disabilities while improving the quality of their work and family life through telecommunications.

Who can use Federal Relay?

- Active or retired Federal employees (civilian or military)
- Veterans
- Authorized cost-reimbursement Federal contractors
- Anyone contacting a Federal agency to access information
- U.S. Tribal members (federally recognized)

Why use Federal Relay?

Because Federal Relay uses the FTS2001 Government Network, there are **no long distance charges** for calls made in the US through this service. This includes relay calls originating *from any Federal agency* as well as relay calls made by private citizens *to any Federal agency*.

In contrast, state-sponsored relay services use commercial lines that are subject to long distance charges.

Who pays for Federal Relay?

Federal Relay is managed by General Services Administration (GSA) and funded by Federal agencies who use FTS services through the FTS2001 contract. If you have further questions, contact Pat Stevens with GSA Program office at:

- 703-306-6308 Voice
- email patricia.stevens@gsa.gov

Where can I use Federal Relay?*

- Any Federal Government facility
- Telecommuting
- Traveling on business for the Federal Government
- The fifty states and the District of Columbia
- U.S. Territories (Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas, and American Samoa)

Hours of Operation

All Federal Relay features are available 24/7/365 except for:

Relay Conference Captioning (RCC)

- 8am–5pm Eastern, M–F (excluding holidays)

Requests to use FEDRCC must be booked at least 48 hours in advance (two business days).

Video Relay (FEDVRS)

- 7am–8pm Eastern, M–F (excluding holidays)

Captioned Telephone (Spanish)

- 8am–midnight Eastern, 7 days a week



*Certain features of Federal Relay may have geographical restrictions.



Federal Relay Features



- **TTY/ASCII** ▶ **1-800-877-8339**
A deaf or hard-of-hearing person uses a TTY or PC to type his/her conversation. A relay operator voices the typed conversation to a hearing person and then types the hearing person's spoken response to the TTY user.
- **Voice** ▶ **1-866-FRS-Voice (377-8642)**
A relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.
- **Spanish (Español)** ▶ **1-800-845-6136**
TTY, ASCII, Voice, HCO or VCO
Use this number to make Spanish-language relay calls.
- **Voice Carry-Over (VCO)** ▶ **1-877-877-6280**
VCO to VCO, VCO to TTY, Two-line VCO
A Deaf/hard-of-hearing person speaks directly to a hearing person. The operator types the hearing person's responses to the VCO user's TTY or VCO phone.
- **Hearing Carry-Over (HCO)** ▶ **1-800-877-8339**
Speech-disabled users with hearing listen to the person they are calling. They type their part of the conversation which the relay operator voices to the standard phone user.
- **International Inbound** ▶ **605-331-4923**
TTY, ASCII, Voice, HCO or VCO
Use this number for calling from a country outside the U.S.
- **Speech-to-Speech (STS)** ▶ **1-877-877-8982**
A person with a speech disability or voice synthesizer speaks directly to the person he/she has called. A specially-trained relay operator acts as the speech-disabled user's voice by listening and repeating the speech-disabled user's dialogue if necessary.
- **Telebraille** ▶ **1-866-893-8340**
Deaf-blind users often use special TTYs equipped with Telebraille. A Federal Relay operator types at a normal speed but the message is displayed at a rate of 15 words per minute. Telebraille users may also request faster text display.
- **Federal Relay Service Online (FRSO)** ▶ **www.frso.us**
Deaf and hard-of-hearing individuals can place relay calls over the Internet using a web browser.
- **Relay Conference Captioning (RCC)** ▶ **www.fedrcc.us**
Deaf and hard-of-hearing individuals can participate in teleconference calls. Much like captioning for television, realtime text is streamed to an Internet-connected computer anywhere in the world.
- **Video Relay Service (VRS)**
www.fedvrs.us (Computer and webcam)
fedvrs.tv or spanish.fedvrs.tv (TV and videophone)
Sign Language users can communicate through relay using a PC with a web camera or a TV with a videophone. During a VRS call, a deaf person signs to a video interpreter (VI). The VI voices the conversation to a hearing person on a standard phone and then signs back to the deaf person on his/her computer or TV screen.
- **Captioned Telephone (CapTel)**
A hard-of-hearing person dials another party directly using an Ultratec® CapTel™ Captioned Telephone. The CapTel phone automatically connects to a captioning relay service where a specially-trained relay operator transcribes the called party's responses into written text (captions). Captions appear almost simultaneously with the spoken word on a bright, easy-to-read display window on the CapTel phone.
Note: GSA and Sprint are working together to nationally distribute up to 50 free Federal CapTel phones a month. Individuals may only receive one free phone but may purchase a second phone for \$495. To apply for the free phone, visit www.captionedtelephone.com/availability/Federal.phtml
- **Federal Relay website** ▶ **www.federalrelay.us**
Online information about all features, printed materials, and forms available through Federal Relay.
- **U.S. Government Online TTY Directory**
www.sprintbiz.com/tty/search.jsp
Online listing of direct TTY numbers for various Federal agencies.
- **Federal Relay Customer Service**
1-800-877-0996 (Voice/TTY/ASCII)
Get it right with 24/7/365 access to customer service representatives available to answer questions, receive complaints or commendations, or initiate trouble tickets.