

## Federal Relay Service (FedRelay)



The Federal Relay Service (FedRelay) provides telecommunications services to allow individuals who are deaf, hard of hearing, and/or have speech disabilities to conduct official business with and within the federal government.

The Federal Relay Service provides service to the public and to federal agency personnel. Sprint is the only authorized service provider on the Federal Relay Program.

### **TTY/ASCI**

A deaf or hard-of-hearing person uses a TTY or PC to type a 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.

Service is available 7 days a week, 24 hours a day.

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

- (800) 877-8339 TTY(Text Telephone) / ASCII (American Standard Code For Information Interchange) Hearing callers wait for the operator or call:
- 866) 377-8642 Voice
- (877) 877-6280 VCO (Voice Carry Over)
- (877) 877-8982 Speech-to-Speech
- (800) 845-6136 Spanish
- (800) 877-0996 Customer Service (Voice/TTY, ASCII and Spanish)
- (866) 893-8340 TeleBraille

From non-domestic locations the number is (605) 331-4923

### **Speech to Speech (STS)**

A person with a speech disability or voice synthesizer speaks directly to the called person. 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.

Service is available 7 days a week, 24 hours a day.

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### **Captioned Telephone (CapTel)**

A deaf or hard-of-hearing person dials another party using a captioned telephone. The CapTel phone automatically connects to a captioning relay service center where a specially-trained relay operator transcribes the called party's Responses into text (captions). Captions appear on a display on the CapTel phone.

Service is available 7 days a week, 24 hours a day.

### **Relay Conferencing Captioning (RCC)**

This is a web-based version of TTY/ASCII service.  
Service is available 7 days a week, 24 hours a day.

### **Video Relay Service (VRS)**

A deaf person (using a video camera) signs to a video interpreter (VI). The VI voices the conversation to a hearing person on a standard phone and then the VI signs back to the deaf person on a computer or television screen.

Service is available 7:00 a.m. to 8:00 p.m. Monday through Friday Eastern time.

Federal Video Relay:

- Videophone (VP)
  - English: [myfedvrs.tv](http://myfedvrs.tv)
  - Spanish: [espanol.myfedvrs.tv](http://espanol.myfedvrs.tv)
  - Voice CarryOver (VCO): [vco.myfedvrs.tv](http://vco.myfedvrs.tv)
  - Customer Service: [help.myfedvrs.tv](http://help.myfedvrs.tv)
- Website (webcam)
  - Current website address of [www.fedvrs.us](http://www.fedvrs.us) will automatically redirect to [www.myfedvrs.us](http://www.myfedvrs.us)
- ISDN
  - ISDN users call FedVRS: (877) 709-5798
  - Hearing users calling ISDN FedVRS users: (877) 709-5801
  - Customer Service: [help.myfedvrs.tv](http://help.myfedvrs.tv)

The shortcut to this page is [www.gsa.gov/fedrelay](http://www.gsa.gov/fedrelay)

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