



Sprint[®]
Accessibility

Websites

- **Sprint Accessibility:** sprint.com/accessibility
- **Sprint Relay:** sprintrelay.com
- **Sprint CapTel:** sprintcaptel.com
- **Sprint IP Relay:** sprintip.com
- **Federal Relay:** federalrelay.us
- **Speech-to-Speech:** sprintsts.com
- **Sprint Relay Store:** sprintrelaystore.com
- **Sprint Vision Store:** sprint.com/vision
- **List of State Relay:** sprintrelay.com/contact_us

Social Networking

- facebook.com/sprintrelay
- twitter.com/sprintrelay
- youtube.com/sprintrelay

Contact Information

- **Sprint Accessibility Care:**
855-885-7568 *Voice*
800-676-3777 *Voice/TTY*
800-676-4290 *Español*
877-787-1989 *Speech-to-Speech*
866-931-9027 *VCO*
877-877-3291 *Fax*
sprintaccessibility@sprint.com *Email*
- **Sprint Video Customer Service (VCS):
(for sign language users)**
vcs@sprint.com *Email*
sprintrelaystore.com *Online Chat*
- **CapTel Customer Service:**
888-269-7477 *Voice/TTY*
608-204-6167 *Fax*
captel@captel.com *Email*

Sprint Accessibility for All

The Sprint Accessibility offers communication products and services to reduce or eliminate communication barriers for customers who are deaf, deafblind, have a hearing or vision loss, and cognitive, speech or mobility disabilities.

Sprint's broad portfolio of accessibility services include:

- Telecommunications Relay Services
- Sprint CapTel[®]
- Sprint IP Relay
- Sprint Speech-to-Speech
- Relay Conference Captioning
- Federal Relay Service
- Sprint Relay Store
- Sprint Vision Store
- Cognitive and Mobility Impaired



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Telecommunications Relay Service (TRS)

People who are deaf, hard-of-hearing, deafblind, or with a speech disability can access Relay Service by calling 711 using a text telephone (TTY) with the assistance of a relay operator. The relay operator reads aloud the TTY user's typed conversation and types back the spoken conversation.

sprintrelay.com



Sprint IP Relay

Sprint IP Relay service is available via an internet connection and computer. The service is free for people who are deaf, hard-of-hearing, deafblind, or with a speech disability. SprintIP.com and the Sprint Mobile IP app (available for Android and iOS) is available only in USA and US territories. Registration is required. If a user does not have a data plan, casual data charges may apply depending on the plan users have with their wireless carrier. *Standard message & data rates apply.*

sprintip.com



Sprint CapTel®

Sprint CapTel provides captions using a specialized telephone (appearing much like TV closed captions) for individuals with hearing loss. Captions appear virtually at the same time as the person speaks, allowing the person to read what is being said and to enjoy the natural flow of an interactive telephone conversation.

sprintcaptel.com



Speech-to-Speech (STS)

Speech-to-Speech (STS) relay is a free operator service for people whose speech may not be understood by the public on the phone. A specially trained operator is on the line to assist the caller by repeating the conversation when unclear, or requested. Special equipment is not required to use this service.

sprintsts.com



Relay Conference Captioning (RCC)

Relay Conference Captioning (RCC) provides live, real-time online captioning of meetings, phone calls, videoconferences and multi-party teleconference calls. RCC must be scheduled 48 hours in advance and requires an Internet-connected computer, laptop or tablet with high-speed Internet connection. RCC service is available for states or businesses that have purchased agreements with Sprint. To learn more on how to get RCC for your state, please contact Sprint Accessibility Care.

sprintrelay.com/rcc



Federal Relay (FedRelay)

The Federal Relay Service (FedRelay) provides communication access for Federal employees who are deaf, hard-of-hearing, deafblind, or with a speech disability. The FedRelay program can be used by Federal employees or by the general public to conduct business with the federal government and its agencies. Six services are provided by the Federal Relay program including: Text Telephone, CapTel, Internet Relay, Speech-to-Speech, Relay Conference Captioning, and Video Relay.

federalrelay.us



Sprint Relay Store

The Sprint Relay Store (SRS) is a specialized store for the deaf and hard-of-hearing community, and includes:

- SRS offers specialized Data-Only plans with optional voice access.
- SRS offers Video Customer Service (VCS) in American Sign Language (exclusively offered through Sprint). VCS provides technical assistance, handles billing questions and works with customers on other service issues.
- Sprint works with equipment manufacturers on accessibility and provides hearing aid compatible, cochlear implant compatible and TTY accessible phones.

sprintrelaystore.com



Sprint Vision

Sprint Vision is a specialized group serving the blind and low vision communities and includes:

- Sprint Vision is committed to working with phone manufacturers to deliver user-friendly, accessible wireless devices.
- Sprint provides a specialized Vision Store website for customers with vision loss.
- Sprint offers mobile accessibility application in its entirety free of charge. The Wireless Accessibility app allows people who are blind or have low vision to use an Android phone in an easy and simple way including touch navigation, easy text input, and voice synthesis.
- Sprint offers wireless devices with text-to-speech functionality which can read aloud text messages, menu settings and phone display information such as battery level, signal strength, time and date.

sprint.com/vision



Cognitive or Mobility Impaired

Sprint offers wireless devices with features to support customers with cognitive or mobility disabilities. These include picture caller identification, voice recognition, hands-free operation and automatic answer. Sprint Speech to Speech (STS) Relay is often preferred for customers who have suffered a stroke, head injury, seizures or other types of cognitive impairments. The Google Play and Apple storefronts contain a growing list of applications that may assist customers with cognitive and mobility impairments.

sprint.com/landings/accessibility/mobility.html

sprint.com/landings/accessibility/cognitive.html

