



Federal CapTel™ Service (Captioned Telephone)

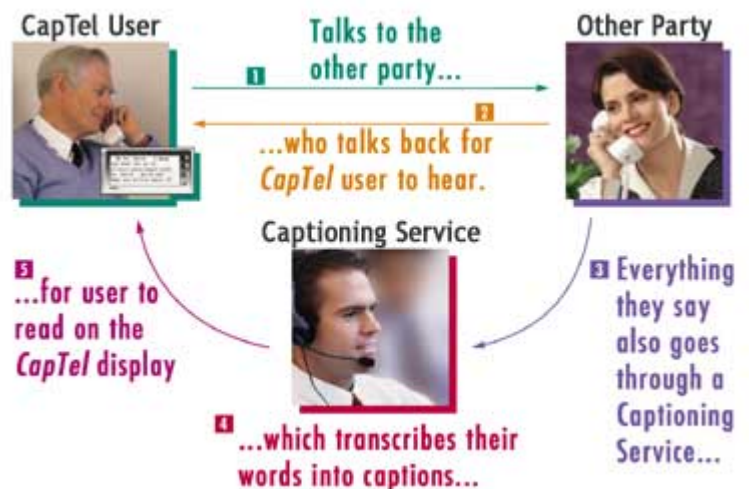


What is CapTel?

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.



Where can I use CapTel by Federal Relay?

CapTel by Federal Relay is accessible domestically from work or home (telecommute) or while traveling within the United States (50 states) and District of Columbia. No domestic toll (long distance) charge for calls made anywhere in the United States.

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 from 8am to Midnight EST, 7 days

Who can use Federal CapTel?

Federal CapTel service available for use by any Deaf and/or Hard-of-Hearing individual (active or retired) affiliated/employed by:

- All Federal (Civilian and Military) agencies;

- Authorized Federal contractors (cost-reimbursement);
- Veterans;
- US Tribal member (federally recognized)¹;
- The general public to access Federal agencies.

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, these records are only used by Federal Relay to compile statistics.

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

Federal CapTel phone and analog phone line.

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

Sprint is working with GSA in distributing fifty (50) free CapTel phones on a monthly basis. To qualify, you must be an authorized Federal Relay user (see “Who can use Federal Relay?”). If you qualify, complete a Federal CapTel phone application form at <http://www.captionedtelephone.com/availability/Federal.phtml> or call CapTel Customer Service listed below to have the form sent to you. If you would like a 2nd phone for your home or work, the price is \$495. Make this request for the 2nd phone on your application form.

Who to contact?

If you have questions about your application or qualification, send email to randy.g.murbach@mail.sprint.com or karl.a.ewan@mail.sprint.com or fax at 202-585-1841.

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

By CapTel Phone, or voice - 1 (888) 269-7477	By TTY - 1 (800) 482-2424
By FAX - (608) 238-3008	Email: CapTel@ultratec.com
By Mail Ultratec, Inc. Attn: CapTel Customer Service 450 Science Drive Madison, WI 53711	

What is Federal Relay?

The Federal Relay was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. Federal Relay is a Federal Government service, which utilizes the FTS2001 network in order to allow active or retired Federal employees (civilian or military), and veterans who are deaf, hard-of-hearing, deaf/blind or have speech disability, equal telecommunication access. Federal Relay’s mission is to broaden employment and advancement opportunities for individuals with disabilities. For further information about Federal Relay, go to www.federalrelay.us or call Federal Relay Customer Service at 1-800-877-0996 (Voice/TTY/ASCII/Spanish) 24/7/365. **Note:** *In case of emergency, Federal Relay users should call 9-1-1 center directly using your TTY. All local and toll (domestic) calls to Federal Relay from TTY payphones are free of charge.*

¹ <http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2003/pdf/03-30244.pdf>